

STATE OF MICHIGAN
 DEPARTMENT OF MANAGEMENT AND BUDGET
 ACQUISITION SERVICES
 P.O. BOX 30026, LANSING, MI 48909
 OR
 530 W. ALLEGAN, LANSING, MI 48933

March 10, 2010

CHANGE NOTICE NO. 3
TO
CONTRACT NO. 071B6200095
between
THE STATE OF MICHIGAN
and

NAME & ADDRESS OF VENDOR InfoSpherix Incorporated 12051 Indian Creek CT Beltsville, MD 20705 Email: jlowe@infospherix.com	TELEPHONE Jeff Lowe (301) 419-7835
	VENDOR NUMBER/MAIL CODE
	BUYER/CA Steve Motz (517) 335-0462
Contract Compliance Inspector: Pete Devlin DNR Campground Reservation System – DIT / DNR	
CONTRACT PERIOD: From: March 12, 2006 To: September 30, 2013	
TERMS N/A	SHIPMENT N/A
F.O.B. N/A	SHIPPED FROM N/A
MINIMUM DELIVERY REQUIREMENTS N/A	
MISCELLANEOUS INFORMATION:	

NATURE OF CHANGE(S):

Effective March 17, 2010 this Contract is hereby Canceled in its entirety and replaced by Contract No. 071B0200161 due to Vendor Name, Federal ID No., and Mail Code Change..

AUTHORITY/REASON(S):

Per vendor email dated November 23, 2009 along with updated W-9 and DMB Purchasing Operations.

TOTAL ESTIMATED CONTRACT VALUE: \$0.00

STATE OF MICHIGAN
DEPARTMENT OF MANAGEMENT AND BUDGET
ACQUISITION SERVICES
P.O. BOX 30026, LANSING, MI 48909
 OR
530 W. ALLEGAN, LANSING, MI 48933

October 30, 2009

CHANGE NOTICE NO.2
TO
CONTRACT NO. 071B6200095
between
THE STATE OF MICHIGAN
and

NAME & ADDRESS OF VENDOR InfoSpherix Incorporated 12051 Indian Creek CT Beltsville, MD 20705 Email: jlowe@infospherix.com	TELEPHONE Jeff Lowe (301) 419-7835
	VENDOR NUMBER/MAIL CODE
	BUYER/CA Steve Motz (517) 335-0462
Contract Compliance Inspector: Pete Devlin DNR Campground Reservation System – DIT / DNR	
CONTRACT PERIOD: From: March 12, 2006 To: September 30, 2013	
TERMS N/A	SHIPMENT N/A
F.O.B. N/A	SHIPPED FROM N/A
MINIMUM DELIVERY REQUIREMENTS N/A	
MISCELLANEOUS INFORMATION:	

NATURE OF CHANGE(S):

Effective immediately, this contract is amended to allow DNR to purchase 3G cards and Infospherix will reimburse per the attached CAR 2009-01. All other pricing, specifications, terms and conditions remain unchanged.

AUTHORITY/REASON(S):

Per DIT, DNR, DMB and vendor concurrence.

TOTAL ESTIMATED CONTRACT VALUE: \$21,761,000.00

CHANGE AUTHORIZATION REQUEST

Contract No. 07186200095
Change Authorization Request No.2009-001

I. General

This Change Authorization Request is subject to all terms and conditions of the Central Reservation System (CRS) Contract between InfoSpherix and the State of Michigan. Except as expressly specified herein, all terms and conditions of the Contract shall remain in full force and effect upon execution of this request. This request is not valid until it is signed by all parties, a Contract Change Notice is issued by the Office of Purchasing, Department of Management and Budget and a Purchase Order is issued by the Department of Information Technology representing the Department of Natural Resources.

II. Description of Change

This Change Authorization Request is to recognize and support that the State of Michigan will purchase and pay for coverage for Verizon network cards in order to support 21 CRS locations. The State will then separately bill InfoSpherix as a "pass through" expense and InfoSpherix will reimburse the State the same. This change will modify the InfoSpherix contract by recognizing these expenses and the reimbursement of them to the State.

III. Cost

No additional cost.

IV. Impact on Contract

Increase: \$10,833.48 per year (21 locations X 12 months X \$42.99 per month per location) & \$0.00 start-up costs per the Federal contract with Verizon.

V. Signatures

Contractor

By: *Robert C. [Signature]*
Title: President Info Spherix
Date: 4/1/09

DIT Contract Administrator

By: _____
Title: _____
Date: _____

DNR, Program Manager

By: *[Signature]*
Title: Program Mgr. Customer Systems
Date: 4-6-09

INFOSPHERIX

February 17, 2009

Mr. William Pemble
Michigan Department of Natural Resources
OLAF Customer Systems
Stevens T. Mason Building
530 West Allegan
Lansing, MI 48933

Dear Mr. Pemble:

InfoSpherix currently utilizes an 802.11g wireless connection with WI-Fi Protected Access (WPA) security protection at several of the marinas. WPA provides both access protection to the wireless network and encryption between the wireless devices and the wireless router.

The utilization of 3G into the parks will be protected in a similar manner. The in park PC would be equipped with a 3G card. A 3G router will be utilized to ensure the strongest signal. All traffic between the 3G equipped PC and the 3G router as well as the traffic between the router and the 3G network is encrypted.

All traffic containing sensitive information, such as credit card information, from devices connected via either of these technologies back to the web servers is encrypted through a 128bit Secure Socket Layer which is industry standard and compliant by Payment Card Industry (PCI) Data Security Standards (DSS).

Sincerely,



Teresa Kinser
Project Manager

INFOSPHERIX

4/2 to
Teresa

January 19, 2009

Mr. William Pemble
Michigan Department of Natural Resources
OLAF Customer Systems
Stevens T. Mason Building
530 West Allegan
Lansing, MI 48933

Dear Mr. Pemble:

InfoSpherix would like to utilize the Verizon 3G Network connectivity at several field site locations that show availability for this form of service. However Verizon does not set limitation on access for State agencies as they do private companies. InfoSpherix is purposing that Michigan Department of Natural Resources establishes a contract with Verizon for this service. InfoSpherix would reimburse Michigan Department of Natural Resources for the costs associated with this service as required under Article 1.1 Scope of Work and Deliverables within the contract.

InfoSpherix would request that the Department of Natural Resources send an invoice with supporting documentation each month for this expense.

Sincerely,

Teresa Kinser

Teresa Kinser
Project Manager

Cc: Davy Lewis, INFOSPHERIX
Karen Blahut, INFOSPHERIX
Bob Reynolds, INFOSPHERIX

STATE OF MICHIGAN
DEPARTMENT OF MANAGEMENT AND BUDGET
ACQUISITION SERVICES
P.O. BOX 30026, LANSING, MI 48909
 OR
530 W. ALLEGAN, LANSING, MI 48933

May 8, 2008

CHANGE NOTICE NO.1
TO
CONTRACT NO. 071B6200095
between
THE STATE OF MICHIGAN
and

NAME & ADDRESS OF VENDOR InfoSpherix Incorporated 12051 Indian Creek CT Beltsville, MD 20705 Email: jlowe@infospherix.com	TELEPHONE Jeff Lowe (301) 419-7835
	VENDOR NUMBER/MAIL CODE
	BUYER/CA Steve Motz (517) 335-0462
Contract Compliance Inspector: Pete Devlin DNR Campground Reservation System – DIT / DNR	
CONTRACT PERIOD: From: March 12, 2006 To: September 30, 2013	
TERMS N/A	SHIPMENT N/A
F.O.B. N/A	SHIPPED FROM N/A
MINIMUM DELIVERY REQUIREMENTS N/A	
MISCELLANEOUS INFORMATION:	

NATURE OF CHANGE(S):

Effective immediately, this contract is hereby EXTENDED to September 30, 2013 and INCREASED by \$12,800,000.00. This change will exercise the contract options (2 years) and include 2 ½ additional years to upgrade the Reservation System to include a shopping cart, gift card promotional pricing and a point of sale system.

AUTHORITY/REASON(S):

Per DIT, DNR, DMB and vendor concurrence and approval at the 5/6/08 Administrative Board.

INCREASE: \$12,800,000.00

TOTAL REVISED CONTRACT VALUE: \$21,761,000.00

INFOSPHERIX

December 5, 2007

Mr. William Pemble
Stevens T. Mason Building
530 West Allegan Street
Lansing, Michigan 48909

Re: Upgrade of central reservation system (CRS) to include point-of-sale (POS)

Dear Bill:

As requested, I am writing to provide you with InfoSpherix's proposal to add fully integrated POS capability to Michigan's CRS.

This project will involve an extensive conversion of your existing CRS, including modifications to the call center application, the field application, the public website and all associated databases. We will also need to convert the accounting module to ensure "backward" compatibility with your current data and reports. In addition, we will add functionality to enable you to sell all Motor Vehicle Permits (MVPs) through the field application as well as an off-line POS capability (as discussed in our meeting on November 8, 2006).

The resulting central reservation system will include many additional features and functionalities not found in your current system, including but not limited to:

1. Ability to accept multiple payment types for a single transaction (Split payment)
2. Shopping cart functionality
3. Support for gift cards
4. Pegboard – grid based, site availability search results
5. Discounts
6. Taxes
7. Improved processing of reservation changes
 - a. The same reservation number is retained for extensions, early departures, site changes (if the customer stays with the same campground)
 - b. Ability to transfer within the same park
 - c. Ability to complete a date transfer
 - d. Ability to edit the reservation due to a price change
 - e. Ability to edit the reservation due to a discount change
 - f. Ability to handle NSF checks.
8. Better revenue management – Items can be categorized into different revenue accounts ('buckets') which may vary by park.
9. Additional reports
 - a. Turnover report – particularly useful for cabins, cottages, yurts, etc
 - b. After hours posting report
 - c. POS reports
10. Emailed confirmations from call center.

Given the development and implementation requirements of this project, the revised system will be placed into production during the first quarter of 2009. This schedule will allow all users to be trained and to become comfortable and familiar with the new software during the off-peak season.

When this proposal is accepted, InfoSpherix will perform the following tasks:

1. Convert the existing CRS database to a POS-enabled database structure
2. Modify and migrate the field application
3. Modify and migrate the public reservations website
4. Modify and migrate the call center application
5. Modify and migrate the Business Objects reporting universe
6. Assist the central office with the setup of POS categories, subcategories, products, and sub-products
7. Provide complete cash drawer functionality
8. Provide the functionality to sell all MVPs through the field application
9. Provide an offline POS module for quick sales or for uninterrupted sales (during loss of connectivity)
10. Provide each MI CRS workstation with appropriate POS equipment:
 - Barcode scanner
 - Thermal printer
 - Cash drawer

Costs involved in completing this project include:

Training	\$ 11,553.30
Software	\$245,850.00
POS equipment	\$178,980.00
<u>Support and supplies</u>	<u>\$55,680.00</u>

Training:

Supervisor	50 hrs	@	\$36.45/hr =	\$1822.50
Trainer	50 hrs	@	\$41.85/hr =	\$2092.50
Accounting Mgr	40 hrs	@	\$67.50/hr =	\$2700.00
Bus objects & cash drawer mgmt admin training	24 hrs	@	\$39.83/hr =	\$ 955.80
<u>Report clerk</u>	<u>100 hrs</u>	<u>@</u>	<u>\$39.83/hr =</u>	<u>\$3982.50</u>
Total				\$11553.30

Software

Database conversion / Database Objects modifications	480 hours	@	\$75/hr =	\$36000.00
Field application migration and development	800 hours	@	\$75/hr =	\$60000.00
Public website modifications	80 hours	@	\$75/hr =	\$ 6000.00
Call center application migration and development	400 hours	@	\$75/hr =	\$30000.00
Data management application and development	80 hours	@	\$75/hr =	\$ 6000.00
Acct reports application development & backward compatibility	200 hours	@	\$75/hr =	\$15000.00
Resource application and cancellation adjustments	40 hours	@	\$75/hr =	\$ 3000.00
MVP implementation	270 hours	@	\$75/hr =	\$20250.00
Offline POS module implementation	200 hours	@	\$75/hr =	\$15000.00
<u>SQA testing</u>	<u>728 hours</u>	<u>@</u>	<u>\$75/hr =</u>	<u>\$54600.00</u>
Total				\$245850.00

POS equipment

Thermal printer	190 units @	\$480/unit =	\$91200.00
Printer cable	190 units @	\$12/unit =	\$ 2280.00
Bar code scanner	190 units @	\$234/unit =	\$44460.00
Cash drawer	190 units @	\$216/unit =	\$41040.00
	<u>Total</u>		<u>\$178980.00</u>

Support and supplies (annual, on-going costs)

Receipt paper for thermal printer	\$ 9000.00/yr
<u>Technical support staff for field</u>	<u>\$46680.00/yr</u>
<u>Total</u>	<u>\$55680.00/yr</u>

InfoSpherix will design and implement a “Hold Site” feature for the MI PRB public reservations website to be placed into production for the 2008 season. If this agreement is accepted on or before December 15, 2007, the “Hold Site” feature will be available for release on February 4, 2008.

A tiered pricing structure for net reservation nights will be implemented effective January 1, 2008. The new pricing structure will be as follows:

Net reservation nights	Per night fee
1 - 1,000,000	\$2.50
1,000,001 - 1,050,000	\$2.45
1,050,001 -	\$2.40

Cancellation fees will remain unchanged.

InfoSpherix is committed to this industry and to MI PRB as a customer. As part of this agreement, we will work with the Agency to identify marketing programs that will aid the Division in increasing customer visitation to state parks as well as increasing their awareness of various state park events and activities. These may include but are not limited to:

Promotion on the new ActiveCampground website

Hyperlinks from other Active websites (currently registering more than 20 million web hits per month) to the appropriate Michigan-related sites

eNewsletter - featuring promotions and articles and directed toward a target audience

Customer surveys – designed to identify customer preferences

Client surveys – designed to identify agency goals

Active rewards program - a free, opt-in sampling program that will be made available to the Division and its visitors.

In exchange for the services and cost revisions identified above, MI PRB agrees to extend the InfoSpherix contract for two years through March 11, 2013.

In order to meet the launch date for this project, we will need written acceptance of this proposal from you by December 15, 2007.

Please contact Dave Detar or me with any questions regarding this proposal.

Sincerely,

Richard Levin
President & CEO
InfoSpherix



**DEPARTMENT OF INFORMATION TECHNOLOGY
IT SERVICES
STATEMENT OF WORK**

Project Title: Central Reservation System Upgrade	Period of Coverage: 3/13/2009 – 9/30/2013
Requesting Department: Department of Natural Resources	Date: 3/28/2008
Agency Project Manager: Bill Pemble	Phone: 517-241-3725
DIT Contract Liaison:	Phone:

Brief Description of Services to be provided:

BACKGROUND:

The Department of Natural Resources (DNR) has an excellent reservation system that includes online, call center, and field components and capabilities for receiving and making reservations for both harbors and campgrounds for over 100 locations statewide.

The harbor reservations program includes both state and grant-in-aid (local governments) locations. Participating local governments have long wanted a system to be able to sell goods and merchandise especially boating fuel which makes up a large volume of their business.

Michigan State Parks have increasingly had to become more self sustainable as the economy has tightened and General Funding was shifted away. As the Legislature and DNR Management have had to become more entrepreneurial, it became increasingly important that the DNR needed the reservation system to be more sophisticated than just processing reservations.

The purpose of this request is to upgrade the reservation system so that it can be more responsive to the needs of the participating local governments as well as the DNR as they embark on innovative ways to provide for the resources that they are responsible for.

PROJECT OBJECTIVE:

Add an integrated Point of Sale (POS) component that the harbors and campgrounds both have access to or can be prevented from accessing as determined by the Parks & Recreation Division on an as needed basis. The POS feature would need to be flexible as to who has access, the range of merchandise including fuel, gift cards, and inventory tracking of items that may be sold, multiple cost structures and a variance in available items by location, and integrated with both reservation functions (harbors and campgrounds) resulting in the generation of a single transaction charge and reconciliation account summary totals that can be harmoniously reconciled against the DNR's account reconciliation totals in adherence to DNR accounting procedures.

SCOPE OF WORK:

Integrated POS System: The POS functionality must be integrated with the central reservation system (CRS) so that a user can reserve/register a campsite or harbor slip and in the same transaction buy some retail items and pay for all of these items together. The project objective is to integrate campground/harbor reservations with a robust Point of Sale system into a single system for staff and customer processing improvements.

Web-based application: Any authorized worker should be able to access the POS application by using a browser interface.

Web-based inventory management: The POS system should provide complete inventory management. Items sold through the POS system should be able to be managed from a remote machine by using a

simple browser-based interface. Any authorized personnel should be able to add/update/delete products for their location from a browser without affecting the sale at the local terminal.

Real time: All the transactions should be posted to the central database in real time for better audit trail purposes and all the credit cards are validated in real time.

Complete Inventory Management: An inventory management module that can place and receive orders, provide a physical count, run inventory reports, and warn if an item's available quantity falls below a threshold.

Central/Local repository: A localized copy of product inventory should be available at the sale terminal so that the application does not query the central database each time to get the list of products every time. Sales, however, should be posted to the central database in real time.

Scalable System: The POS system must be able to sell retail items (i.e., hats, shirts, mugs, fuel, etc.) as well as gift cards, passes, permits, and special pricing discount deals.

Global/Local: The POS system should allow authorized users to add retail inventory items to be sold into the system at one central location as well as each park/harbor location adding additional items that they want to sell. Central location should decide which products are available at all locations so that each location need not add these items manually into their local inventory.

Reconciliation Reporting: The POS system should have the capability to reconcile seamlessly across all items be processed by the system including reservations, retail, gift cards, etc including identification of any overages and shortages.

Multiple payments support: The POS system should have the capability to split-payments across multiple payment methods for ease of payment acceptance including cash, check, credit cards, and gift cards.

Gift card support: The POS system should be capable of allowing the DNR to sell gift cards to visitors and also be used as a refund card following a merchandise return or the refund of all or a portion of a visitor's camping fee.

Discount support: The POS system should support multiple discount pricing schemes.

Quick Sale: The POS system should be capable of multi-search criteria including using a bar code scanner, typing in the bar code/product code, and manually selecting the product. Staff should be able to sell items quickly and conveniently. POS items must be able to be sold simultaneously to reservation processing so that staff do not have to leave the reservation/retail session in order to sell a retail item.

Multiple Pricing Schemes: Items sold through the POS system must be able to be sold at various pricing levels so that an item can be fixed priced throughout the system or be priced differently by location.

Training: Training for the new system will have to be included with a method for training all users identified.

Hardware: Existing hardware will have to be evaluated and new hardware identified to accommodate the new system functionality.

Capability: The system to be deployed for use by DNR shall be a system that has been used in production and gone through a complete fiscal year is bug free and that there will be no degradation of response time or network capability compared to the current system. Response times will be consistent with current processing times.

TASKS:

The contractor will provide a turn-key system using developed system that has been successfully used in a production environment that includes integrated functionality for processing reservations through a centralized call center, online, and in a field component; and includes Point of Sale functionality that encompasses the items identified in the Scope of Work.

The contractor will need to have the new system ready to accept reservations centrally by January 2009 with a full complement of system functionality including hardware ready and in place at least one month prior to each location's 2009 opening date beginning March 1, 2009.

Staff and users of the system will have to be trained in advance of the 2009 season.

DELIVERABLES:

Deliverables will not be considered complete until the Agency Project Manager has formally accepted them. Deliverables for this project include:

A fully integrated system that is capable of processing reservations for harbors and campgrounds with multiple sales channels including call center, online, and a field reservation/registration with fully integrated Point of Sale component.

Within two weeks of acceptance the contractor must provide a detailed project schedule including development items and dates that they will be completed in keeping with the January and March 2009 dates identified under Tasks.

All field locations will be trained and new system hardware and software in place at least one month prior to their 2009 opening date.

PROJECT CONTROL AND REPORTS:

A bi-weekly progress report must be submitted to the Agency Project Manager throughout the life of this project. Each bi-weekly progress report must contain the following:

1. **Hours:** Indicate the number of hours expended during the past two weeks, and the cumulative total to date for the project. Also state whether the remaining hours are sufficient to complete the project.
2. **Accomplishments:** Indicate what was worked on and what was completed during the current reporting period.

SPECIFIC DEPARTMENT STANDARDS:

The new system must adhere to the known Camping standards as described in the contract #071B6200095 between InforSpherix and the State of Michigan Department of Natural Resources and must be deployed and in place around the camping and harbor business cycle.

PAYMENT SCHEDULE:

The new enhanced system in its entirety with an approximate value of \$492,000 as described in the project proposal, will be made available to the Department for **free** in exchange for the described extension. Payment will continue to be made on a per transaction basis as described in the contractor's proposal with tiered pricing that will actually lower the per transaction costs after 1 million camp nights compared to the fixed rate, regardless of the number of transactions, that the Department is currently paying. DIT will pay CONTRACTOR upon receipt of properly completed invoices which shall be submitted to the Project Manager not more often than monthly. All invoices should reflect actual work completed by payment date, and must be approved by the Agency Project Manager prior to payment. The invoices shall describe and document to the Project Manager's satisfaction a description of the work performed, the progress of the project, and fees. When expenses are invoiced, provide a detailed breakdown of each type.

Payment shall be considered timely if made by the DIT within thirty (30) days after receipt of properly completed invoices.

EXPENSES:

The State will not pay for any travel expenses, including hotel, mileage, meals, parking, etc.

PROJECT CONTACTS:

The designated Agency Project Manager is:

Name: Bill Pemble
Department: DNR
Area: Customer Systems
Building/Floor: Mason
Address: 530 West Allegan St., 8th Floor Mason Bldg.
City/State/Zip: Lansing, MI 48933
Phone Number: (517) 241-3725
Fax Number: (517) 335-6504
Email Address: pemblew@michigan.gov

The DIT Contract Administrator for this project is:

Name
Michigan Department of Information Technology
Building/Floor
Address
City/State/Zip
Phone Number
Fax Number
Email Address

LOCATION OF WHERE THE WORK IS TO BE PERFORMED:

Contractor can perform the work at their location.

APPROVALS

Agency Project Manager

DIT Information Officer

Bill Waele 5/2/08

Contractor's Authorized Representative

**STATE OF MICHIGAN
 DEPARTMENT OF MANAGEMENT AND BUDGET
 ACQUISITION SERVICES
 P.O. BOX 30026, LANSING, MI 48909
 OR
 530 W. ALLEGAN, LANSING, MI 48933**

**CONTRACT NO. 071B6200095
 between
 THE STATE OF MICHIGAN
 and**

NAME & ADDRESS OF VENDOR InfoSpherix Incorporated 12051 Indian Creek CT Beltsville, MD 20705	TELEPHONE Jeff Lowe (301) 419-7835 VENDOR NUMBER/MAIL CODE BUYER/CA Steve Motz Email: (517) 335-0462
Contract Compliance Inspector: William Pemble DNR Campground Reservation System – DIT / DNR	
CONTRACT PERIOD: From: 3/12/06 To: 3/11/09	
TERMS N/A	SHIPMENT N/A
F.O.B. N/A	SHIPPED FROM N/A
MINIMUM DELIVERY REQUIREMENTS N/A	
MISCELLANEOUS INFORMATION: The terms and conditions of this Contract are those of this Contract Agreement as negotiated, ITB #071I52000159 as clarified, and the vendor's quote dated 9/12/2005. In the event of any conflicts between the specifications, terms and conditions indicated by the State and those indicated by the vendor, those of the State take precedence. Est. Contract Value: \$ 8,961,000.00	

THIS IS NOT AN ORDER: This Contract Agreement is awarded on the basis of our inquiry bearing the **ITB No #071I52000159**. Orders for delivery of equipment will be issued directly by the **Department of Information Technology, on behalf of the Department of Natural Resources** through the issuance of a Purchase Order Form.

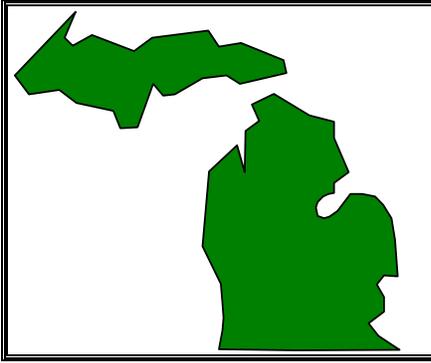
All terms and conditions of the invitation to bid are made a part hereof.

FOR THE VENDOR:

Firm Name
Authorized Agent Signature
Authorized Agent (Print or Type)
Date

FOR THE STATE:

Signature Elise Lancaster
Name Director of Purchasing Operations
Title
Date



STATE OF MICHIGAN
Department of Management and Budget
Purchasing Operations

Contract No. 071B6200095
DNR Campground Reservation System

Buyer Name: Steve Motz
Telephone Number: 517-335-0462
E-Mail Address: michelc@michigan.gov



CENTRAL RESERVATION SYSTEM

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**DEFINITIONS**

ALIAS LIST: A listing of parks and campgrounds cross referenced to the official name of the park facility, e.g. "Wamplers Lake Campground " refers to the campground at Hayes State Park but is not the official name of the campground.

CABIN: A designated building made available to the general public for lodging purposes. Specific cabins will be made available for rent for a particular time period.

CABIN RESERVATION: Specific cabins may be requested and/or are assigned at the time of initial reservation.

CABIN RESERVATION PERIOD: Reservations will be accepted beginning on January 2 of each year for the next two calendar years.

CAMP: A camp shall occupy a single campsite containing no more than one primary shelter as defined under "Maximum Camp Shelters Per Site" in MAXIMUMS. A single camp shall consist of not more than 4 persons occupying one site. Exception – A single family including no more than two additional relatives may occupy one site as long as the maximum number of persons does not exceed 8. For purposes of this policy, a single family is defined as: "One or two parents or guardians with their dependent children."

CAMPGROUND: A designated camping facility in a state park or recreation area except that youth organization campgrounds and backpack campsites will not be included as reservable from the central reservation system call center.

CAMPGROUND OFFICE: The building at the entrance to a campground where campers are registered and assigned campsites upon arrival at the campground.

CAMPGROUND OFFICE - PARK HEADQUARTERS WORKSTATION: Those computers, printers and other hardware located in these offices.

CAMPSITE TYPE: The level of service provided in a campground:

PREMF - Full hook-up (Flush Toilets, 50 or 30 amp, Water/Sewer Hookup)

PREMA – Flush Toilets, 50 amp, High Occupancy CG (had over 85% occupancy during July 2003)

PREM – Flush toilets, 50 amp service

MODA – Flush Toilets, 30 amp, High Occupancy CG (had over 85% occupancy during July 2003)

MOD – Flush Toilets, 30 amp service

SEMIA – 50 amp, (no flush toilets)

SEMI – Flush Toilets **OR** 30 amp

Equestrian – Horse Camp (rustic)

Rustic – No electric, No flush Toilets

MINI – Mini Cabin

CAMPING EQUIPMENT TYPE: The type and size of a camper's camping equipment; i.e. sleeping bag, tent, tent- trailer, trailer, motor home, car or boat.

CAMPSITE: A single unit in a campground designated for the occupancy of one camping party, group or family as designated by the Parks & Recreation Bureau and which will be identified by type and included in the campground inventory for reservations as determined by the Parks & Recreation Bureau.

CANCELLATION: A contact by the reservation party to cancel the entire reservation including the actual refund of fees, as appropriate.

CEPAS: Centralized Electronic Payment Authorization System



CENTRAL RESERVATION CALLER: Any person who calls the central reservation telephone number.

CENTRAL SERVER SYSTEM: That host computer system upon which the master reservation software and other primary software systems are installed and accessible at the Contractor's premises.

CRS – Central Reservation System

CUMULATIVE CONTRACTOR BILLABLE TRANSACTIONS - The total net active reservations plus the net cancellations.

DIT: Department of Information Technology

DNR: The Department of Natural Resources.

DNR COMMISSION: That body charged with providing guidance on setting DNR policy and fees.

FEE: That amount of money established by the DNR Commission or Legislature for the use of state park and recreation area facilities and services. Such fees may be added or altered at the sole discretion of the Commission. The term "fee" does not apply to Contractor compensation in any way.

FISCAL YEAR: October 1 through September 30.

INITIAL RESERVATION: The initial contact to reserve a campsite/mini-cabin space for a specific period of time in a particular campground or cabin. The initial reservation to include the acceptance of payment for all related camping and reservation fees as well as the issuance of a reservation confirmation number and transaction number.

NET ACTIVE RESERVATIONS - A reservation, processed at the Central Reservation Center, with a status of 'AC' (Active Confirmed), that has not been canceled, made during the contract period for which payment has been received.

NET CANCELLATIONS - A reservation, processed at the Central Reservation Center, with a status of 'CN' (Canceled reservation) in which the original reservation was made during the contract period and for which payment has been received. However, cancellations processed beyond the termination of this contract shall not be included in this category.

NET TRANSFERS - A change to an 'AC' reservation processed by the Central Reservation Center during the contract period for which payment has been received.

NSF CHECKS: Non-sufficient fund checks. Checks submitted as payment for state park services for which the payers' bank reports insufficient deposits to cover the amount of the check.

OPERATIONAL POLICY: All terms and conditions under which the public reserves and/or uses a state park facility, program or service. The Parks & Recreation Bureau reserves the right to change any and all operational policies.

ORGANIZATION CAMPS: An organized camp is a group of youngsters who are members of a youth education sponsored organization with adequate adult leadership. The youths must be no older than 18 years of age. The park's regular camping fee, based on facilities provided, will be charge on the basis of four people with a per head fee being added for the number of people included in the group over four. These camps will be placed in an organization campground rather than in the regular campground. The park supervisor, or designated representative, must verify youth education organization legitimacy before a camp is approved. Reservations for Organization Camps are park-based only.



PARK OR RECREATION AREA: A Parks & Recreation Bureau administered property identified as a separate park or recreation area.

PARKS & RECREATION BUREAU: That section of the DNR charged with the administration and management of state parks and recreation areas.

POS: Point-of-sale. A revenue transaction generated from the sale of goods or merchandise.

PRB: Parks & Recreation Bureau

PROGRAM: A Parks & Recreation Bureau service or activity offered to park visitors and/or the general public.

REAL TIME: A single centralized database using ODBC (open database concept) that instantly and simultaneously processes all reservations made through all sales channels as they occur including the call center, Internet, and the field application with an integrated credit card verification interface.

RESERVATION CAMP SPACE: For Site-Standard only a camp space capable of accommodating the campers' equipment is reserved. Specific locations may be requested, but are not guaranteed. Such requests will be accommodated, if possible, at 8:00 A.M. on the first day of the campers' stay if the requested site, or area, is available. For Site-Specific, exact locations are guaranteed.

RESERVATION CENTER: That location housing the telephone operators where reservation information requests are received.

RESERVATION CHANGE: A contact subsequent to the initial contact by the reservation party to add or delete nights from the camping stay or to change the reservation period including the additional payment or refund of monies, as appropriate.

RESERVATION INVENTORY: That amount of campsites, as established by the Parks & Recreation Bureau, in any given campground subject to occupancy through the reservation system.

RESERVATION NUMBER: A unique and specific number assigned to each tentative or confirmed reservation. The use of the number will allow those administering the reservation and camping program to quickly identify a camping party's specific reservation period at a particular campground.

RESERVATION TRANSACTION: All initial reservations, reservation changes and cancellations.

RESERVATION WINDOW: That period of time the Contractor will be required to accept and process reservation transactions. The current advance "window" for accepting reservations is 6 months to the date of the camper's requested arrival date.

SITE-STANDARD: Non-site specific.

TENTATIVE RESERVATION: A reservation for which the fee payment has not yet been received because it is being mailed. Upon receipt of payment the initial reservation is confirmed by mail.



Article 1 – Statement of Work (SOW)

1.0 Project Identification

1.001 PROJECT REQUEST

Michigan Department of Natural Resources / Department of Information Technology – Centralized Reservation System.

This Contract includes the provision and support of a dedicated centralized reservation system, fulfillment center, and call center including all of the related hardware, software, and telecommunications equipment needed in order to make available a fully functioning system that includes Internet, Call-in, and Park Walk-in / Harbor Float-in reservation components.

InfoSpherix will continue operating the Michigan CRS as a turnkey service at the Company's Cumberland, Maryland, facility, and at a new reservations call center in Iron River, Michigan. InfoSpherix' subcontractor, Global Response North Corp. (GRNC) will operate a Michigan-based reservations call center at its new facility in Iron River, Michigan. InfoSpherix will host the customer service staff (for cancellations, changes, and resolving problems), Help Desk, website, and data center at this facility, which also houses InfoSpherix's other state and national parks reservation projects. This arrangement means the Michigan project will continue to receive onsite support from Contractor's ReserveWorld Accounting, Data Management, and Reporting teams.

InfoSpherix will use ReserveSuite, their proprietary, real time central reservation system / point-of-sale (CRS/POS) software to process all transactions, capture and manage data, and generate reports. Software development will be managed at Contractor's Beltsville, Maryland, headquarters. ReserveSuite will be utilized as a web-based field application operated through primary satellite / dialup backup connectivity and industrial strength workstations.

Three major system enhancements will be implemented with this Contract:

1. Integration of ReserveSuite with Michigan's payment portal
2. Inventory management from the field
3. Smart Redirection to automate referrals from overused to underused parks

Contractor will also implement an IVR/callback solution to process cancellations in a cost effective way, as well as a self service function to allow Internet customers to process cancellations on the website.

1.002 BACKGROUND

1. THE CURRENT RESERVATION SYSTEM:

Michigan State Parks began taking camper reservations in 1974. Until 1989, a maximum of 50% of all campsites in any campground could be reserved. The 50% cap was lifted in 1990. The percent of reservable sites now ranges from as low as 80% to as high as 100% depending on the park. In 2001, harbors reservations for slips were added to the system. The popularity of reservations has continued to climb every year.

Parks:

The park system currently charges a non-refundable reservation fee of \$2.00 and a cancellation fee of \$5.00. The park system has worked as follows:

- a. Reservations may be made by telephone or Internet. Reservations for multiple periods are permitted with one phone call. However, a separate reservation fee is charged for each reservation period.
- b. Campground reservations are site standard from September and part way through May. In May, parks switch to site specific for the summer months.



- c. Reservations may be made for no more than 15 consecutive nights. Reservations are accepted Monday through Friday from 8:00 A.M. to 8:00 P.M. and Saturday and Sunday 9:00 A.M. to 5:00 P.M. through the call center.
- d. The following information is needed to reserve a campsite: name, address, telephone number, first and last day of the stay, time of arrival, size and type of camping equipment, number in the camping party, and credit card number (if used).
- e. If a camper with a reservation does not show up for the first night of the stay, the campsite is held until 3:00 P.M. of the second day of the scheduled stay; and, it is then re-sold to another camper.
- f. Campers must leave the site by 1:00 P.M. on the last day of their stay.

Harbors:

The harbor system currently charges a non-refundable reservation fee of \$2.00 and a cancellation fee of \$10.00. The harbor system has worked as follows:

- 1. Reservations for boat slips are made by telephone or Internet. Reservations will be processed by the CRS call center between the hours of 8:00 AM and 8:00 PM, Monday through Friday and 9:00 AM to 5:00 PM on Saturdays and Sundays. All hours are Eastern Standard/Daylight Savings Time
- 2. Reservations will be made slip-standard in the system. To make the most efficient use of the slip space available slip assignment will be made by the Harbormaster, or harbor staff person, on the day of arrival.
- 3. Confirmed reservations will be held until 5:00 PM on the date of arrival. If a boater will be arriving after 5:00 PM, the boater must contact the Harbormaster to notify staff of late arrival.
- 4. Reservation cancellations must be received before the day of arrival in order to qualify for a refund. If notice of cancellation is received by the call center before the day of arrival, a full refund will be issued minus a \$10 cancellation fee in addition to forfeiture of the \$2 reservation fee. Cancellations received on the day of arrival will be charged that night's slip rental.
- 5. All slips will be rented using the fee schedule titled "Michigan State Waterways Commission Transient Rate Schedule For Reservations". This rate schedule is applied to both reserved slip nights as well as "float-in" use.
- 6. The system will allow for the "double-booking" of slips by the harbor only through the use of "auxiliary" sites. This will allow for "rafting" and double-use of slips not fully utilized by a single craft.
- 7. Information needed when placing a reservation: Harbor name, Arrival date, Departure date, Boat size (length, width, draft), Boat Type (Power or Sail), Name, full address and phone number of customer; Boat registration number (MC or other), Payment method, number and expiration date of credit card, if used.

2. THE FACILITIES:

The state parks in Michigan that provide overnight camping vary tremendously in facility type, activities and environment. They range from large, rugged parks of thousands of acres to small parks in urban areas of 40 acres. The number of campsites varies from campgrounds with 25 to those with over 500 sites. (See APP-C Michigan State Park Campsite Data). Current numbers are:

No. of parks.....:	96
No. of parks with campgrounds:	67
No. of campgrounds.....:	73
No. of campsites.....:	14,000

Services in the campsites fall into the following types:



Modern:	Electricity to each campsite. Modern restroom and shower facilities available in the campground.
Mini-Cabin:	A free standing wooden structure placed on a campsite in lieu of a tent or RV. Includes electricity, bunk beds, space heater, table, and chairs.
Semi-Modern:	Either electricity to each campsite or modern restroom and shower facilities, but not both.
Rustic:	Only vault-type toilets and hand pumps for water. No electricity to campsites.

The Michigan harbors participating in the reservation system include both state and local community harbors. They range from small harbors with broad side moorage docking to large full service marinas with well over 100 slips. The number of participating harbors continues to increase every year. Current numbers are:

No. of harbors	91	
No. of transient harbors	76	
No. of Grant In Aid (local) harbors	62	
No. of State harbors		14
No. of harbors accepting reservations	32	
No. of slips	3,453	

1.1 Scope of Work and Deliverables

1.101 IN SCOPE (4.304.1. InfoSpherix response)

The Central Reservation System has long been a major department customer service program with a statewide presence. A highly reliable reservation system with up to the second accuracy is required. The scope of this contract is to provide and support all of the components that make up the Central Reservation System including the fulfillment center, call center, all related hardware, software, and telecommunications equipment in order to make available a fully functioning system including Internet, Call-in, and Park Walk-in / Harbor Float-in reservation sales channels.

The system is standardized on satellite communications from the field for reliable, affordable, real-time, broadband service, including the integration of the harbor system with the camping functionality. InfoSpherix will continue to provide the Michigan specific reservation website, with its own dedicated servers and DNR's own special look and feel.

Figure 1: InfoSpherix compliance with in-scope requirements

DNR In-Scope Requirement	InfoSpherix Achievement/Compliance
Improve the reservation services. Provide better public access to reservation services and facilities.	✓ InfoSpherix's turnkey service improves public access through its high-speed, real-time reservation processing for all Michigan inventory, including campgrounds and harbors, through all three sales channels, with proven, high quality customer service and no double-bookings.
Increase occupancy and revenues at under-utilized facilities. Implement a system that will re-direct campers from facilities that are full to those that have vacancies and promote certain parks and special events.	✓ InfoSpherix has implemented a redirection process that allows the redirection of customers to any of five parks that are closest to the customer's first choice, in case that park is full.
Automate public service and management systems.	
<ul style="list-style-type: none"> • Reduce the amount of DNR staff time needed to administer the reservation program and reduce errors inherent in a complex system. 	✓ InfoSpherix's ReserveSuite software and turnkey reservation service have provided DNR with high degrees of accuracy and efficiency throughout the contract, and will continue to do so in the coming contract.



DNR In-Scope Requirement

- Establish a system which allows revenue flows and related documentation to enter the automated system at the point of sale.
- Improve the timeliness of management reports.
- Improve the information provided in reports to assist management in evaluating programs and in making informed management decisions.
- Provide secure and auditable transaction, reconciliation, and remittance systems.
- Provide an accurate, efficient and hospitable telephone service for people seeking camper reservations.

InfoSpherix Achievement/Compliance

- ✓ ReserveSuite's web-based field application provides this functionality in real time through fast, reliable satellite links to Cumberland.
- ✓ ReserveSuite processes management reports in real time for up-to-the-moment accuracy, with no need to wait for batched data transfers from the field.
- ✓ ReserveSuite's standard reporting package, combined with the power of Business Objects to produce detailed ad hoc reports, allows DNR to make management decisions based on accurate, relevant, timely data.
- ✓ As part of its turnkey service, InfoSpherix provides an Accounting Team to multiply the effectiveness of its powerful ReserveSuite software, which has been proven in Michigan to provide secure and auditable transaction, reconciliation, and remittance functions.
- ✓ InfoSpherix's reservations call center has proven over the past five years to be a valuable customer service asset in the Michigan State Parks system. The quality of our reservation and customer service specialists will be established and maintained after transition to our Michigan-based call center subcontractor through InfoSpherix's proven approach to training, quality assurance, and management.

1.102 OUT OF SCOPE

This is a turn-key solution. Any services that are outside of the delivery of a reservation system will be considered out of scope.

1.103 TECHNICAL ENVIRONMENT ([4.304.3.InfoSpherix Response](#))

InfoSpherix will provide everything needed to operate the Michigan central reservation system at its facility in Cumberland, Maryland, and at GRNC's call center facility in Iron River, Michigan.

Building: All telephony and computer equipment is onsite – as is all administrative, technical, and operational staff. The Cumberland building possesses a full sprinkler and fire safety system. Building security is provided through a computerized access control system that uses proximity cards for controlling access to the call center floor and telephony/server rooms. There are also security guards and surveillance cameras. The site, which can remain open for operations 24x7, has proven to be in a premier area for recruiting disabled and other special-skills and professional employees. Call center space: GRNC's Iron River facility will have 92 seats on three floors and about 6,000 sq. ft. of call center and related space. The 37 seats on the first floor will be enough to handle the total volume when GRNC begins taking 100% of the calls at the end of the 1st quarter, 2006. The other floors in Iron River, as well as the Cumberland facility, will be available to handle the call spikes later in the summer and in the winter. With space for more than 400 call center seats on our current floor in Cumberland, and a similar number available on an adjacent floor, InfoSpherix will provide DNR with more than enough space to operate the combined project and absorb any growth. This space also includes ample office and storage space, well-equipped and spacious training and conference rooms, and a full service mail room.

Call center technology: InfoSpherix uses Nortel's Meridian 1 Option 81C PBX, and Symposium, a top-line Nortel system for managing calls in both standard telephony and VOIP formats. We use Genesys CTI and IVR platforms for integrating the computer and telephony systems, generating screen pops and other efficiencies,



and offering our customers both touch-tone and voice activated interactive self-service features. TTY/TDD equipment is available for handling contacts from hearing-impaired customers. Telephone and Internet connections are provided through a combination of DS3, DS1, and POTS lines, as well as high-bandwidth satellite links to field sites via SpaceNet.

Global Response North uses Nortel's Meridian 1 Option 61 PBX, and Symposium, a top-line Nortel system for managing calls. We use Genesys CTI and IVR platforms for integrating the computer and telephony systems, generating screen pops and other efficiencies, and offering customers both touch-tone and voice activated interactive self-service features. TTY/TDD equipment is available for handling contacts from hearing-impaired customers. Telephone and Internet connections are provided through a combination of ISDN T-1's and POTS lines, as well as high-bandwidth Internet access and a frame connection to our main Florida location.

GRNC's Iron River facility will mirror the Cumberland call center technology, except that the Nortel Meridian Option 61c switch is, appropriately, smaller to handle the lower call volume at that facility.

Backup power: One on-site Caterpillar Onin diesel generator serves as the facility's unlimited, full backup power supply in the event of an outage. Servers and telephony equipment are also protected by UPS (uninterrupted power supply) batteries. GRNC's Iron Rive facility will also have full backup power provided by a diesel-powered generator and UPS batteries.

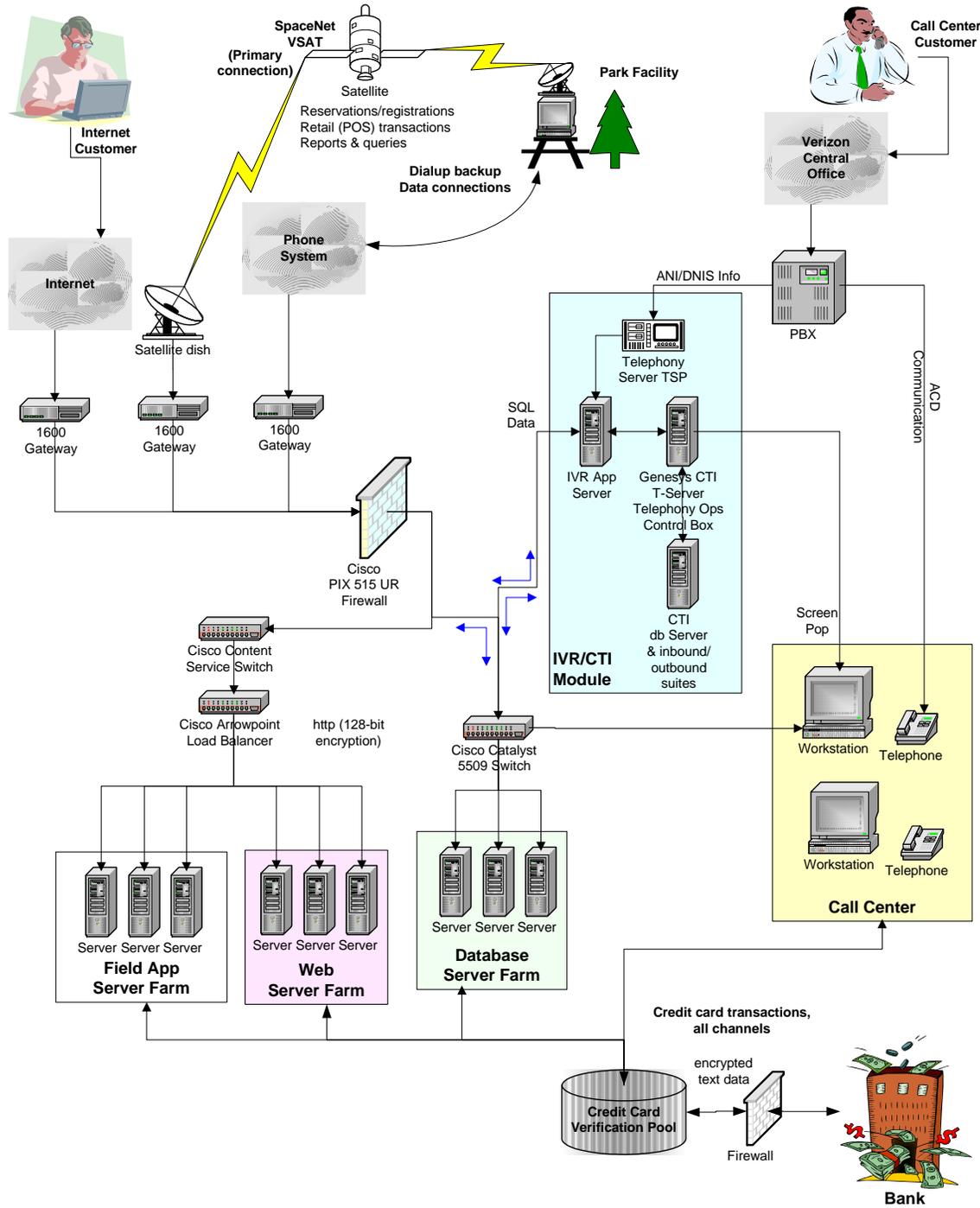
Network diagram: *Figure 2* provides a graphic of InfoSpherix's complete network configuration used to support its ReserveWorld projects. It maps customer inquiries and transactions coming through the call center, field sites, and Internet, to and including settlement of customer payments. The changed incurred by transitioning to the Iron River call center would be simply to add a mirror call center (PBX/CTI) setup, connected to Cumberland via load-balanced data lines.



Also see: Figure 2 for GRNC's Network Diagram.



Figure 2: InfoSpherix Network Diagram



Universal (4.304.3.01 InfoSpherix Response)

As the following table shows, InfoSpherix currently complies, and will continue to comply, with all of the Contract requirements for a technical environment that will support a secure, real-time, multi-channel, central reservation system that processes all transactions, enforces all business rules, captures and stores all data elements, and generates all reports needed to achieve all of DNR’s goals for the Michigan CRS. Our system is in place and operating now at high levels of reliability and performance.

Figure 3: InfoSpherix compliance with universal technical requirements


Universal Tech. Env. Requirement
InfoSpherix Compliance

A single centralized database.

✓ InfoSpherix provides a single centralized database for the CRS, hosted at our Cumberland facility, and will continue to do so for the coming contract.

Real time updating.

✓ InfoSpherix's ReserveSuite system has real-time updating through all contact channels – call center, web, field.

Integrated online credit card verification.

✓ ReserveSuite integrates online, real-time credit card verification through all sales channels.

Encrypted transmission of credit card number.

✓ InfoSpherix uses SSL encryption for transmission of credit card numbers.

Operating system, software, and database common within the State of Michigan

✓ InfoSpherix provides a dedicated hosting platform and software for the Michigan CRS. No part is shared with other clients.

Open database concept (ODBC).

✓ ReserveSuite's Oracle database is open, allowing robust and flexible access using tools such as Business Objects.

Data dictionary included in documentation.

✓ InfoSpherix will include a data dictionary in the system documentation.

Remote querying.

✓ InfoSpherix provides real-time, remote querying using both ReserveSuite and Business Objects tools.

Proven Internet and field reservation capability.

✓ ReserveSuite's Internet and field reservation capability system has been proven in Michigan (for five years), seven other states, and the National Park Service.

Test database available for testing upgrades and training new users.

✓ InfoSpherix provides a test database for upgrades and new user training.

Direct support of all end user locations.

✓ InfoSpherix provides direct support of all park and administrative sites, as well as the public Internet site.

Support services inclusive to system.

✓ InfoSpherix's field support is included as part of our turnkey service.

Supply hardware, software, connectivity, toll-free lines, and all peripherals.

✓ InfoSpherix supports all field sites with hardware, connectivity, supplies, training, and Help Desk services.

Easy to use software featuring GUI design.

✓ ReserveSuite's web-based field application, public Internet site, and call center application are all easy to learn and use, with an intuitive, pleasing GUI design.

Easy to use ad hoc reporting for administrators and end users.

✓ InfoSpherix provides Business Objects for ad hoc reporting, including training and ongoing support of our Reporting Team.

Support standards including guaranteed response times and procedures.

✓ InfoSpherix Help Desk / Field Support unit adheres to established service level agreements (SLAs) and documented procedures. We recently have implemented Remedy's industry-leading Magic Service Desk software to manage these efforts.

Backup server capacity and power supply to handle server and or power problems

✓ InfoSpherix's Cumberland site has a diesel powered emergency generator to provide full electrical power during blackouts. We also have UPS units for all computers and can



Universal Tech. Env. Requirement

InfoSpherix Compliance

Disaster recovery capabilities.

back up project data to our Beltsville headquarters, which also is protected by a diesel powered electrical generator. GRNC's new Michigan call center building will also have a diesel-powered emergency generator and UPS units for full backup power.

✓ InfoSpherix offers a configuration that allows us to use Cumberland as a backup call center if GRNC's Michigan site goes down, and to migrate data, applications, and people from Cumberland to Beltsville in a matter of hours for full disaster recovery capabilities – with complete carryover of our world-class customer service skill and experience.

Telecommunications (4.304.3.02 InfoSpherix Response)

InfoSpherix will continue to provide all telecommunications technology and services required to fully support the program's toll-free call center and website, as well as all DNR access points in the parks and administrative offices. As the following table shows, InfoSpherix complies with all of DNR's requirements for telecommunication support of the Michigan CRS:

Figure 4: InfoSpherix compliance with telecom requirements

Telecom Requirement

InfoSpherix Compliance

A. INSTALLATION OF VOICE PHONE LINES & RELATED SYSTEMS: The Contractor shall pay for the cost of installing all 1-800 CRS public reservation telephone lines, credit card processing lines, hardware, and the Contractor's Help Desk 1-800 telephone line to the Contractor's premises. Once installed, the Contractor will pay the cost of maintaining and repairing all systems. DNR will retain exclusive use of such lines. The customer toll-free number that the system must use is 1-800-477-2757 (1-800-44PARKS).

*NOTE: The DNR will pay for the telephone switch and message while two call centers are in operation at the end of the 2005 and beginning of the 2006 season.

B. MONTHLY TELEPHONE BILLS: All monthly telephone use bills for telephone lines listed above shall be paid by the Contractor.

C. COMMUNICATION LINK, RESERVATION CENTER TO CENTRAL SERVER: The Contractor shall pay for the installation of any lines and hardware as well as any monthly fees for the communication link between the Contractor's reservation center and the central server residing at the Contractor's site. The Contractor will pay for the maintenance of all systems.

D. CONNECTIVITY: The following park and harbor locations will require the corresponding connectivity at a minimum:

*NOTE: Prior to signing the contract, the Contractor must identify how each of the DNR locations will be connected.

✓ InfoSpherix has installed and supported all phone lines and related systems required to operate the Michigan CRS at full capacity, and will continue to do so in the new contract, inclusive of the cost of maintaining and repairing all of the systems.

✓ InfoSpherix understands.

✓ InfoSpherix has met this requirement for five years, and will continue to do so in the new contract.

✓ InfoSpherix will establish, maintain, and pay for the connectivity between GRNC's Michigan call center and our Cumberland facility, as well as the hardware to support real-time reservations processing by GRNC's staff.

✓ InfoSpherix has established and maintains above-standard connectivity for all locations.

✓ All facilities will be connected via satellite for the primary connection and dialup as the secondary connection. We will consult with DNR on the possibility of changing certain sites to DSL or cable, where appropriate. Please see page 21 for a list of how



Telecom Requirement

InfoSpherix Compliance

InfoSpherix meets these requirements.

Digital Subscriber Lines (DSL), Integrated Services Digital Network (ISDN), T1, T3, or satellite connections must be used for all locations. All locations must have an alternative means of connecting. There shall be No dial up connections except for use as a backup only. Both primary and backup connections must provide primary and backup services that meet or exceed field locations business needs. The prices quoted should be reflective of the Contractor's recommendation since the Contractor bears full responsibility of providing connectivity service levels that meet PRBs' needs.

✓ InfoSpherix has established primary broadband links with dialup backup connectivity at all Michigan sites. These connectivity methods meet all business rules, and will continue to do so. We can also seek to implement broadband cable connectivity as one of the primary link options in the new contract. All connectivity is included in our turnkey offering.

InfoSpherix equipped all Michigan field sites with satellite connectivity for access to the ReserveSuite applications in Cumberland, Md. As a backup to the satellite, InfoSpherix provides a connection that allows the field sites to dial directly into Cumberland in case there is a failure in the satellite network. The current locations that are supported by InfoSpherix in this manner are:

Parks

Algonac	Highland	Muskallonge Lake	Sleepy Hollow
Aloha	Hoeft	Muskegon/Channel	South Higgins
Baraga	Hoffmaster	Muskegon/Lake MI	Sterling Straits
Bay City	Holland	Newago	Tahquamenon
Bewabic	Holly	North Higgins	Lower
Brighton	Indian Lake	Onaway	Tahquamenon River
Brimley	Interlochen	Orchard Beach	Tawas Point
Burt Lake	Ionia	Otsego Lake	Traverse city
Cheboygan	Lake Gogebic	Petoskey	Twin Lakes
Clear Lake	Lake Hudson	Pinckney	VanBuren
Fayette	Lakeport	Pontiac Lake	VanRiper
Fishermans Island	Leelanau	Porcupine Mtns	Warren Dunes
Fort Custer	Ludington	Port Crescent	Waterloo/Portage
Fort Wilkins	Lugington #2	Proud Lake	Waterloo/Sugarloaf
Grand Haven	McLain	Rifle River	Wells
Harrisville	Mears	Seven Lakes	Wilderness
Hartwick Pines	Metamora	Silver Lake	Wilson
Hayes	Mitchell	Sleeper	Yankee springs
			Young



Harbors

Alpena	East Tawas	New Buffalo
Arcadia - Veterans Memorial	Fayette	Ontonagon
AuGres	Grand Haven	Petoskey
Caseville Marina	Hammond Bay	Port Austin
Cedar River	Harbor Beach	Port Huron
Cheboygan City	George Kemp Marina	Port Sanilac
Cheboygan County	Lake Port	Presque Isle
Copper Harbor	Lexington	Rogers City
De Tour	Mackinac Island	St. Clair
Duncan L. Clinch	Mackinaw City	St. Ignace
East Jordan	Marquette	Tricentennial
	Muskegon Marina	White Lake

Disaster Recovery Plan (4.304.3.03 InfoSpherix Response)

InfoSpherix’s 3-Way Site Redundancy: Should GRNC’s Michigan call center go down, InfoSpherix will direct reservations calls to our Cumberland call center. Cross-trained staff from our other reservations projects, as well as quickly trained temporary workers, will handle the full call load until operation is re-established at the Michigan call center. The redirection of calls will be easily performed at the network level for quick recovery. InfoSpherix has two contact centers with mirrored telecom and IT configurations in Maryland. Our Cumberland and Beltsville sites are far enough apart so that a single disaster would not affect both facilities, and yet close enough together so that, should an event occur in one site that seriously interrupts service there, we can quickly set up a mirror operation in the other. Personnel resources such as CSR’s, technical IT members and Management can quickly (within 2 hours) travel from our Cumberland reservation center to the Beltsville backup site and thus minimize the interruption and speed the disaster recovery process. InfoSpherix maintains two buses in Cumberland for this purpose.

Disaster Prevention and Recovery Plan: InfoSpherix’s information center facilities at Cumberland and Beltsville, and GRNC’s call center in Iron River, use a twisted-pair Ethernet backbone that can transfer data to the speeds of 100 Mbps. The facilities are connected through a set of dedicated T1 lines, which results in a fault-tolerant fail-safe information center layout. InfoSpherix has implemented a comprehensive disaster prevention and recovery plan. We accomplish disaster prevention through fault-tolerant storage, back-ups, uninterruptible power backup, and redundant servers. We use emergency diesel generators and APC Matrix uninterruptible power supplies (UPS) for protection against loss of power. The generators (one at each of our call centers) can supply full power for as long as fuel is available. The UPS units are “enterprise level” systems with large batteries and high-end features. The UPS levels out power spikes and brown-outs, protect against surges, and can trigger a shutdown of the server if necessary, in addition to supplying back-up power. All of our servers, switches, and routers are protected with UPS systems. We use redundant systems to protect against hardware and software failures. Each server we purchase comes with built-in hardware RAID (redundant array of inexpensive disks) capabilities. RAID ensures that a drive failure will not bring down the server. We configure RAID 1 (drive mirroring), RAID 10 (striping with parity), or some combination of these on each server. RAID only protects the server from a hard drive failure. Other types of failures, such as a software crash, memory failure, or a bad system board can still cause a system to fail. We set up redundant servers to handle these other types of failures. We are successfully using load balancing to protect our web sites. We also have the ability to configure servers in a “cluster” when our client’s requirements warrant this type of setup. Disasters can happen no matter what is done to prevent them. InfoSpherix has a detailed set of instructions on how to recover from any given failure. These instructions address: 1) hardware, 2) database, 3) applications, 4) communications, and 5) personnel. We periodically practice performing a complete recovery of a system from back-ups. When a failure happens, a predefined plan goes into action. The appropriate staff members are notified immediately either by an automated pager alert or by telephone call. Next, we diagnose the problem and correct the situation following detailed troubleshooting procedures. GRNC’s Iron River call center will use a fiber backbone from Foundry Switches to Redundant Foundry Ethernet switches. Facilities will be connected to redundant T-1 lines, which result in a fault tolerant fail safe information center layout. GRNC will become a part of the InfoSpherix comprehensive disaster prevention and recovery plan and will comply with all tests and written methods and procedures that are developed in partnership. GRNC uses emergency diesel generator and APC UPS for power loss protection. Generator can supply full power as long as needed. UPS is



specifically designed for communication centers and levels out power spikes and brown-outs, protects against surges and can trigger a server shutdown if needed. All communications equipment and PCs are protected by UPS systems. All GRNC servers use RAID hardware and power supplies. To protect against system outage for other reasons such as software, processors GRNC uses redundant servers.

Data Backup: InfoSpherix maintains two sites with mirrored configuration, one at Beltsville, Maryland, and the other one at Cumberland, Maryland; each acts as a backup site for the other. GRNC's Iron River facility is being set up with a mirrored infrastructure as well, allowing it to smoothly engage in the InfoSpherix network. In case of a site catastrophe, the switch-over of the site takes anywhere from 24 to 36 hours, depending upon the connectivity complexities. Once the site switchover has taken place, the restoration of the database takes place, the period for which is directly proportional to size of the database. The recovery tapes are retrieved from our off-site backup storage. We test the site recovery procedure once every year. The extent of the test could vary, depending upon the current projects that we have. InfoSpherix uses the industry standard GFS (Grandfather-Father-Son) methodology to maintain its data back-up plan. We use ArcServe IT software to manage the back-up methodology. The software uses a 16-tape magazine to maintain backup for one year and the magazine is replaced every year. The usual operational backup methodology includes a nightly backup running in conjunction with full archive log. This ensures a complete recovery to the last completed transaction, in case of a system crash. InfoSpherix uses a third party vendor to store the back-up tapes off-site. The vendor provides fireproof storage vault facility to secure the data tapes.

If the system failure is a simple transaction processing crash, it can be recovered using the combination archive log, redo logs and rollback segments, without having to go to a tape backup. This kind of a recovery takes very little time, which is dependent upon the length of the failure, the time between the failure and last flush-point, and the rate of data storage. In our experience, the recovery time for these kinds of failures is restricted to half an hour. If the failure is a complicated media crash, then it requires a backup to act as the starting point of reference. In this case, the recovery time is directly proportional to the amount of data stored in the backup. The standard transfer rate to recover from an off-line back up media is approximately 15 minutes per GB. Once the physical file has been recovered from off-line media, Oracle's recovery process takes approximately 1 hour to set the database backup. We test data recovery procedures every quarter.

Figure 5: InfoSpherix compliance with disaster recovery requirements

Disaster Recovery Requirement	InfoSpherix Compliance
<p>The Contractor shall provide the Michigan Department of Natural Resources / Department of Information Technology with the following disaster recovery capabilities. A written description outlining this Plan must be provided to the State's Contract Administrator within six weeks of contract signing. This plan must be tested and after review must function to the DNR/DIT's satisfaction.</p>	<p>✓ InfoSpherix has developed a disaster recovery plan for Michigan, and will present and test it for DNR as required.</p>
<p>Should callers to the 1-800 reservation toll free number be unable to secure reservations because there is a problem with the Contractor's phone system, the Contractor shall provide an alternative reservation center. Should malfunctions continue, or would likely be expected to continue, for a period of twenty four hours or more, the Contractor shall complete an orderly transition of administering reservations to the alternate processing center. The alternate center shall continue to be utilized until such time as the malfunction can be corrected to the DNR's satisfaction.</p>	<p>✓ InfoSpherix will use its Cumberland facility as the backup call center, should GRNC's Michigan call center go down. The fact that all elements of our reservations business are located in Cumberland will make for an orderly and smooth transition with minimal service interruption.</p>

Equipment (4.304.3.04 InfoSpherix Response)

InfoSpherix hosts the existing Michigan CRS at the Company's Cumberland, Maryland, facility. This includes the call center, data center, website, Help Desk, fulfillment center, management and support offices. All equipment and support staff are onsite. To accommodate the State's request for a Michigan-based call center,



we now propose to move the reservations call center to a facility in Iron River, Michigan, where it will be operated by our subcontractor, GRNC. That facility will have a fully compatible telecommunications and data processing infrastructure for smooth interoperability with the Cumberland facility.

Figure 6: InfoSpherix compliance with equipment requirements

Equipment Requirement	InfoSpherix Compliance
The Contractor shall provide all communications equipment, operator work stations, internal telephone system, communication lines, ACD system, postal equipment, on site printers, FAX machines and all other equipment at its' reservation center needed to administer this contract.	✓ InfoSpherix has provided all project-required equipment at the reservations center in Cumberland for five years, and will continue to do so in this following contract. We will also ensure that GRNC provides all necessary equipment to operate the reservations call center at its Michigan facility.

The following table lists the major equipment and network components of the Cumberland facility used to support the Michigan CRS:

Figure 7: Cumberland CRS functional equipment list

Component	Function
T1 lines – General	Carrying inbound toll-free voice & data traffic from campers & park staff
T1 lines – to/from ISP (dedicated)	Fast Internet connection for individualized state park Web pages
T1 line – Headquarters connection (dedicated)	Connection to Beltsville facility for corporate communications and emergency backup
POTS (switched access) connections	Local and long distance telephone traffic
Nortel PBX – Meridian 1, Option 81c	Processing all voice & data telecom traffic (includes voicemail capability)
Nortel Meridian Symposium MIS (ACD) system	Automatic call distribution, queue management, call center activity reporting, call monitoring
Genesys GVP	Initial data capture for call center reservations; connects to Genesys CTI
Genesys CTI (T-server configuration)	Telephone system/database integration; screen pop to Reservation Specialist, detailed historical call tracking
Database servers (Dell 6500s)	Network storage of databases
File & network application servers (Dell 2450s)	Storage of file & network applications
Web servers (Dell 1750s)	Hosting e-commerce Web pages; load-balanced configuration protects from crashes
Pentium-based mail servers (Dell 2450s)	Inbound & outbound email traffic
Fax server	Outbound fax traffic
Pentium-based workstations	Transaction processing by Reservation Specialists; various supervisory & administrative tasks by management staff, system administration, database management & software development by IT staff, etc.
100 Base-T network wiring	Fast Ethernet carriage of LAN data traffic
Network controllers: Cisco routers, switches, & firewall; load balancers	Controls LAN data traffic



Component	Function
Cybernetics AIT-3 / ArcServe 2000 Enterprise Edition	Data backup/archiving
Windows 2000 server software	Network server operating system
Windows 2000/XP software	Workstation operating system
ReserveSuite software	Customized to individual ReserveWorld clients to manage all CRS tasks
Click2Coach software	Call recording (voice & data) for QA monitoring and evaluation, and staff training

As the following table shows, GRNC's Iron River facility will have a mirrored infrastructure:

Figure 8: Iron River CRS Functional Equipment List

Component	Function
T1 lines – General	Carrying inbound toll-free voice & data traffic from campers & park staff
T1 lines – to/from ISP (dedicated)	Fast Internet connection for individualized state park Web pages segmented as needed.
POTS (switched access) connections	Local and long distance telephone traffic
Nortel PBX – Meridian 1, Option 61	Processing all voice & data telecom traffic (includes voicemail capability)
Nortel Meridian Symposium MIS (ACD) system	Automatic call distribution, queue management, call center activity reporting, call monitoring
Genesys GVP	Initial data capture for call center reservations; connects to Genesys CTI
Genesys CTI (T-server configuration)	Telephone system/database integration; screen pop to Reservation Specialist, detailed historical call tracking
Database servers (Dell 6500s)	InfoSpherix to Supply remotely
File & network application servers (Dell 2450s)	InfoSpherix to Supply remotely
Web servers (Dell 1750s)	Hosting Statistical Web pages. Global Response Secure Portal for ACD stats and more.
Pentium-based mail servers (Dell 2450s)	Global Response Mail servers via Citrix
Pentium-based workstations	Transaction processing by Reservation Specialists; various supervisory & administrative tasks by management staff, system administration, database management & software development by IT staff, etc.
100 Base-T network wiring	Fast Ethernet carriage of LAN data traffic
Network controllers: Foundry and Cisco routers, switches, & firewall; load balancers	Controls LAN data traffic
Windows 2000 server software	Network server operating system
Windows 2000/XP software	Workstation operating system
ReserveSuite software	Customized to individual ReserveWorld clients to manage all CRS tasks
IDVR	Call recording (voice & data 1 st quarter 2006) for QA monitoring and evaluation, and staff training



Technical Requirements (4.304.3.05 InfoSpherix Response)

InfoSpherix’s turnkey operation of the Michigan CRS has included, and will continue to include, provision and support of all workstations in the field. This includes initial configuration and installation, as well as ongoing connectivity, performance monitoring, maintenance and replacement, and Help Desk assistance. The goal is to ensure that DNR field users can fully and efficiently process appropriate transactions for every customer, every time, and to resolve problems quickly, whenever and wherever they occur.

Figure 9: InfoSpherix compliance with workstation requirements

Workstation Technical Requirement	InfoSpherix Compliance
<p>Workstation Specifications:</p> <p>a. The Contractor is financially and physically responsible for the installation of all workstations, data communications equipment and circuits, and Central Reservation System computer equipment and all associated software. All telephone lines will be unshared lines unless otherwise approved by the DNR.</p> <p>b. The Contractor is responsible for the maintenance of all workstations, data communications equipment and circuits, and Central Reservation System computer equipment and all associated software. Office workstation locations can best be described as non-controlled environments. Few offices are air-conditioned.</p> <p>c. The Contractor must provide a toll-free 24 hour/day 7 day/week telephone number and associated support for reporting equipment problems.</p> <p>d. When the Contractor receives calls for repair and/or replacement of park workstation equipment, the Contractor shall correct such problems within 24 hours of notification by the DNR. The Contractor will maintain a sufficient inventory of spare workstations to avoid exceeding the 24 hour replacement/repair window.</p> <p>e. If Contractor equipment located in state park offices is vandalized or stolen, the Contractor must replace it. If DNR equipment located in state park offices is vandalized or stolen, the DNR must replace it. The Contractor shall specify the care and maintenance of the workstations to be provided by the Contractor. The State shall otherwise maintain the leased property in good condition according to commonly accepted and/or agreed procedures and practices, with reasonable wear and tear expected. The State shall not be responsible for loss or damage to the property from any cause or occasion. The State shall not assume responsibility, cost damages or expense arising out of death or injury to any person or damage to property caused or occasioned by the Contractor's ownership and/or maintenance of the leased property. The State shall not assume responsibility or any liability, cost, damages or expense arising out of the death or injury to any person or damage to property caused or occasioned by the State's use, maintenance or control of the leased property. The State shall not assume responsibility for any property or liability insurance desired by the Contractor in connection with the leased property, however, the Contractor may include relevant insurance expenses along with other factors</p>	<ul style="list-style-type: none"> ✓ InfoSpherix operates a turnkey CRS service for Michigan in which it provides and supports all field equipment and connectivity, in addition to the call center, data center, website, and associated infrastructure used to fully support the service at its Cumberland facility. ✓ InfoSpherix provides full field support for its workstations, communications equipment, and associated items. This support includes maintaining “swap-out” computers, repair and replacement service, remote monitoring, onsite maintenance, and unlimited Help Desk calls. ✓ InfoSpherix provides this Help Desk service for Michigan. We have recently implemented Remedy’s industry-leading Magic Service Desk application to further improve our problem reporting, tracking, and resolution capabilities. ✓ InfoSpherix provides swap-out computers, walk-through fixes guided by the Help Desk, and repair/replacement service to meet this 24-hour standard. Our high level of field support and responsiveness has allowed Michigan’s park staff to enjoy five years of reliable service. ✓ InfoSpherix agrees with, and will meet, all elements of this provision, as it has for the past five years. Our field manual and Help Desk provide specific care and maintenance routines for InfoSpherix-provided workstations. ★ InfoSpherix advantage: InfoSpherix has, at its own cost, replaced virtually all of the field PCs that were on line at the beginning of the contract to ensure that park users have effective, reliable access to the system. We support 136 PCs in the campgrounds and 42 at the harbors.



Workstation Technical Requirement

InfoSpherix Compliance

considered in the lease rate(s).

f. The Contractor is responsible for providing all office supplies i.e. toner, receipts, for the operation of the Central Reservation System. Each receipt will have a logo printed in the righthand margin with the logo design provided by PRB. The Contractor's printing contract must comply with the Michigan Printing Act. The DNR logo will appear on all communication given to the customer regardless of where the reservation was made or the type of communication given.

g. The Contractor will, each year, inspect every workstation, run diagnostics, de-fragment the fixed disk (if the disk is more than 15 % fragmented), perform any preventative maintenance needed and certify that each workstation is in good working condition. The Contractor will also check each workstation annually for viruses with a virus detection/removal program approved by the DNR. This on-site inspection will take place between Jan. 2nd and March 31st of each year of the contract period. The on-site inspection requirement can be met by using software tools such as PC Anywhere to run complete system diagnostics on the workstations.

✓ InfoSpherix has provided, and will provide in the coming contract, all necessary supplies required by the field stations to operate the CRS, including the items mentioned here. Additionally, InfoSpherix provides receipt paper that bears the state's camping policies on the back face of the receipt. This process ensures that customers are fully aware of all policies deemed important by the DNR staff. We also provide an "e-Resources" web page to allow field users to quickly and easily order replacement supplies.

✓ InfoSpherix will comply with this requirement. Our field support staff currently uses PC Anywhere to run remote diagnostics on the workstations in Michigan Parks. The result has been a proven record of consistent CRS uptime and functionality in the field.

Online Query (4.304.3.06 InfoSpherix Response)

Querying: ReserveSuite allows the user in the field to query the data using criteria such as transaction dates, customer's name or ID number, reservation ID, site number, phone number, and the date and time of the visitor's campsite stay or tour. Once information is entered into the system, it is never removed physically from the database. This ensures that it is always available for querying and reporting. InfoSpherix's Database Administrator and "Query Optimization" team review the performance of all database queries and reports on regular basis. Where appropriate, the team will optimize the queries to achieve faster and better performance.

Ad hoc reports: In addition to standard reports, ReserveSuite allows ad hoc reports to be generated using Business Objects, a third-party business intelligence tool, which allows users to formulate their own queries using simple drag-and-drop operations. This allows DNR to take full advantage of the data that InfoSpherix gathers for Michigan, in terms of financial management, facility management and inventory control, strategic planning, customer relationship management, and marketing. InfoSpherix will train selected DNR representatives on the use of Business Objects. We will provide a login and password and demonstrate how to access and run the reports. InfoSpherix's helpdesk/technical personnel provide assistance to clients in generating ad hoc reports whenever it is needed. InfoSpherix can also support DNR's need for ad hoc queries by creating standard queries (for data that needs to be retrieved repeatedly) and storing them as universe objects. The end-users can then use these objects to retrieve data for various time frames.

InfoSpherix will provide, DNR with Business Objects software and training to allow users to process online queries for analysis of Michigan's CRS data.

Figure 10: InfoSpherix compliance with online query requirement

Online Query Requirement

InfoSpherix Compliance

In addition to the standard reports, the online query system must allow for authorized DNR personnel to easily access databases for non-standard (ad hoc) reporting of information that has been tracked by the system but not specifically assembled into a standard report. Examples of such ad hoc requests could

✓ InfoSpherix provides Business Objects as part of its turnkey CRS service. This allows DNR to run real-time ad hoc reports on the production database in Cumberland, and to store and share those reports for widespread usability. InfoSpherix will train selected DNR representatives on the use of Business Objects. We will provide a login and password and demonstrate how to access and run the



include:

1. How many reservations were made each month at Wilderness State Park?
2. How does the revenue flow for camping to date at Burt Lake State Park compare with the revenue flow for the previous year?

reports. InfoSpherix's helpdesk/technical personnel provide assistance to clients in generating ad hoc reports whenever it is needed. InfoSpherix can also support DNR's need for ad hoc queries by creating standard queries (for data that needs to be retrieved repeatedly) and storing them as universe objects. The end-users can then use these objects to retrieve data for various time frames.

Back Ups (4.304.3.07 InfoSpherix Response)

InfoSpherix realizes that the data in the Michigan CRS belongs to DNR and the State of Michigan, and that InfoSpherix is the steward of that data, and our ReserveSuite database is the repository. InfoSpherix will provide multiple levels of security for Michigan's data, both in the production database and through backup procedures and storage, as shown in the following compliance table.

Figure 11: InfoSpherix compliance with data backup requirements

Data Backup Requirement	InfoSpherix Compliance
<p>The Contractor must provide for daily backup of the Central Reservation System database and provide for sufficient recovery procedures to return the system to active status as a result of a failure. In addition, the Contractor will provide a backup and recovery onsite/offsite rotation schedule that will be able to reestablish the system up to six months. The Central Reservation System may not be out of service during the operational period for more than 4 (four) hours per month.</p>	<p>✓ InfoSpherix stores its production databases on network storage from Network Appliance. The databases are stored in a Raid 5 configuration, so that a single disk failure will not cause a service interruption. Instead, the failed disk is replaced while the system is running, and its contents regenerated, while the system continues to process transactions. Full copies of the database are taken every night and stored on tape. Every week a cold backup of the database is made to tape and that tape is stored offsite for future use if needed. The length of time that these offsite copies are retained is negotiated on a contract by contract basis. For Michigan InfoSpherix will store 6 months of database backups offsite.</p> <p>In the past year there have been only four instances where the Centralized Reservation System was unavailable. No two of these events were in the same month and none was over 25 minutes in duration. InfoSpherix has had no problem achieving availability far better than the 4 hours per month required by MIDNR.</p>

Software Specifications (4.304.3.08 InfoSpherix Response)

✓ **InfoSpherix compliance:** InfoSpherix will continue using ReserveSuite as the software for Michigan CRS, which is built on a centralized, real-time database using Oracle 9i as the RDBMS. InfoSpherix's real-time ReserveSuite software accommodates all of the functionality and sales channels required of the Michigan CRS as follows:

Database design Oracle 9i; integrates reservation data with inventory data to produce detailed financial and management reports using any combination. Controls access using first-in/first-out rules. Modular and soft-coded for customization and expandability.



Inventory component Stores detailed descriptions of inventory, coded as facility or activity, site-specific or site-standard. Data fields for site amenities, allowable equipment, accessibility by disabled, fee information (including different pricing schemes for individual/group, discounts), tour types/capacity/schedule. Supports dynamic inventory management.

Transaction component Identification codes permit several methods to track transactions and customers. Tables for reservation and financial transactions record items such as:



- Dates of transaction and arrival
- ID of operator processing transaction
- Where transaction was processed
- Confirmation number
- Customer name, address, phone #
- Reservation type (facility/activity)
- Request for disability access
- Length of time reserved
- Method of payment
- Tax assessment
- Length of use time
- Applicable discounts
- Total amount of transaction
- Facility/activity identification information
- Bankcard transmittal information
- Charge-back transactions

Inventory data are used to generate confirmations, daily arrival reports, and activity and accounting reports.

Public website..... Allows real-time transactions for Internet customers with shopping cart, personalization, trip planner, drill-down maps.

Call center Allows reservation specialists and customer service specialists to fully process information, transaction, complaint and other calls; data management and accounting teams to manage inventory and financial reports.

Field sites Web-based, hosted on load-balanced web servers in Cumberland. Field access via Internet Explorer 6.x to process reservations and cancellations, run reports, and check visitors in/out. Primary connection by high-bandwidth satellite, automatically backed up with dialup. Includes Internet-based requisition management system. Allows simplified, centralized upgrades. (Note: We understand that DNR will supply connectivity. We provide this for information purposes.)

ReserveSuite’s reservation status categories: ReserveSuite assigns a status to every reservation and walk-up registration as follows:

- **“HOLD”** – assigned when the reservation is entered into the system but payment is not received by InfoSpherix.
- **“AUTOMATICALLY CANCELED”** – assigned to a record previously listed as on “hold” if payment is not received within a pre-set time period.
- **“RESERVED”** – assigned to a confirmed reservation upon full payment. It remains in “RESERVED” status unless it is canceled.
- **“VOID”** – assigned when a confirmed or held reservation is canceled without charging the customer a cancellation fee.
- **“CANCELED”** – applied when the customer decides to cancel a confirmed reservation.
- **“DNR-INITIATED CANCELLATION”** – assigned when DNR must cancel a reservation due to site damage, evacuations, natural disasters, etc.
- **“EARLY DEPARTURE”** – assigned when a customer leaves earlier than the original departure date and Park staff processes a refund for unused nights.
- **“NO-SHOW”** – assigned when a customer does not show up by a specified time on the arrival date, allowing Park staff to release the inventory.

ReserveSuite Identification Numbers: ReserveSuite generates a serial confirmation number called a “Reservation ID” to every transaction that results in a reservation or registration. ReserveSuite also generates



a unique Customer ID for first-time customers. With the Customer ID, users can generate the entire reservation history of a particular customer at any time. In addition to general customer information (name, address and phone number), the system maintains:

- Email address
- Bounced check flag
- Total amount paid by customer (all transactions)
- Date of last transaction

ReserveSuite is already being used to process all of the transactions needed by DNR, as well as those seen as future enhancements, such as point-of-sale.

Figure 12: InfoSpherix compliance with software requirements

Software Requirement	InfoSpherix Compliance
<p>System Software</p> <p>DNR requires a system that will improve client service through centralized reservation of facilities, provide information processing capabilities to the park site staff, provide parks management staff and parks administrative staff with on-line access to statistical, financial and ad-hoc report capabilities.</p> <p>DNR has been very specific about software functionality, and on-line immediate accessibility because of its need to utilize the information collected to more effectively plan and administer parks operations and to monitor the success of the centralized reservation operation.</p> <p>Prior to the implementation of the Centralized Reservation System, the Contractor will submit a letter from an independent accounting firm indicating that the Reserve Suite system complies with the Generally Accepted Accounting Principles (GAAP) as determined by the Financial Accounting Standards Board (FASB). The letter will ensure that the Contractor's system complies with acceptable accounting practices and data integrity standards.</p> <p>At the discretion of the DNR and at DNR expense, the DNR may conduct an audit of all revenues, permitting systems and other systems impacting revenue flow to the DNR. The audit will reconcile all voided transactions, shortages and overages, fees collected and refunds processed by the Contractor to the amount of net funds deposited into DNR accounts to the total transaction numbers used. It is intended to insure the financial integrity of the revenue systems used.</p> <p>By the acceptance of the contract, the Contractor agrees to make all of it's staff, facilities, reports, financial records and any other documentation and systems associated with this contract available to the DNR and/or its designated auditor(s) for audit during normal business hours. When notified by the DNR of such audit, the Contractor shall provide an office at the CRS with sufficient workspace and one telephone for audit staff use. The Contractor shall operate the reservation central server system and any other system(s) it may use to administer</p>	<ul style="list-style-type: none"> ✓ Over the past 5 years, InfoSpherix's ReserveSuite CRS has improved DNR's ability to offer a reservations service that: <ul style="list-style-type: none"> • Is centralized and real-time • Provides immediate access to transaction processing through all three sales channels (web, call center, field) • Provides excellent standard and ad hoc reporting, based on remote, real-time access to data ✓ InfoSpherix's GAAP compliant ReserveSuite system, which is already implemented and operating in Michigan, has provided reliable financial transaction processing and reporting for five years, and will continue to do so. We will present a compliance letter from an independent auditing as directed by DNR.



Software Requirement

the financial systems related to this project for the audit staff, as requested by the audit staff. The Contractor shall provide the above described services and facilities to the DNR for no additional fees or charges except that the DNR shall pay for all long distance charges incurred by the audit staff from the Contractor's phone system. Reasonable expenses related to an audit of the software will be paid by DNR.

Before an audit is performed by the DNR, the Contractor will be given adequate notice in writing.

Lastly, the Contractor will have a SAS 70 audit conducted by an outside auditing firm on the CRS application and make the audit findings available for the DNR to review. The audit will be performed by a third-party firm at a time mutually agreed to by the State and the Contractor no later than 6 months after the contract is signed. The Contractor will work in good faith with MDNR to correct any deficiencies identified by the audit in an expeditious manner. The audit will be performed on the operational environment supporting the CRS application as normally conducted for this type of audit. Note that if the Contractor has performed a recent SAS 70 audit or performs SAS 70 audits on its operations on a periodic basis and these reports are available to the State this may meet this requirement.

1. Operational Environment - Client/Server Architecture

The Contractor's proposed software architecture must include:

- a) The ability for centralized reservation at the Contractor's premises.
- b) Access and update from park sites located across the state.
- c) Internet reservation capability
- d) Real time updating
- e) Integrated online credit card processing
- f) Open database concept
- g) Remote querying
- h) GUI design

InfoSpherix Compliance

- ✓ InfoSpherix's CRS is hosted at the Company's Cumberland, Maryland, facility.
- ✓ Park sites across Michigan access the CRS in real-time using broadband (usually satellite) links, with dialup backup. InfoSpherix will continue providing this service.
- ✓ InfoSpherix built and hosts the project's reservation website.
- ✓ InfoSpherix's system has real time updating through the field, web, and call center.
- ✓ InfoSpherix's system processes credit cards online during each transaction in real time.
- ✓ InfoSpherix's Oracle database is open.
- ✓ InfoSpherix provides remote querying through both ReserveSuite and Business Objects, allowing DNR to take full advantage of the system's open database concept.
- ✓ ReserveSuite's GUI design is user friendly and



Software Requirement

InfoSpherix Compliance

2. Ease of Use

DNR PRB is looking for software that will be easy to train parks staff on and for which the operation will be intuitive in nature. Proposed solutions will utilize a consistent Windows look and feel. DNR PRB staff requires easy-to-access menu selected reports, as well as an easy to use ad-hoc report writing capability.

General Requirements

This section describes ease-of-use requirements for all application software modules.

1. Operator input will be validated at time of input, to ensure its accuracy.
2. Wherever coded values are used, a consistent method of browsing through possible codes will be made available to the operator. For example, the use of pop-up windows.
3. Data query capabilities should be presented in a consistent fashion throughout the application modules. Query capabilities should be made available on all database data elements. Query-by- Form or Query-by-Example methodologies are preferred.
4. Ad-hoc report writers must be easy to use.
5. At the park site, DNR prefers a full Microsoft Windows front-end with all applications proposed to utilize a Windows "look and feel" user interface, including "point and click" mouse driven and hot key enabled software. All communications initiated by the park site to the Central Server should be transparent to the user.

6. Speed of Execution

The time a central reservation operator waits for information back from a standard reservation query must average 5 seconds. Furthermore, the amount of keyboarding required to complete a reservation should be kept to a minimum.

7. General Requirements

This section describes functionality required across all application modules.

a. Multi-User Capability

efficient through all sales channels. The field application is web-based, making it easy to implement changes without having to physically update local PCs.

✓ ReserveSuite's web-based field application makes user training easy and quick. Michigan's park staff is already trained on it. Our POS system is similarly easy to train on and use, as has been proven in Ohio and Georgia, and will be smoothly implemented in Michigan when directed by DNR.

✓ ReserveSuite validates data upon input to ensure accuracy.

✓ ReserveSuite consistently uses common forms of pop-up windows and drop-down boxes to allow users to browse through and choose among coded values.

✓ ReserveSuite uses consistent data query capabilities, and has provided DNR with excellent reporting capabilities.

✓ Business Objects is a powerful, yet easy-to-use reporting tool that produces reports that can be stored and shared.

✓ ReserveSuite's web-based field application needs only a browser, such as Microsoft's Internet Explorer, to access and uses Windows-style features including "point and click" and hot key features. These features, combined with our broadband connectivity to the central server, make for completely transparent communications for the park user.

✓ InfoSpherix's call center application meets the 5-second standard. CTI-driven screen pops and drop-down selections allow for a minimum of keyboarding and minimize the potential for data entry errors.

✓ ReserveSuite provides this multi-user capability.



Software Requirement

All software application modules must operate in a multi-user update environment with record level locking capability.

b. Data Integrity between Host and

Remote Site

Contractors must ensure that vital data is consistent at both the central site and the park site. Vital information consists of information that must be consistent to ensure that the maximum number of sites is booked with no double bookings.

c. Transaction Integrity Capabilities

The system proposed must be capable of dealing with incomplete transactions and must ensure that the application systems are correct at all times... The system must be capable of automatically returning the sites to inventory and making them available for sale.

d. Code Table Maintenance

All code tables should be maintained in a consistent fashion and should be dynamically updatable by operators or field users provided that they have the appropriate security permission to maintain those tables.

e. Zip Code & Postal Code Tables

In order to reduce the amount of data that needs to be keyed by operators, the software should be capable of looking up the city or town and state or province based on the zip code. The operator should also have the ability of over- writing the information looked up.

f. The Contractor must provide the latest

software versions available at the time of the bid. The Contractor will provide at their expense any and all licenses needed for the operation of the Central Reservation System and its components.

g. New software and updates to all non-

reservation software purchased by the Parks & Recreation Bureau may be installed on the workstations. No software will be installed that, in the Contractor's opinion, may impair the workstations' and/or systems' ability to fully perform all reservation and revenue tracking functions. All software additions and updates will require mutual approval of the Contractor and the DNR.

8. Financial Requirements

DNR requires a software solution that ensures correctness of data in a manner consistent with their

InfoSpherix Compliance

★ **InfoSpherix advantage:** InfoSpherix's CRS, currently in operation in Michigan, has always provided real-time updating and exposure of data through all channels, including the field. At any moment, each access point will yield the same view of accurate, consistent data.

✓ ReserveSuite has provided Michigan with full transaction integrity, including dealing with incomplete transactions, ensuring the accuracy of applications, and automatically returning sites to inventory and "reservable" status. These software capabilities are further supported by the expertise of our Data Management and Software Development teams.

✓ ReserveSuite has consistent, and highly secure code table maintenance features built into its Master Maintenance application, with appropriate enforcement of permission levels.

✓ ReserveSuite has this labor- and time-saving functionality.

✓ InfoSpherix will provide Michigan with the latest version of its CRS/POS system, customized to meet DNR's requirements as stipulated in this RFP.

✓ InfoSpherix will work closely with DNR to fully manage all risks regarding the implementation of PRB-purchased software on field workstations.

✓ ReserveSuite has proven its compliance with these financial requirements for five years in Michigan, and will continue to do so in the new



Software Requirement

InfoSpherix Compliance

reporting needs.

- a. General Ledger Account Number

Structure

Financial information must be accessible in detail and on a consolidated basis, for the entire state, by region, by park, by revenue category or any combination of the above.

- b. Software Audit Capabilities

The financial back-bone to the software must follow Generally Accepted Accounting Principles (GAAP). GAAP is determined by the Governmental Accounting Standards Board in conjunction with the American Institute of Certified Public Accountants and the National Council on Governmental Accounting. Each financial transaction must include: the amount, the operator who created the transaction, the date and time the transaction was created, the location from which it was created.

All financial details must be available to DNR through a variety of reports in either detailed or consolidated fashion. The system must be capable of maintaining monthly summary financial and attendance information on-line for a minimum of three years. All transactions should be broken down to their finest level of detail.

- c. Refund Processing

The software must have the capability of issuing a refund notice with an accompanying credit card adjustment. For refunds that require that a check be sent to the customer, the following procedure will be used:

1. The Contractor will make available the previous day's authorized check refund requests to the workstation located in the PRB's Lansing, MI office.
2. The Parks & Recreation Bureau workstation will print a Payment Voucher for that refund utilizing a DNR-supplied form.
3. Check refunds will be issued from the Parks & Recreation Bureau office and the revenue information will be tracked by the system software.

- d. Contractor Fee Processing

Calculations for Contractor payments must be created at the time the transactions are incurred and must be available on reports in either a detailed or consolidated fashion.

- e. Centralized Reservations System

Requirements

This section identifies features required by the

contract.

✓ ReserveSuite has proven its compliance with these software audit requirements for five years in Michigan, and will continue to do so in the new contract.

✓ ReserveSuite issues refund notices with credit card adjustments. InfoSpherix's ReserveWorld Accounting Team has followed, and will continue to follow, Michigan's policy regarding sending checks to customers. ReserveSuite provides full tracking of these processes.

✓ InfoSpherix's system calculates these payments as required.

✓ ReserveSuite logs and tracks the number and types of changes made to each reservation. InfoSpherix has abided by, and will continue to abide by, DNR rules for charging those



Software Requirement	InfoSpherix Compliance
<p>Centralized Reservation System.</p> <p>1. Reservation Change Processing</p> <p>The system must log the number and types of changes made to each reservation. The Contractor will charge those reservation transaction fees as specified by the DNR. Reservation changes would include changes in dates or parks.</p> <p>2. Remote New Registration Processing</p> <p>PRB staff will not do advance reservations. The registrations that they will enter will occur when people arrive at the park, hoping for an available site. If a site is available, the parks staff person will enter the information into the database.</p>	<p>reservation transaction fees.</p> <p>✓ InfoSpherix’s field application allows park staff to fully process registrations for both walkup customers and customers who have made advanced reservations through the call center or website. Should Michigan change its policy to allow PRB staff to do advance reservations in the future, InfoSpherix’s system is ready to accommodate that as well.</p>

Expandability (4.304.3.09 InfoSpherix Response)

The expandability designed into InfoSpherix’s turnkey reservation and sales service is one of our Company’s best discriminators in the state parks market. Our service is built to expand to accommodate increases in both volume and functionality.

In the current contract, InfoSpherix has added a point-of-sale module built specifically for Michigan to DNR requirements. In the coming contract, InfoSpherix will further integrate that POS system with the reservation system.

Figure 13: InfoSpherix compliance with system expandability requirements

System Expandability Requirement	InfoSpherix Compliance
<p>The system must be able to be expanded to include new functionality as needed by the DNR.</p> <p>Possible expansion:</p> <p>A. Point of Sale System</p> <p>A Point of Sale component that either the harbors or campgrounds or both can have access to or be prevented from accessing as instructed by PRB. This component would need to be flexible as to who has access, the range of merchandise including fuel that may be sold, multiple cost structure by location, and integrated with both: reservation functions resulting in the generation of a single transaction charge and reconciliation account summary totals. Please describe the point of sale function/component that your reservation system has operating in a production environment that could be made available to the DNR.</p>	<p>✓ ReserveSuite’s expandability has been key to its growth in the state parks market, where system-by-system customization is essential.</p> <p>✓ InfoSpherix has added a POS module to the Michigan CRS field application; please see the screen shot in Figure 14, below. Our software development team produced this in collaboration with DNR after demonstrating a more expanded version deployed in InfoSpherix’s CRS projects for Georgia and Ohio. Our experience there will provide for a smooth implementation of greater functionality in Michigan, if desired by DNR. See below for a description.</p>

Figure 14: Michigan CRS point-of-sale module



System Expandability Requirement

InfoSpherix Compliance

Point of Sale Login: PRES01

Sale Refunds Master Maintenance POS Reports

Products

Product:

Unit:

Price:

Quantity:

Sub Total:

Tax: %

Shopping Cart

#	Product Name	U.P	Qty	S.T	Tax	Del

Customer Search (Optional)

First Name:

Last Name:

Phone #:

- Customer Search Results -

Payment

Type: # Items: **0**

Card #: Sub Total: **\$0.00**

Exp. Date: / Taxes: **\$0.00**

Total: **\$0.00**

Receipt #:

InfoSpherix's POS system meets all of DNR's requirements, and has been proven in Georgia and Ohio. Some of the features of our POS system are:

Web-based application: InfoSpherix POS system is a web-based application. That means any authorized worker can access the POS application by using a browser interface.

Web-based data management: Items that can be sold through the POS system can be managed from a remote machine by using a simple browser-based interface. That would mean that any authorized personnel can add/update/delete products from a browser without affecting the sale at the local terminal.

Real time: All the transactions handled through InfoSpherix POS system are posted to the central database in real time for better audit trail purposes. All the credit cards are validated in real time.

Complete Inventory Management: InfoSpherix POS system comes with Inventory management module. Using this inventory module, an authorized user can do the following activities:

1. Place and receive orders
2. Physical counting/consolidation/physical-to-book
3. Run inventory reports

The inventory management module keeps track of an item's cost price, retail price, profit margins, and available quantity. The system will warn you if an item's available quantity falls below threshold.

Central/Local repository: While the items sold through the POS system are stored in a central database, a localized copy of product inventory is available at the sale terminal so that the application need not query the central database to get the list of products every time. Sales, however, are posted to the central database in real time.

Integrated POS System: InfoSpherix POS system is integrated with the central reservation system (CRS) so that a user can reserve/register a campsite and in the same transaction buy some retail items and pay for all of these items together.

Extensible system: InfoSpherix POS system can be used to sell rental items (e.g., golf carts, life vests, boat rentals, etc.). With minimal customization, it can also be used to sell passes, permits, discount cards etc. where additional information need to be captured and stored.

Global/Local: InfoSpherix POS system allows authorized users to add inventory (items to be sold) into the system at one central location and then each park/location can choose what all items that they can/want to sell. Central location can decide which products are available at all locations so that each location need not add these



System Expandability Requirement

InfoSpherix Compliance

items manually into their local inventory.

Multi-tiered data hierarchy for better product categorization: InfoSpherix POS supports 4 level hierarchies for better product organization. The hierarchy goes from category to sub category to product to sub products. In order to avoid data duplication, InfoSpherix POS system restricts only the central location to create categories, sub categories and master list of products.

Z-Tape/Auxiliary revenue dump capability: InfoSpherix POS system has capability to input the revenue reported from satellite locations (locations where this POS system is not installed and the sales were handled either manually or through a cash register).

Overages/Shortages reporting capability: InfoSpherix POS system has capability to handle overages and shortages. Users can make use of an intuitive user interface to enter the overages or shortages if any.

Multiple payments support: InfoSpherix POS system has the split-payment capability where a visitor can pay for a sale using multiple payment methods (cash/check/credit cards/gift cards).

Gift card support: Using InfoSpherix POS system, a user can sell gift cards to the visitors and can also be used as a refund card following a merchandise return or the refund of all or a portion of a visitor's camping fee. Utilization of the gift card for refunds ensures that monies will remain "in" the MI state park system because users will have to use the card for camping or merchandise.

Discount support: InfoSpherix POS system supports up to one discount (%) and up to one additional discount (\$).

Multiple search criteria: A user can search for a product by multiple ways when making a sale. These include using a bar code scanner, typing in the bar code/product code, and manually selecting the product.

"Hot Sell" support: A user can set up to 10 items / location that can be sold as "Hot Sell" items i.e. they will be added to the shopping cart with just one click of a button thus bypassing the product scanning and/or searching for a product.

"Access Keys" support: InfoSpherix POS system is designed in such a way that a user can sell an item without having to use a mouse. Each button is assigned an access key (e.g. Alt+A for adding item to cart etc.).

Fixed price/No price/Open ended price: Any item sold through the POS system can be defined as a fixed price item (price is predefined and is greater than \$0.00), or a No price item (price is predefined and is \$0.00) or an open ended price (price is not defined and need to be specified at the time of sale). At any given point of time, a user with sufficient permission level can change the price of an item at the time of sale.

Benefits:

- Developed with keeping parks and recreation centers in mind
- Integrated with Central reservation system
- Supports different pricing schemes
- Gift card support
- Extensible with minimal customization
- Supports bar code technology
- Complete inventory management functionality
- Web based application

B. Voucher System

PRB has utilized a lottery style voucher system for parks that are in extreme demand. PRB may need to have the ability available for the system to accept vouchers for entrance into Parks & Recreation areas. Please describe the voucher function/component that your reservation system has operating in a production environment that could be made available to the DNR.

Although none of InfoSpherix's current clients requires us to operate a lottery voucher system in the production environment, InfoSpherix has done so in the past, and can institute it for DNR if required. ReserveSuite can be customized to manage this function. InfoSpherix implemented and operated such a lottery system for the USDA Forest Service in its Boundary Waters Canoe Area Wilderness program. See below for details.

InfoSpherix will work with DNR and Facility Managers to identify appropriate venues and times for which a lottery would be useful. InfoSpherix's Project Manager will work with appropriate DNR personnel to identify and approve the relevant lottery parameters, which would include but may not be limited to:



System Expandability Requirement

InfoSpherix Compliance

- Identification of facility or event, including applicable dates.
- Identification of total quota available.
- Quota restrictions – number per day, party size, equipment permitted, etc.
- Timeframe associated with receipt of requests.
- Permissible methods to submit requests: Internet, mail, fax, and/or telephone.
- Information required on application: customer name, telephone number, address, email, party size, equipment, etc.
- Procedures for requests that fall outside guidelines (i.e. received too early).
- Procedures for requests processed in the lottery program but fail because quota limit has been met.

Each reservation request received is stored in the database and is assigned a number to uniquely identify the request. Once the lottery quota has been established, an administrator can execute the allocation process on a pre-determined schedule. The allocation process generates random numbers and matches the generated numbers against the numbers assigned to the pending reservation requests. All the reservation requests that have an ID matching one of the randomly generated numbers are scheduled for reservation. Reservation attempts will be processed one at a time based upon their random selection. If the reservation attempt is successful, then the payment processing function will be automatically initiated. Reservation requests that “fail” will check for alternate information before the request is rejected. Once the reservation process for the successful reservation requests is completed, the requestors are notified using the voucher generation notification system. The unsuccessful reservation requestors are contacted either by phone, email or mail and are encouraged to change either their stay period and/or destination.

ReserveSuite provides for a lottery-based reservation option that creates an equitable opportunity for reservation requests when there is an overwhelming demand. InfoSpherix used this successfully in operating the Boundary Waters Canoe Area Wilderness (BWCAW) Reservation Center for the USDA Forest Service. In that project, reservation requests were accepted by mail and fax. Our lottery program randomly selected permit requests and, if a quota was available, assigned a permit number, decreased the inventory appropriately, processed the appropriate payment, and generated a confirmation notice. If the initially requested permit was unavailable, the application automatically searched for alternates (entry point and/or entry date) based upon data provided by the visitor. If the request could not be filled with alternates, the visitor was contacted by telephone or in writing by a customer service representative.

C. As Needed

The Contractor will cooperate to the best of its ability to develop and/or operate customized components or services as requested by the DNR during the contract period. The DNR and the Contractor will negotiate a mutually agreeable compensation for development, operation, and/or any additional costs incurred from an increase in scripting or mailing expenses resulting from the fulfillment of such initiatives.

★ InfoSpherix advantage: InfoSpherix’s willingness and ability to cooperate with our reservations clients, and Michigan DNR in particular, to develop and implement new solutions, as well as resolving problems effectively and expeditiously, is one of our Company’s best-known strengths and discriminators in this market. We pledge to continue operating in a cooperative, productive partnership with DNR in the next contract.

Facility Database Requirements (4.304.3.10 InfoSpherix Response)

The Michigan CRS facility database in ReserveSuite holds all park inventory data and is hosted at our Cumberland reservations center. Park users access the database in real time via our web-based field application to register walkup customers and those with advance reservations.

Figure 15: InfoSpherix compliance with database requirements

Facility Database Requirement

InfoSpherix Compliance

This section describes the features required for the Facility Database (FD).

1. Registering Walk-ins

✓ ReserveSuite allows park staff to register walkups for all available inventory, and also allows DNR to set aside a certain portion of its inventor for “local sale only” to accommodate the



Facility Database Requirement

InfoSpherix Compliance

PRB locations must have the capability of adding new registrations, provided that sites are available, for people arriving at the park without a prior reservation. All information pertaining to these new registrations must be immediately inserted into the database.

2. Accepting Payments

Payment methods accepted would include credit card (Visa, Mastercard, American Express, Discover or others requested by the DNR), cash, and check. Credit cards will be authorized online at the time of the registration through the Contractor's system.

local customer base. All such registrations are processed in real-time for immediate updating of the database.

✓ InfoSpherix's system accepts all of these payment methods, and authorizes credit cards online in real time when park registers the customer.

System Security Requirements (4.304.3.11 InfoSpherix Response)

InfoSpherix protects the Michigan CRS with security provisions that include role-based ID/password controls for users to log in to the system and access the various components, SSL-based encryption for e-commerce transactions, network firewalls, audit trails for changes, tightly controlled access to the facility and server rooms, and other methods.

Figure 16: InfoSpherix compliance with system security requirements

System Security Requirement

InfoSpherix Compliance

1. All users are required to have an operating system level login and password.

✓ ReserveSuite requires operating system level login and password for users.

2. The system will facilitate setting up valid users for the application system including what level of permission they will be granted. Each user will be assigned to a security template. The template will define for each and every menu option within the system, whether a person within that template group will be granted access to the menu option.

✓ ReserveSuite enforces role-based permission levels in determining access to menu options and screens.

3. DNR PRB must be able to define as many templates as they wish. In addition, they may change permissions associated with a template from time to time. Examples of user group templates could be: Central Reservation Operators, Temporary Worker, Permanent Park Ranger, Lead Worker, Park Manager, District Supervisor, DNR Administrator, etc.

✓ ReserveSuite allows DNR/PRB to define templates and change permissions as required.

4. The security system must support assigning levels of security to certain user groups with the option to override the security.

✓ ReserveSuite provides this ability.

5. There should also be a level of security that is park-dependent. For example, a park manager may be able to add or remove campsites from the inventory of the campground for which they are responsible, but not for any other campground.

✓ ReserveSuite enforces such park-dependent level of security.

6. Security For E-Commerce

✓ ReserveSuite provides each of the following e-commerce security features.

a. Minimum 128-bit encryption for transmission of data (e.g.

✓ ReserveSuite provides 128-bit SSL encryption



System Security Requirement

InfoSpherix Compliance

SSL, SET)

b. Minimum 128-bit encryption for storage of any confidential information (e.g. credit card numbers)

c. Any contract employee that accesses the system administration functions must adhere to all DNR/DIT security policies; for example: each contract employee must use his/her individual account with secret password—no shared accounts or passwords, authorizations based on need-to-know—verify administrator authorities, passwords must conform to DNR/DIT requirements, etc)

d. Wherever change authorities are allowed, an audit trail must be produced describing who did the change, when the change was made, and what the change was. Include archive retention schedules. A complete audit trail will be performed for inventory modifications only. Changes not affecting inventory will provide an audit trail of the modifier’s user-id and the date of change.

e. System must have a documented risk assessment before implementation. Any change or upgrade to the system must include a documented risk analysis. For example: Document business processes, inputs and outputs with regard to authorities and permissions to sensitive information, i.e. credit card numbers.

f. Include Proxy/firewall filtering and protections so that the e-business connection is restricted to only that system.

g. Provide documentation overview of system security protections (e.g. if sensitive information is cached at anytime, how is it protected? purged? etc.)

for transmission.

- ✓ ReserveSuite provides 128-bit SSL encryption for storage of credit card data and other confidential information.
- ✓ InfoSpherix’s Project Manager and IT Director ensure that all employees with access to the system follow DNR/DIT and InfoSpherix security policies. We have never had a violation of these policies during our operation of the contract.
- ✓ ReserveSuite produces audit trails to track all changes and the users who made them.
- ✓ InfoSpherix will conduct and document a risk assessment for any change or upgrade made to the system.
- ★ **InfoSpherix advantage:** Because ReserveSuite is already installed and operating with excellent reliability and security, there is no implementation risk for continuing its use into the new contract period.
- ✓ InfoSpherix provides this type of security to the e-business connection.
- ✓ InfoSpherix will provide DNR with a confidential system manual detailing our security provisions upon request.

System Wide Setup Requirements (4.304.3.12 InfoSpherix Response)

★ **InfoSpherix advantage:** All current campground and harbor inventory in the Michigan CRS already resides in InfoSpherix’s ReserveSuite database in Cumberland. InfoSpherix’s data management team ensures that all such data is up to date and quality-checked for accurate presentation through the Internet, call center, and field at the same time. InfoSpherix has worked with DNR to ensure that all scripts in use at the call center are approved.

Figure 17: InfoSpherix compliance with system-wide setup requirements

System-wide Setup Requirement

InfoSpherix Compliance

1. Park Information

The system will provide help screens to assist reservation operators in identifying available facilities on a park-by-park basis. The information contained on the help screens will be determined by the DNR. The screens will be capable of being changed by the DNR at any time.

- ✓ ReserveSuite’s help screens have helped call center operators serve Michigan customers by efficiently identifying available facilities for five years. We will continue to follow DNR’s direction in choosing the information on the screens.



System-wide Setup Requirement

InfoSpherix Compliance

2. Park Site Type Information

The DNR will identify the number and type (modern, rustic, preferred, etc.) of sites available at each park facility.

3. Park Site Accommodation Information

The DNR will provide a listing of the numbers of campsites, by site type, that will accommodate a particular kind or size of camping unit (tent only, pop-up camper, 20' motor home, any unit, etc.) for use by reservation operators when reservations are being taken. The site listing will be by park facility. For site specific seasons, the listings of acceptable equipment will be by site.

✓ As it has for the past five years, InfoSpherix will comply with DNR's instructions regarding the number and type of available sites.

✓ InfoSpherix will perform quality checks on all such information before deployment into the production environment.

Table Elements (4.304.3.13 InfoSpherix Response)

InfoSpherix worked with DNR to establish all table elements in the ReserveSuite database needed to process reservation transactions according to Michigan's business rules. The system has five years of solid performance in Michigan, storing all required park system data for reliable, real-time processing of transactions and generating of report.

Figure 18: Table Elements

Table Elements Requirement

InfoSpherix Compliance

This section outlines minimum data requirements for the park record. It is understood that the actual data elements will be as provided by the Contractor.

(See paragraph headings 1 – 6)

7. Operator Alerts and Notes

The system must have the ability to assign specific notes or alerts to the park record, to be displayed to the operator at the time of reservation. These notes could be used for identifying problems or alerting potential customers of specific regulations or other information that should be provided to the caller. These notes and alerts will be defined by the DNR.

8. Park Clauses

The system software must be capable of including park-specific miscellaneous clauses on the reservation letter. For example, if a client reserves a campsite in a campground that has an alcohol ban, this information must be included on the reservation confirmation letter. There are three classifications of clauses that must be provided on facility reservation confirmation cards and letters:

- 1. standard rules and information
- 2. special rules and information that apply to specific facilities

✓ ReserveSuite contains most of the table elements included in this section, and others to accommodate point-of-sale and other functions available in the system. (ReserveSuite currently does not capture revenue category and sub category for Michigan CRS. InfoSpherix will assist in setting up any GL account information that is currently not captured.)

✓ ReserveSuite allows the assignment of DNR-approved notes and alerts so that users and customers can be apprised of relevant regulations, circumstances, and information. We will work with DNR to implement this feature to suit Michigan CRS users.

✓ ReserveSuite accommodates specific clauses on the confirmation notices, as categorized in this section.



Table Elements Requirement

InfoSpherix Compliance

3. special rules at facilities for certain time periods

9. Park Referral Information

The system must refer reservation operators from campgrounds that are full to other campgrounds that have vacancies. The Contractor could accomplish this through operator training. However, the system should be structured so that the identification of parks with vacancies during the requested camping stay is easily identifiable. In addition, operators should have access to a "referral" list of parks that identifies similar, nearby facilities that may be available if the requested park is full. This referral list would (preferably) be available within the application/database. Alternatively, the operators could be given a printed list as a reference document.

10. Client Details

The customer table must contain a minimum of:

- client name
- street address
- city, state/province/country, zip/postal code
- home phone, work phone, work extension
- discount group
- age category

The system must allow for the handling of pre-defined discounts to reservations. The system must also have the ability to track age groups and other demographic information of people using the reservation system for future marketing use.

11. Notes and Alerts

The proposed solution must have the ability to assign specific notes or alerts to the client record to be displayed to the operator at the time of registration. These notes could be used for identifying problems such as NSF checks or unauthorized credit card payments. Notes to be applied to either client record or reservation record.

12. Reservation Details

The system will track the following items:

- (refer to bullet list in RFP, pages 21 & 22 of the RFP #07115200159)

Additional information will need to be input at the time of check-in:

- site occupants
- site number assigned (site-standard)
- license plate numbers (if needed)

Any changes in the actual information taken by the reservation operator at the time of the initial reservation.

✓ InfoSpherix will enhance ReserveSuite with a "Smart Redirect" module to automatically generate appropriate referrals for customers based on customer-driven preferences such as price, activities, and travel distance. ReserveSuite has been enhanced with a global search function to allow operators to find available sites in facilities other than the customer's first choice park, when that park is full. InfoSpherix has also implemented a referral system to guide reservation agents in searching through a list of five nearby parks when the originally desired destination is full.

✓ ReserveSuite's database contains fields for the collection of the customer data elements listed here.

✓ ReserveSuite can handle an assortment of predefined discounts to reservations. The system can be customized to capture and track age groups and other demographic information for marketing analysis and planning.

✓ ReserveSuite allows users to assign notes and alerts to customer records. For example, NSF check problems can be shown in the comment field of the Daily Arrival Report to alert park staff that full payment must be collected from the customer. The registration screen can be customized to also show these notices and alerts.

✓ ReserveSuite tracks all of the items listed in the bullet list in this section.

✓ ReserveSuite's field application has fields for the input of these data elements by the park staff.

✓ ReserveSuite allows the field user to process changes in reservations when the customer arrives at the park to register.



Table Elements Requirement	InfoSpherix Compliance
<p>Data Purging and Restore Capabilities</p> <p>The DNR will require the need to unload old reservation information. System capabilities must allow the user to determine the date ranges to be unloaded. The data unloaded will be saved to tape backup for times when historical reporting requires access to previously unloaded information.</p>	<p>✓ InfoSpherix's Data Management Team will assist DNR in unloading and archiving old reservation information onto tapes, which can then be used for historical reporting.</p>

Hardware (4.304.3.14 InfoSpherix Response)

As part of its turnkey service, InfoSpherix has provided and supported all of the hardware needed to operate the Michigan CRS at a high performance level throughout the current contract, and will continue to do so in the upcoming contract.

Figure 19: Hardware

Hardware Requirement	InfoSpherix Compliance
<p>The Contractor will provide and support all hardware necessary for the setup and operation of the Central Reservation System and it's supporting subsystems or components. The Contractor will provide any additional hardware needed to connect to the personal computer or to complete the setup at the park locations and bureau office. As the initial group of personal computers becomes inadequate due to age or mechanical failures, the Contractor will replace the units. The Contractor is responsible for supporting all of the hardware equipment.</p>	<p>✓ InfoSpherix offers this support as part of its turnkey package. InfoSpherix is skilled in the day-to-day support of the voice and data hardware that provides the Centralized Reservation System. This includes not only the hardware in the data center providing the voice services, data networks and application services but also the in park equipment required for the MIDNR personnel to interact with our systems. This includes the PCs, barcode scanners and receipt printers as well as any network equipment required to provide network connectivity back to the Centralized Reservation System. InfoSpherix will support the day-to-day use of this equipment and also provide replacement equipment for anything that becomes unusable. This is the standard level of support that all of our Customers enjoy today.</p>

Data Retention and Conversion (4.304.3.15 InfoSpherix Response)

Figure 20: Data Retention and Conversion

Data Retention/Conversion Requirement	InfoSpherix Compliance
<p>There will be no data conversion from the historical system. Inventory data will be entered by the Contractor into the new system. The Contractor will provide operating system level support to the DNR to maintain the historical database. The operating system level support does not include any support for the application code or backend database. However, the Contractor will provide the ability to query the historical data. The DNR will be responsible for maintaining any licenses needed for utilizing the data.</p>	<p>★ InfoSpherix advantage: InfoSpherix will be able to provide DNR with a seamless source of historical data across the two contracts, as well as the superior reporting capabilities of ReserveSuite and Business Objects. Our Reporting, Data Management, Accounting, and Software Development teams have provided DNR with a high level of support through the present contract, and will continue to do so for consistent data management throughout the term of the following contract.</p>

Consistent Naming Convention of Data Fields (4.304.3.16 InfoSpherix Response)

The Contractor will be consistent with naming conventions throughout the system, i.e., Confirmation ID and Reservation ID.

✓ **InfoSpherix compliance:** ReserveSuite uses consistent naming conventions throughout the system.



System Performance & Measurement (4.304.3.17 InfoSpherix Response)

InfoSpherix designed, built, installed, and maintains the complex system that supports Michigan’s multi-channel CRS in order to meet or exceed all of DNR’s performance standards. The service operates at high levels of uptime and performance today because of InfoSpherix’s attention to specific system performance standards, use of monitoring tools and processes, and application of preventive and troubleshooting activities. As the following table shows, InfoSpherix has complied, and will continue to comply, with DNR’s requirements for system performance and measurement.

Figure 21: System Performance & Measurement The State is aware of the differences between the Standard column, and the Measurement column, for the purposes of Liquidated Damages calculations, the Measurement column will be utilized.

Requirement	Standard	Measurement	InfoSpherix Methodology
<p>1. Availability CRS must be accessible from the campgrounds via the call center when clients want to make, modify or cancel a campground reservation.</p>	<p>99.5% availability over the course of a month. It should be based on 24x7 business hours, and include maintenance related downtime.</p>	<p>CRS users can access the system to make, modify or cancel reservations at least 99.5% of the time on a monthly basis. CRS web site and call center should both be available 99.5% of the time on a monthly basis for reservations activity.</p>	<p>InfoSpherix guarantees the 99.5% availability standard. The Project Manager will provide a monthly “System/Network Availability” report to MDNR to verify this. InfoSpherix will be solely responsible for generating and distributing the report, as well as for resolving (and any applicable retribution for) downtime over .5% a month – regardless of whether the downtime is caused by InfoSpherix or SpaceNet resources. The monthly report will distinguish between outages attributable to InfoSpherix, and those attributable to SpaceNet. Total downtime will not exceed .5%/month for both InfoSpherix and SpaceNet CRS components.</p> <p>Prevention: InfoSpherix has established, and will maintain, an application and hosting platform that uses multiple servers and other techniques to withstand load variations, emergency backup electrical power to ensure host uptime during power outages, and reliable, redundant field connectivity.</p> <p>Inspection: InfoSpherix’s Help Desk staff will use manual and automated methods to continuously monitor the field application availability through multiple connection mechanisms. They will log the results of these tests in Magic Service Desk. InfoSpherix Help Desk staff will use Magic to record and resolve complaints about field system availability. The QA Team will monitor the Magic records to identify errors and error patterns.</p> <p>Correction: The system is built to self-correct loss of the primary field connectivity option by providing a dial-up backup connection. The Help Desk / field support staff will immediately initiate corrections to instances of field availability failures, depending on the cause. The QA Team will monitor the resolution by analyzing the Magic records.</p> <p>Adjustment: The QA Team will present its analysis and recommendations regarding field site availability errors to the management</p>



Requirement	Standard	Measurement	InfoSpherix Methodology
			<p>team in its regular report. The management team will use InfoSpherix's Change Management system to initiate adjustments, which may cover changing specific connectivity methods or suppliers, for example.</p>
2. System/Network Deployment:			
<p>Deployment of the network and CRS field application must be in place before peak campground reservation season at the beginning of May. A pilot of 10 locations of DNR's choice will be deployed prior to the full field deployment.</p>	<p>By May 7th, 2006 the network and application must be fully functional and in place for all field locations. RS access with acceptable performance must be validated for every location (park and harbor).</p>	<p>Meeting all Transaction Time requirements listed below by May 1st, 2006 will indicate success in meeting this Deployment requirement.</p>	<p>InfoSpherix guarantees that its network and application will be fully functional and in place for all field locations throughout the end of the current contract and into and throughout the next contract. Our proposed new modules will be deployed by the dates given here. InfoSpherix's system, including network and field application, is up and running throughout Michigan parks and harbors at validated performance levels. Please see the InfoSpherix Methodology description in category 5 of this table for our approach to ensuring transaction times. InfoSpherix's Project Manager will coordinate with our IT Department and Help Desk, and with appropriate Michigan DNR personnel, to perform and log the measurements for compliance with contract standards by the May 2006 deadline.</p>
<p>DNR seeks assurance that the network solution will work for all of its parks and harbors. Major facility or environmental alterations are not an option for ensuring workability.</p>	<p>Contractor and any subcontractor will validate each specific DNR campground and harbor as being compliant with their requirements for making their network solution work at that site.</p>	<p>Each DNR park or harbor facility will be visually/verbally surveyed to be sure there are no unique circumstances that prevent the network solution from performing reliably at any particular site.</p>	<p>InfoSpherix and MI DNR have worked together to ensure that the network solution we provide, including satellite service at all parks and harbors, was installed with line-of-sight, dockside movement, building, and other issues taken into consideration and approved by DNR. The network we provide has been shown to work consistently and at required performance standards at all sites in the system. InfoSpherix will continue to communicate and work with DNR to adjust for any changing circumstances that pose any risk to the ongoing efficacy of our network solution.</p>
3. Testing			
<p>VSAT test plans for each of the DNR designated pilot site parks or harbors should include executing all of the key transactions identified in this document below – and should be executed under simulated peak system load*. (After</p>	<p>See Transaction Times "Standards" descriptions.</p>	<p>See Transaction Times "Measurements" descriptions.</p>	<p>InfoSpherix guarantees that it will meet the transaction times required in this section. InfoSpherix carried out VSAT test plans to ensure operability before deploying and going live with the VSAT system, which is still in operation and functioning to standards. We will continue to monitor the VSAT system to ensure compliance with required transaction times (See category 4 in this table for our methodology).</p>



Requirement	Standard	Measurement	InfoSpherix Methodology
successful implementation, the same list of transaction times used for initial testing at pilot sites, will be used as the basis for monthly CRS performance reporting.)			
4. Transaction Times:			
Campsite Availability check transactions must be completed within a timeframe that does not unduly disrupt/ delay business processes.	20 second turnaround (from the user perspective) for Campsite/ harbor slip availability check txns – 95% of the time.	From the time a user hits [Enter], to submit a Campsite / slip availability check txn, to the time the response is returned to the user display, should be no longer than [50] seconds, 95% of the time.	<p>For all of the items under section 4, there are three tasks that InfoSpherix will do:</p> <ol style="list-style-type: none"> 1. Measure the turnaround time 2. Record the turnaround time 3. Perform monitoring & correction <p>1. Measure the turnaround time: Since our application is a distributed web-based application, measurement of turnaround time depends on two components:</p> <ol style="list-style-type: none"> a. Data transmission speed – Time it takes to transmit the request from the client machine to server and the time it takes to transmit the response from the server to the client. b. Server speed – Time it takes for server to process a particular request. <p>Total turnaround time = Request upload time + Server processing time + Response download time</p> <p>To monitor/measure turnaround time, we will deploy two mechanisms:</p> <ol style="list-style-type: none"> a. Data packet size/speed analysis: Under this process we will monitor the size of the data packets sent to the server and the data packets sent back to the client. The speed of the network will be identified by using automated speed testing tools [which gives us the upload speed and download speed (in Kilo bits / second)]. Dividing the data size with the speed will give us the time to transmit data back and forth from the server. Server speed is monitored on the server
Credit card reservation transactions must be completed within a timeframe that does not unduly disrupt/ delay business processes.	Goal of 20-second turnaround (from the user perspective) for credit card reservation txns – 95% of the time.	From the time a user hits [Enter], to submit a credit card reservation txn, to the time the response is returned to the user display, should be no longer than 50 seconds, 95% of the time.	
Cash reservation transactions must be completed within a timeframe that does not unduly disrupt/ delay business processes.	10-second turnaround (from the user perspective) for cash reservation txns – 95% of the time.	From the time a user hits [Enter], to submit a cash reservation txn, to the time the response is returned to the user display, should be no longer than 25 seconds, 95% of the time.	

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Requirement	Standard	Measurement	InfoSpherix Methodology
Credit card site transfer transactions must be completed within a timeframe that does not unduly disrupt/delay business processes.	20-second turnaround (from the user perspective) for credit card site transfer txns – 95% of the time.	From the time a user hits [Enter], to submit a credit card site transfer txn, to the time the response is returned to the user display, should be no longer than 50 seconds, 95% of the time.	and will be stored in the database. b. Automated analysis: Under this process, we will pass a date/time stamp to the server for every monitored request. This will give us the time when the request was started. After the client machine receives a response from the server (which includes both server processing time and response download time), we will again store that date/time stamp. Difference between the request start time and response receive time will give us the total turnaround time.
Cash site transfer transactions must be completed within a timeframe that does not unduly disrupt/ delay business processes.	10-second turnaround (from the user perspective) for cash site transfer txns – 95% of the time.	From the time a user hits [Enter], to submit a cash site transfer txn, to the time the response is returned to the user display, should be no longer than 25 seconds, 95% of the time.	2. Record the turnaround time: To record turnaround time, we will create a separate table in the ReserveSuite database where we will store the types of transactions (e.g. site search, credit card reservation, cash reservation etc.) along with the turnaround time (with breakup of individual components that make up turnaround time).
Credit card site extension transactions must be completed within a timeframe that does not unduly disrupt/ delay business processes.	20-second turnaround (from the user perspective) for credit card site extension txns – 95% of the time.	From the time a user hits [Enter], to submit a credit card site extension txn, to the time the response is returned to the user display, should be no longer than 50 seconds, 95% of the time.	3. Monitor & Correct: The Project Manager and Field Site Support Manager will be able to query this database table (mentioned above) on a regular basis to measure the compliance. In the event a particular task is out of compliance (for example, a site search request taking more than 20 seconds for 10% of the time), issue will be escalated to the Network/IT managers who will identify and fix the bottlenecks in the network and in the application.
Cash site extension transactions must be completed within a timeframe that does not unduly disrupt/ delay business processes.	10-second turnaround (from the user perspective) for cash site extension txns – 95% of the time.	From the time a user hits [Enter], to submit a cash site extension txn, to the time the response is returned to the user display, should be no longer than 25 seconds, 95% of the time.	NOTE: The above methodology applies to all transaction time metrics in category 4.

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Requirement	Standard	Measurement	InfoSpherix Methodology
Credit card early departing transactions must be completed within a timeframe that does not unduly disrupt/ delay business processes.	20-second turnaround (from the user perspective) for credit card early departing txns – 95% of the time.	From the time a user hits [Enter], to submit a credit card early departing txn, to the time the response is returned to the user display, should be no longer than 55 seconds, 95% of the time.	
Cash early departing transactions must be completed within a timeframe that does not unduly disrupt/ delay business processes.	10-second turnaround (from the user perspective) for cash early departing txns – 95% of the time.	From the time a user hits [Enter], to submit a cash early departing txn, to the time the response is returned to the user display, should be no longer than 30 seconds, 95% of the time.	
Checking out transactions must be completed within a timeframe that does not unduly disrupt/ delay business processes.	10-second turnaround (from the user perspective) for checking out txns – 95% of the time.	From the time a user hits [Enter], to submit a checking out txn, to the time the response is returned to the user display, should be no longer than 15 seconds, 95% of the time.	
Customer (name/site) search transactions must be completed within a timeframe that does not unduly disrupt/delay business processes.	10-second turnaround (from the user perspective) for customer (name/site) search txns – 95% of the time.	From the time a user hits [Enter], to submit a customer (name/site) search txn, to the time the response is returned to the user display, should be no longer than 20 seconds, 95% of the time.	



Requirement	Standard	Measurement	InfoSpherix Methodology
<p>Field printers must print a finished receipt within a timeframe that does not unduly disrupt/delay business process.</p>	<p>20-second turnaround (from user perspective) for all receipt printing – 95% of the time.</p>	<p>From the time a user hits [Enter], to print a receipt to the time the receipt is actually physically being printed on the receipt paper, should be no longer than 25 seconds, 95% of the time.</p>	
5. Security:			
<p>All credit card data processed by CRS must be secured according to “strong encryption” standards while in transit on any network.</p>	<p>128 Bit minimum encryption of all in-transit credit card data.</p>	<p>CRS clients will employ Microsoft Internet Explorer v 6.”X” or greater, configured to support 128Bit SSL for all CRS credit card txns processed. CRS servers will employ Microsoft Internet Information Server v 5.”X” or greater, configured to support 128 Bit SSL for all CRS credit card txns processed.</p>	<p>Currently InfoSpherix field application runs on Internet Explorer Version 6.0, which is configured to support strong 128-bit SSL encryption. Any sensitive information (e.g. credit card numbers etc.) is passed to the server encrypted. InfoSpherix applications are deployed on Microsoft Internet Information Server (IIS) version 5 and greater. All the servers are configured to have SSL port (default port 443) configured on them so that they are capable of handling SSL encrypted data</p>
<p>All credit card data stored, even temporarily, by CRS must reside on platforms secured according to policies and practices approved of by DNR. Credit card information should not be stored by the Contractor after a reservation has been saved to the system.</p>	<p>DNR offers as a guideline the State of Michigan Enterprise Procedure 1350.11 - “Security Operational Guidelines for Servers” as a model.</p>	<p>Whatever security standards are used, they must be documented, reviewed by DNR and accepted as fulfilling State of Michigan standards for protecting sensitive citizen data. Final security standards approved by DNR will be appended to this contract.</p>	<p>InfoSpherix has reviewed the State of Michigan Enterprise Procedure 1350.11 - “Security Operational Guidelines for Servers” document provided by DNR, and has implemented the applicable policies. For the coming contract, InfoSpherix will integrate its ReserveSuite system with the PayPoint system used by Michigan to process payments. InfoSpherix’s ReserveWorld Director of Application Development will ensure that our software and its integration with the e-Pay system will follow the guidelines, with full documentation and DNR approval. Note that InfoSpherix uses 128 bit SSL (Secure Socket Layer) for encrypting credit card information (as well as other sensitive Customer information) Credit card information stored in our database is encrypted using proprietary encryption techniques to prevent unauthorized access. Credit card information sent through to PayPoint for validation is also encrypted and travels on a secure network. Once the validation is completed the data flows back to the browser over the same secure paths. Our web-based Field Application, in addition to utilizing SSL, is further secured by client certificates so that only authenticated users can access the application. All backend systems involved in the processing</p>

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Requirement	Standard	Measurement	InfoSpherix Methodology
			of credit card information are isolated on the network and access is controlled by strict firewall rules
Web surfing will not be allowed over the VSAT network.	VSAT users will only have access to the network/host resources used by the CRS application.	VSAT users will be able to communicate with all required CRS components – being able to execute, for example, the txns listed in the Transaction Times section of this document. Access to any non-CRS network/host resource will be denied.	Web surfing is prohibited on the VSAT network. This is achieved by two means: 1. Blocked internet access through the ISP: Internet access is blocked at the ISP level and only the connection to InfoSpherix’s websites are allowed through CRS field PCs. 2. By placing an Internet Content Rating Association (ICRA) format content filtering file on the user’s Internet explorer. This content filtering file is password protected and only InfoSpherix field site support knows this password. Through this content filtering file, access to all other sites except the field application site are blocked. Contents of this file can be modified as per DNR requirement if DNR wishes to provide access to some other sites (e.g. CRS web reservation site).
6. Maintenance and Support:			
Help Desk support hours for both Contractor and any subcontractors components of CRS, must continue at the same service levels specified in this contract.	Help Desk support hours available as described in this contract. One Help Desk phone number for CRS users to call for any problem they experience.	CRS users will be able to call one Help Desk phone number during support hours. They need not be responsible for determining whether a problem is application or network related. Help Desk staff will work with them to determine problem root cause – then dispatch appropriately.	InfoSpherix’s Help Desk Manager, Mike Jewell, will assign his staff of Help Desk technicians, including those dedicated to the Michigan project, according to the contractual schedule so that all Michigan-related contacts are answered and resolved within the project SLAs. Employee attendance records, end-user complaint logs, call center statistics and agent/ user activity records from the Magic Service Desk application will be examined to ensure that the staff is available for the required hours. CRS users will still call only the InfoSpherix Help Desk. If the problem is determined to be a SpaceNet (satellite provider) problem, InfoSpherix Help Desk will be responsible for contacting and interacting with the SpaceNet Help Desk.
Network hardware maintenance, repair, replacement to be managed by Contractor.	The Contractor is responsible for the repair or replacement of faulty network related hardware that inhibits access to CRS. Restoration of CRS access should occur within the specified “Emergency Response Times” described in this contract.	The Contractor or subcontractor restores CRS access by repairing or replacing faulty network related hardware within the specified “Emergency Response Times” described in this contract.	The InfoSpherix Help Desk will be responsible for interacting with the Michigan Field Sites. When there are hardware issues at the field locations, InfoSpherix will respond with either an overnight shipment of replacement hardware or, if deemed necessary, a dispatch of a InfoSpherix technician to the location. If the problem is determined to be with the SpaceNet hardware, InfoSpherix will make arrangements with SpaceNet for the repair. All repair efforts will be made in accordance with the timeframes contained in the “Emergency Response Times” defined by MIDNR. Please see the description of our approach to Help Desk service beginning on page 64 of the technical proposal.



1.104 WORK AND DELIVERABLE

Contractor shall provide Services and staff, and otherwise do all things necessary for or incidental to the performance of work, as set forth below:

Universal (4.304.4.01 InfoSpherix Response)

Figure 22: Universal Work/Deliverables

Universal Work/Deliverables Requirement	InfoSpherix Compliance
Walk-in / Float-in registration processing.	✓ InfoSpherix's ReserveSuite system allows park staff to process walk-in and float-in customers, and allows DNR to specify "local sale only" inventory if it desires.
Site specific as well as non-site specific reservations.	✓ ReserveSuite accommodates site-specific and site-standard reservations throughout the system.
Provide for yearly training to DNR end users at locations of DNR's choice.	✓ Currently, field training has been arranged with 6 colleges and/or universities that are centrally located throughout the state. This approach to training has a significantly higher success rate than conducting field training within the parks themselves. We will continue to work with DNR to establish a successful regime of training sites and schedules.
Support site specific and non-site specific in the same year for the same park.	✓ ReserveSuite accommodates this.
Direct support of all end user locations.	✓ InfoSpherix's turnkey service includes full field support for all end user locations.
Support services inclusive to system.	✓ InfoSpherix's field support is included as a standard part of its turnkey service.
Supply inventory setup, maintenance, and modifications as needed.	✓ InfoSpherix's data management staff has developed a procedure whereby the inventory collection process for the following year's camping season is begun in July of the season preceding. This ensures adequate time for collection, entry, and QA of all inventories.
Multiple methods for receiving incoming camper information, i.e. Internet, fax, or email.	✓ InfoSpherix can provide its Daily Arrival Report (and other information) through the web-based field application, or via fax or email.
Track equipment size and type.	✓ ReserveSuite uses equipment type and size as a required parameter in processing reservations. Tracking and reporting can be done by InfoSpherix and DNR using ReserveSuite and Business Objects reports.

Call Center (4.304.4.02 InfoSpherix Response)

GRNC will provide a call center facility in Iron River in the Upper Peninsula, thereby bringing up to 80-90 good jobs at peak season to an economically disadvantaged area of the State.

GRNC's Iron River facility will have a computer/telecom infrastructure that closely mirrors InfoSpherix's Cumberland facility to ensure perfectly integrated call handling in Michigan. Iron River will have a Nortel Option 61 Meridian PBX with Symposium call management system and Genesys IVR/CTI equipment to match



Cumberland's Nortel¹ and Genesys call center equipment. Reservation agents will use PC workstations running a local version of ReserveSuite's call center application. These PCs will be networked on a 100 Base-T LAN and will connect to the central database in Cumberland via two load balanced, redundant T1s. Incoming customer calls to 800-44PARKS will terminate on the Iron River PBX/IVR, where callers will choose between prompts for camping and harbor reservations, cancellations and confirmations, and information. Callers making reservations will be prompted by the IVR to choose a park, and then will be routed to the agents in Iron River, with a screen pop generated by the local CTI system in connection with the database in Cumberland. The reservation agent in Iron River will process the reservation in real time using ReserveSuite, with credit card authorizations being processed automatically via a WebAuthorize link on the back end in Cumberland. Callers making cancellations or requesting confirmations will be automatically transferred from Iron River to Cumberland, with the telephone service provider's "take back and transfer" function, allowing the call to be dropped from the Iron River switch (thus freeing up ports there for further reservation processing). The Cumberland IVR will prompt the caller to enter the relevant reservation information before sending the call with a CTI screen pop to one of InfoSpherix's MIDNR customer service specialists, who will use ReserveSuite to process the cancellation or look up the appropriate confirmation information. InfoSpherix will also implement an IVR/callback solution to process cancellations in a more cost effective way. (We will implement a self service cancellation feature on the website for Internet customers) Redundancy built into the data link between Cumberland and Iron River will work as follows: The load balanced T1s connecting the Cumberland and Iron River sites will direct traffic to the "best route" based on response time. If one line goes down, the system will sense the change in response time and automatically route all traffic to the remaining line. Overflow voice call traffic will be handled using percentage routing at the network level. Under normal conditions, 100% of the reservation call traffic will go to Iron River. Should call traffic to Iron River rise above a threshold, we will adjust the routing to send a percentage of calls to Cumberland, where customer service specialists and cross-trained reservation agents will handle the calls. This technique will be used also in disaster recovery situations – should the Iron River facility shut down, InfoSpherix will immediately adjust the percentage routing to have Cumberland take 100% of the Michigan calls until the Iron River facility is back on line. Both facilities will use Nortel's Symposium call management system, allowing perfectly consistent capture of, and reporting on, call center statistics for all call types. This will also allow consistent monitoring of live calls – both from within the call centers, and remotely. GRNC is a Michigan-based, woman-owned, small business, and an offshoot of Global Response Corporation, based in Florida. Global Response is a well established call center company with extensive commercial customer service experience that dovetails neatly with the reservations business that InfoSpherix performs for Michigan. The two companies are very similar in call center technology and operational approaches, size, and corporate culture. InfoSpherix chose Global Response as its call center subcontractor based on a competition that evaluated these and other qualifications and capabilities, as well as price. Both companies are committed to maintaining the world-class customer service and client support that InfoSpherix has provided the Michigan project over the past five years, and to providing as many meaningful jobs as possible to the people of Michigan. In this proposal, InfoSpherix presents a detailed plan to manage a seamless transition of call center services from InfoSpherix's Cumberland facility to GRNC's Iron River facility, with no degradation or interruption in service.

InfoSpherix and GRNC will work in close partnership with each other and with MIDNR to implement and operate a call center operation in Iron River that is a mirror image of the operation that has worked so well in Cumberland.

InfoSpherix's current Project Manager, Joe Snyder, will continue in that position through the new contract and will oversee the transition of call center services.

InfoSpherix's Training Manager for all ReserveWorld projects, Kirsten Dixon, will oversee the development of GRNC's training program to ensure that the Iron River staff is fully trained to the same high standards that are the hallmark of InfoSpherix's Cumberland operation. This training plan will include transporting GRNC's key personnel to Cumberland for a week of onsite training and knowledge transfer, followed by two weeks

¹ Cumberland uses Nortel's Option 81c Meridian switch. Iron River's Option 61 switch is smaller to suit the smaller load at that facility, but has all of the functionality required to duplicate the call processing that has served the Michigan project so well during the current contract.



InfoSpherix-attended training in Iron River for the call handling staff. All GRNC call handling staff will be required to meet the same exacting standards as are the staff in Cumberland, in order to be assigned to call handling duty.

InfoSpherix's Quality Assurance Manager for all ReserveWorld projects, Kymberly Fowler, will ensure that GRNC's quality control efforts are appropriate for the performance standards required in this project. She will monitor Iron River's call center metrics to ensure they meet contract requirements on an ongoing basis, and will confer regularly with the Project Manager to discuss and resolve any compliance issues. This will add an extra level of objective review to GRNC's internal QA processes.

InfoSpherix's lead supervisor for the Michigan project, Teresa Kinser, will travel between Cumberland and Iron River throughout the transition period until GRNC is able to take 100 percent of the reservations call volume on its own at the Iron River facility. She will thus be able to lend close, on-hand support to GRNC's call center management team in starting up and operating the program. This will ensure that Iron River becomes an in-State duplication of the finest park reservation service in the Nation, and a customer service showcase that the people of the Upper Peninsula, MIDNR, and the rest of the Michigan State government, can be proud of.

InfoSpherix's implementation plan spreads out the transition to the Iron River call center over several months to ensure that there is no service interruption or degradation, especially during the extremely busy months of December and January, when the largest annual call spikes occur. The outfitting and testing of the Iron River facility will occur from January through August. GRNC staff training at Cumberland and in Iron River will occur in August, 2006. On September 5, 2006, InfoSpherix will send 25 – 50 percent of the reservations call volume to Iron River, and the remainder to the staff in Cumberland. GRNC will operate at a supervisor:CSR ratio of 1:10-15, as does InfoSpherix. During March, InfoSpherix will assist GRNC in assessing its call handling processes and staff development to ensure high performance levels. On October 2, 2006, InfoSpherix will direct 100 percent of the reservation call volume to Iron River. At the call volumes in effect at that time of year, GRNC will easily be able to handle the full volume on the first floor of its Iron River facility. During that time, based on already planned economic development grants, GRNC will install an elevator in the facility and begin outfitting the second floor to be able to handle the subsequent call volume surges in the summer and winter. At any time when necessary, InfoSpherix will provide experienced staff in its Cumberland facility to handle overflow call volumes, and to provide full disaster recovery call handling service in case the Iron River facility experiences a catastrophic service interruption. During startup and ongoing operations, GRNC's call center manager in Iron River will (functionally) report to InfoSpherix's Project Manager. They will confer, both in regularly scheduled meetings and in ad hoc phone and email exchanges, to ensure that the call center is operating smoothly and that any issues are anticipated and avoided or fixed on a timely basis. GRNC will provide MIDNR with the ability to monitor call center agents and performance statistics online, and will ensure that MIDNR representatives can visit the Iron River facility for observation, training, and other meetings. All such meetings will be scheduled through InfoSpherix's Project Manager, who will also attend them. Our Cumberland facility has the complete telephony and computer infrastructure needed to operate the full range of MIDNR's call center and e-business functions. This includes the Meridian PBX/ Symposium ACD, with IVR and CTI systems and a client-server network. The interconnected Cumberland Reservations Center and Beltsville headquarters give us dual site backup and sharing capabilities, either for emergencies or routine functions. The call center facilities at our Beltsville headquarters have perfectly compatible phone and computer systems (Nortel Meridian PBX/Symposium ACD, Genesys Labs IVR and CTI systems, Windows-based workstations and servers, and a high speed network with Cisco routers and hubs). The Beltsville facility also has abundant floor space with available call center seating, a secure server room, an IT Lab for software and hardware development and testing, facility security based on proximity cards and video monitoring, single-story architecture with easy access for the disabled, and a warehouse with mailroom equipment for fulfillment. Call processing: Calls to the Michigan CRS toll-free number come in over T1 lines hooked into our switch. The IVR prompts callers wanting to make a reservation to select a campground, after which the call is routed to a reservation specialist with a screen pop. Callers wishing to cancel a reservation are routed to an agent group of Customer Service Specialists, who process the request and record any complaints or issues in a web-based call log we developed for the project.



Quality assurance as a way of doing business: InfoSpherix's approach to the reservation business is centered on quality. In a call center environment, quality is in large part defined by the fact that every call is handled promptly and efficiently with an absolute minimum of wait time, excessive queues, abandons, or busy outs. Since adherence to consistent performance standards is our standard operating procedure, we have established our own internal standards, developed in accordance with industry benchmarks that we apply to all of our projects. We have quality controls and monitoring methods that ensure that those standards are met. Having provided customer contact services for 30 years, InfoSpherix recognizes the need to provide a system that delivers service for our clients that meets or exceeds their expectations for quality.

Agent monitoring: As described above, Agent monitoring is an essential part of InfoSpherix's QA program. Monitoring can be done in several ways, depending on the needs of the client:

- **Side-by-side monitoring**, in which a supervisor directly observes the call.
- **Directed monitoring**, in which Agents' calls are monitored internally on a scheduled basis via Click2Coach in Cumberland (See *Remote Monitoring* section below for details) and IDVR in Iron River.
- **Remote monitoring**, in which we provide our clients with the ability to access recorded calls from the convenience of their own offices via Click2Coach (currently used by two clients).

In our Cumberland CRS facility, we use between 12 and 14 staff (quality control administrator, supervisors and trainer) to perform our onsite monitoring. The Iron River Site will use one quality control person, one trainer, and supervisors in a ratio of approximately 1-10

Performance statistics monitoring: Call center performance statistics can be monitored in real time by using Nortel's Symposium. For clients who require this, InfoSpherix will permit read-only access to the ACD via Virtual Private Network (VPN) or other secured connection method. To ensure the confidentiality of our clients' data, we partition the statistical data so that each client can only access the information relevant to its contract. Remote monitoring: GRNC uses IDVR to record all calls. Monitoring can be done by any secure workstation. IDVR is the most elegant recording solution on the market for Nortel switches because it uses the same footprint as the existing switch. The IDVR card slips into the same slot as the phone card making it possible to record calls without conferencing or using extra ports. IDVR is scheduled to deliver screen capture capabilities in the 1st quarter of 2006. Typically a sampling of calls is placed on an FTP site for client review. InfoSpherix incorporates Envision Telephony's **Click2Coach™** (www.click2coach.com) to monitor recorded voice and data in an integrated fashion without having to leave their desktops. **Click2Coach** transparently and seamlessly integrates the telephone conversation and computer data at the call center's PBX.

Click2Coach is divided into three distinct functionality-based process segments:

- **For Supervisors**
 - Automatically schedules Agent recording.
 - Evaluates interactions and records/tracks evaluation scores
- **For Agents**
 - Records difficult calls or other calls for self-evaluation.
- **For Clients**
 - Remotely monitors/records Agent interactions.

This solution does not require that the remote user have any specialized client-side software on the PC other than a relatively recent browser (anything after IE 4.0 or Netscape 4.0). The browser-based nature of the software also ensures that the only connectivity charge being incurred by the remote user is the cost of local ISP. As stated above, we also use Click2Coach for our own internal monitoring as well. The frequency and scheduling of monitoring depends on the project. However, we usually see that each of our reservation Agents is monitored once per week. Four individual evaluations are completed per month by the Agents' supervisor and/or trainer. New hires are monitored more frequently than veterans since it is important to ensure that they are developing the requisite skills needed for success as a reservations Agent. In the event an Agent's performance does not meet our high standards, we administer additional evaluations and counseling if necessary, until the Agent's performance is up to par.



The following table shows that InfoSpherix complies with all of DNR’s requirements for the Michigan CRS call center.

Figure 23: Call Center Requirements

Call Center Requirement	InfoSpherix Compliance
<p>A. DNR FACILITIES SUBJECT TO CRS: The Contractor must process camping and minicabin reservations for modern, semi-modern, rustic, horsemen's campgrounds, Grant-In- Aid, and State harbors designated to be part of the CRS in accordance with policies and procedures established by PRB.</p>	<p>✓ InfoSpherix processes these reservations using ReserveSuite</p>
<p>B. RESERVATION AND CAMPING FEES: All camping and reservation transaction fees and other customer fees will be determined by the DNR and will be subject to change solely by the DNR. This paragraph does not apply to the Contractor compensation structure to be paid by the DNR/DIT.</p>	<p>✓ InfoSpherix understands and will comply with this requirement.</p>
<p>C. GENERAL CONTRACTOR REQUIREMENTS: The Parks & Recreation Bureau reserves the right to change any and all operations policies.</p>	<p>✓ InfoSpherix understands and will comply with this requirement. We will work with DNR to conduct appropriate risk analyses and manage development and implementation of changes that impact the system and customers.</p>
<p>1. The Contractor must utilize only the telephone number(s) designated by the Department for Michigan state park reservations</p>	<p>✓ InfoSpherix understands and will comply with this requirement.</p>
<p>2. All operators handling State Park reservations and public information must have pleasing and clearly understood telephone voices. They must be thoroughly trained by the Contractor in effective telephone hospitality techniques. The Parks & Recreation Bureau will approve all standard telephone presentations (scripting) used by operators to make reservations and deal with caller problems, objections and complaints. At the DNR's option, it retains the right to develop and write all operator scripting. Any presentation, phrase or technique not approved by the Parks & Recreation Bureau will not be used by operators. No scripting shall be changed without prior DNR approval.</p>	<p>✓ InfoSpherix understands and will comply with this requirement. Our Training and Quality Assurance programs have produced staffs that have consistently excelled in hospitality techniques and customer satisfaction throughout the current contract. The Project Manager will ensure that only DNR-approved scripts are used by the reservation and customer service specialists at both the Cumberland and Michigan call center facilities.</p>
<p>3. The Contractor will provide trained reservation operator personnel to handle volume fluctuations as necessary. All reservation operators must be trained in park reservations and will not be used to handle reservations without adequate training.</p>	<p>✓ InfoSpherix's staff of reservation specialists must pass rigorous testing at the end of the initial training period before being allowed to handle reservations. We will require the same standard of our subcontractor, GRNC, in training its call center staff.</p>
<p>4. The Contractor's operators and staff will make every effort to answer all public questions regarding Michigan State Parks. If questions are asked about specific parks and cannot be answered by the operator, the operator must refer the party to the appropriate park/harbor and provide the proper telephone number. If more general questions are asked about policies or more general matters, which cannot be answered by the operator, the caller shall be referred to the DNR Parks & Recreation Bureau Office and must be given the proper</p>	<p>✓ InfoSpherix's Training program includes instruction in answering informational questions about Michigan State Parks, and in referring callers to appropriate DNR/BPR personnel for answers to questions that are not "in scope" for the call center staff.</p>



Call Center Requirement	InfoSpherix Compliance
<p>telephone number.</p>	
<p>5. Fulfillment: All campers with confirmed reservations or reservation changes shall be sent a written reservation confirmation when the camper's arrival date at the campground is more than 10 calendar days after the reservation or change is made. A reservation number will be given orally to all callers. All cancellations shall be sent written notices of cancellation. Non-confirmation letters will be sent to customers paying by check when a reservation cannot be made. All reservation confirmations, non-confirmations and cancellations must be generated by the reservation system software. Required reservation and change confirmations must be processed by the Contractor within 48 hours of payment receipt. The sending of refund requests to the DNR must be processed within 48 hours of the request being received by the Contractor. There is no form involved with the refund request process. PRB will require connectivity to the system from Lansing, MI offices. The Contractor will create a queue of refund requests that is accessible through the system. Since PRB requires that all funds be deposited in a State of Michigan Treasury account, designated PRB office staff will be the check refund authorizing agents for the queued refunds. Customers that paid by credit card will be processed immediately as a credit amount to that card, both at the central side and the field side. The Contractor will cooperate to the best of its ability in any promotional program devised by the DNR during the contract period. The DNR will compensate the Contractor for additional costs incurred that increase scripting or mailing expenses in the fulfillment of such promotional programs. The Contractor will pay for postage for all customer mailings.</p>	<p>✓ InfoSpherix has consistently complied with these requirements for processing reservation confirmations, non-confirmations, and cancellations throughout the current contract, and will do so in the upcoming contract. GRNC will process the mailing of confirmation cards at its Michigan facility. We have established and maintain the required connectivity from Lansing offices. InfoSpherix's Accounting Team, led by Ms. Linda Litten, has performed all financial functions reliably and accurately throughout the term of the contract; this team will play the same role in the upcoming contract, thus providing consistent financial management for the project.</p>
<p>6. All reservations shall be processed according to a set of PRB requirements similar to those listed in the Telephone Operator's Manual (see APP-B CRS TELEPHONE OPERATORS MANUAL).</p>	<p>✓ InfoSpherix understands and will comply with this requirement.</p>
<p>7. Reservations will be accepted by the Contractor based on a 6 month "rolling window" to the date. For example, beginning August 1, reservations will be accepted for any camping period which begins February 1st. The DNR retains the right to alter or change the 6 month, rolling window concept.</p>	<p>✓ InfoSpherix understands and will comply with this requirement. ReserveSuite easily accommodates DNR-directed changes in the booking window.</p>
<p>8. The DNR will determine the number of campsites that may be reserved at each park. The reservation system will allow the DNR to change the number of campsites subject to reservation.</p>	<p>✓ InfoSpherix understands and will comply with this requirement. ReserveSuite easily accommodates changes to the number of reservable campsites.</p>
<p>9. Reservations will be accepted by telephone and Internet. Reservations will be accepted by telephone or Internet if payment is by credit card or debit card. Reservations will be confirmed by mail if payment is by check. The Contractor will tell customers who pay by check that they have a period of 10 days to mail in a check or money order payment for a reservation. If payment is not received within 15 days of the initial call, the reservation will be cancelled and a letter of non-confirmation sent. If payment is received within 15 days, the reservation will be confirmed and a letter of confirmation sent.</p>	<p>✓ InfoSpherix designed, built, and hosts the current call center and Internet site for the Michigan CRS, and follows all of the business rules listed in this section. ReserveSuite automatically calculates the payment window for each reservation to ensure checks arrived in the allotted time, or the reservation is cancelled and the site is returned to available status.</p>



Call Center Requirement	InfoSpherix Compliance
<p>10. Callers will be permitted to make reservations with a single phone call, either at one park for multiple periods or multiple parks for multiple periods. The DNR will establish minimum numbers of camp nights to be reservable for each campground in the system per park. No reservation will be accepted for a period exceeding fifteen (15) consecutive nights (or the current DNR policy limitation) in any specific campground. The DNR determines the allowable number of reservations for each call per park.</p>	<p>✓ ReserveSuite allows customers to make multiple reservations in this manner at the call center, while enforcing minimum and maximum stay rules.</p>
<p>11. The reservation system will allow for reservations to be accepted up to the time of arrival for any campground in the system. DNR initially wishes to have the flexibility of a variable "window" limitation. Currently, DNR has a noon day of arrival policy. DNR reserves the right to alter this window at any time.</p>	<p>✪ InfoSpherix advantage: ReserveSuite process all transactions through all sales channels in real time, allowing reservations up to the time of arrival, yet can implement booking window cutoff period of varying lengths.</p>
<p>12. Time periods acceptable for group reservations will be determined on a park-by-park basis as determined by the DNR.</p>	<p>✓ InfoSpherix understands and will comply with this requirement.</p>
<p>13. Full payment for all camping and related fees must be made before a reservation is confirmed. Customers paying via credit card must be advised that their credit card account is being charged the full amount of the camping stay plus related charges at the time the reservation is made.</p>	<p>✓ InfoSpherix understands and will comply with this requirement, as it has throughout the current contract.</p>
<p>14. Reservations made by credit card (Visa, Mastercard, American Express, Discover or others requested by the DNR) will be confirmed at the time of the reservation request, if the request can be honored. A reservation confirmation number will be provided orally by the reservation system operator to those customers reserving by credit card. Confirmation letters must be sent to all customers with reservations made prior to seven (10) calendar days in advance of their arrival date.</p>	<p>✓ InfoSpherix understands and will comply with this requirement, as it has throughout the current contract.</p>
<p>15. If a reservation request is received less than fifteen (15) calendar days prior to the arrival of the camping party, the reservation must be paid in full by credit card. There will be no pay-upon-arrival reservations permitted in the system.</p>	<p>✓ InfoSpherix understands and will comply with this requirement, as it has throughout the current contract.</p>
<p>D. CONTRACTOR'S REQUIRED MINIMUM HOURS OF OPERATION: (Refer to RFP section for details of requirements).</p>	<p>✓ InfoSpherix understands and will comply with these hours and days of operation, as it has throughout the current contract.</p>
<p>E. REMOTE MONITORING: The Contractor will provide PRB the ability to silently monitor operators from Lansing, Michigan. A Contractor representative would be contacted who in turn could transfer the PRB call to a line with the silent monitoring ability. The Contractor is not responsible for the dial-up cost for this service.</p>	<p>✓ InfoSpherix understands and will comply with this requirement. The Symposium system at the Iron River and Cumberland sites allows web-based remote access to the call handling system.</p>

Reservation Center Communications and Processing Requirements (4.304.4.03 InfoSpherix Response)
 InfoSpherix's Cumberland facility hosts call centers for all of its reservations projects, including the Michigan project, and several federal and state call centers. To support this activity, we have built this facility with top-of-the-line call center equipment from providers such as Nortel Networks, Genesys Labs, Click2Coach, Blue Pumpkin, and BMC (Magic Service Desk). We maintain DS-3 inbound trunks capable of carrying high volumes



of call traffic to our toll-free numbers. We employ a large technical staff of telecom engineers, system administrators, network engineers and others to install and maintain these systems. This setup has provided a solid foundation for Michigan’s reservation center communications and processing requirements. In the new contract, the Michigan-based reservations call center will have a compatible communications and processing infrastructure, including a Nortel switch, CTI, and Blue Pumpkin workforce management software. GRNC will use the Iron River call center for the Michigan reservations project, as well as several catalog call centers, depending on space available. To support this activity, GRNC has built this facility with top-of-the-line call center equipment from providers such as Nortel Networks, Genesys Labs, Telestrat IDVR, Blue Pumpkin, and Intuit – Track IT. GRNC maintains multiple T-1s for inbound trunks capable of carrying high volumes of call traffic to our toll-free numbers. GRNC intends to create a grant for a DS-3 in 2006. At its sister company in Florida GRNC employs a large technical staff of telecom engineers, system administrators, network engineers and others to install and maintain these systems all of which are capable of working on-line or flying to Iron River as needed. GRNC will also have trained technical personnel on premise to support the infrastructure. This setup will provide a solid foundation for Michigan’s reservation center communications and fulfillment requirements.

Figure 24: Communications Requirement

Communications Requirement	InfoSpherix Compliance
<p>A. The Contractor's facility must allow for a sufficient number of 1-800 telephone lines for the public to make reservations to comply with the standards in this Section and for one 1-800 telephone line for the Contractor's DNR campground Help Desk.</p>	<p>★ InfoSpherix advantage: InfoSpherix’s call center is already set up to handle Michigan’s full toll-free call volume on the reservations and Help Desk lines, and will continue to do so during the transition to the state-requested Michigan-based call center. Based on InfoSpherix’s call handling experience, GRNC will establish the number of 1-800 telephone lines to handle the call volume.</p>
<p>B. Based upon past experience, there will be periods that the Contractor will need approximately 50 operators to process reservation calls. In the past, the central reservation center has received as many as 6,000 calls per day and as few as 50 calls on certain days.</p>	<p>★ InfoSpherix advantage: InfoSpherix has proven itself able to provide 50 (and more) operators to service the Michigan project on its busy days, and to adjust staffing for all levels of call volume. Our understanding of the seasonal call volume trends and our flexible staffing approach allows us to respond quickly and effectively to call volume fluctuations without compromising customer service. Based on this experience, our subcontractor, GRNC, will establish the appropriate number of seats in its new Michigan call center to handle the full call volume through its seasonal fluctuations. Plans call for 92 seats on the building’s three floors, which will be more than enough to handle this volume. For further assurance, InfoSpherix is networking the Cumberland and Iron River call centers to allow easy call sharing and overflow management.</p>
<p>C. The Contractor will provide network-based On-line Call Detail Reporting (OCDR), Automatic Call Distribution (ACD) and reporting, Interactive Voice Response (IVR), and Computer Telephone Integration (CTI). The DNR shall be permitted full access to the OCDR and ACD reporting system and all CRS related reports. The Contractor must either mail, email, or FAX such reports to the DNR at no cost to the DNR. The DNR staff must also be allowed to review them at the Contractor's reservation center during normal business hours. The Contractor will provide DNR with the ability to dial in to the ACD</p>	<p>✓ InfoSpherix understands and will comply with this requirement. Our Nortel and Genesys call center systems provide comprehensive reporting capabilities, generated by our Michigan CRS Project Manager and Supervisors to provide to DNR personnel on a regular basis. The symposium system allows DNR to remotely access certain call center performance levels in real time for the reservation service.</p> <p>InfoSpherix has regularly supplied the required call center reports to DNR over the course of the current contract, and will continue to do so throughout the following contract period.</p>



Communications Requirement	InfoSpherix Compliance
<p>reporting system for the purpose of viewing the “real time” activity for the reservation program. The Contractor's telephone answering and processing system must meet the following requirements. As a part of the bid, the bidder must explain and provide sample reports to indicate how these requirements will be met. All ACD reporting shall be based on the hours of operation of the Reservation Center when operators are actually processing reservations.</p>	
<p>1. Telephone Service Factor of 80% average per week (Sunday through Saturday), or better: All calls will be answered within an average of 20 seconds with a live agent. For callers awaiting the next available operator a system generated message indicating expected hold time and providing DNR-supplied information is preferable. No caller shall be told to hang up and call back later. All calls will be answered in the order received with an automated message that calculates and replies wait time, i.e. “Your estimated wait time will be XX minutes.”</p>	<p>✓ Our Nortel telephone system generates TSF statistics, which we provide to DNR on standard reports, and alerts callers in queue to expected hold times. It can also be made to play DNR-supplied information to callers in queue. Calls are delivered to the agent staff in the order received. InfoSpherix consistently exceeds the 80/20 TSF standard for the Michigan CRS. GRNC also has a Nortel system to track and report on the same statistics.</p>
<p>2. Average weekly (Sunday through Saturday) wait time for a reservation agent shall not exceed 30 seconds. No Caller shall be in queue for more than 180 seconds without being connected to an operator who must process their reservation, information needs. MERELY speaking to a live person for a moment who does not actually finalize the callers reservation request(s) does not meet this requirement.</p>	<p>✓ InfoSpherix meets this wait-time standard, the statistics for which are generated by our Nortel phone system. GRNC’s Michigan facility will provide the same statistics, and InfoSpherix will require its subcontractor to meet the standard.</p>
<p>3. All calls should be concluded within 20 minutes or less, including the amount of time that a caller is placed on hold. The DNR reserves the right to review the reservation results of all calls. Special attention will be paid to those calls which exceed 20 minutes in length.</p>	<p>✓ InfoSpherix understands and will comply with this requirement. Our Nortel Symposium system will report on call lengths in detail to allow us to analyze causes and solutions. We will record such calls to allow us to further study any problem with call length.</p> <p>GRNC Iron River – Telestrat IDVR recorder will record the entire conversation for review and further action if required. Quality control supervisors will check weekly for long calls to understand better what is happening and why.</p>
<p>4. The goal is to have 0% busy-outs. The Contractor will work with the DNR to develop solutions to meet that goal.</p>	<p>✓ InfoSpherix understands the importance of avoiding busy-outs, and will work with DNR to achieve that goal. Solutions include: increasing staff and trunk lines, reducing call lengths, and other methods.</p>
<p>5. Average weekly abandoned call rate shall not exceed 5%.</p>	<p>✓ InfoSpherix consistently meets this standard.</p>
<p>6. The Contractor’s phone system will be capable of expansion or reduction in operator personnel and equipment, as</p>	<p>✓ InfoSpherix and GRNC both use a Nortel PBX, which is very expandable, as is the number of agents stations that the ACD can use for routing calls. There is no bottleneck in our proposed</p>



Communications Requirement	InfoSpherix Compliance
needed, as demand changes due to call volume fluctuations.	phone system that will impede the call processing flow for Michigan CRS.
7. The Contractor will provide after-hours answering with appropriate recorded messages about Michigan State Parks, as approved by the DNR.	✓ InfoSpherix understands and will comply with this requirement.
8. In order to comply with the requirements as determined by the Americans with Disabilities Act (ADA), the Contractor must provide a TDD capability at the reservation center such that an individual with a hearing impairment may fully utilize all Contractor services provided to the public. This TDD capability must also utilize a toll-free number.	✓ InfoSpherix has always provided TDD capability for the Michigan CRS, and will continue to do so in the following contract. GRNC will provide TDD capabilities at its Michigan reservations call center.

Reservation Help Desk (4.304.4.04 InfoSpherix Response)

InfoSpherix’s turnkey service for the Michigan CRS includes unlimited calls to the Help Desk via a dedicated toll-free number. Help Desk service will include help with the software and back-end issues, as well as simple “walk-through” fixes, guidance for swap-out of dysfunctional equipment and replacement with spares, and dispatch of field technicians for more serious maintenance and repairs for any equipment that InfoSpherix provides. The Help Desk will use Magic Service Desk to record and track trouble tickets from initial complaint through final resolution. Magic is a product of BMC Software. BMC is one of the world’s leaders in Enterprise Application Management. Their products consist of such industry standards as Remedy, Control-D and Mainview. Magic is an ITIL-compliant helpdesk software that allows us to implement, track and manage all aspects of the business. Some of the key features include; Incident Management, Service Level Agreements, Urgency Assignment, Work Orders and Asset Management. Using Magic’s Self Service Module, DNR staff will have the option of logging into a web interface and opening trouble tickets without the need of a phone call. The Help Desk will use software tools to remotely monitor system equipment both in the field and at the Cumberland Center. These tools will automatically alert our staff to performance degradations and failures; DNR will receive full accounting of all failure events discovered by monitoring tools, observations, or complaints. Our Help Desk service includes outbound calls to appropriate park sites when developing system problems require local responses. Help Desk response rates are based on 3 Priority Levels. Whenever possible, Help Desk technicians will attempt to solve system problems while on the phone with the DNR employee. If a fix requires research, escalation, or dispatch, the response will be guided by a severity-level protocol, as follows:

- Priority 1 (Critical/emergency) requires that InfoSpherix identify the problem and attempt a resolution within 60 minutes.
- Priority 2 (Moderate) requires a first resolution attempt within 2 hours.
- Priority 3 (Low/non-emergency) requires a first response within 8 hours and a full resolution no later than 2 days after initial complaint.

Problem escalation process:

1. All helpdesk calls are fielded by Tier 1 technicians. Any call lasting longer than 15 minutes must be reported to a Tier 2 Technician. The Tier 2 Technician will review the issue and give advice on a resolution. If the call reaches 30 minutes without a resolution, the call must be escalated and transferred to a Tier 3 Technician.

Tier 2		
Aaron Sherman 301-784-9047 asherman@InfoSpherix.com	Seth Deneen 301-784-9003 sdeneen@InfoSpherix.com	Dave Neff 301-724-9807 dneff@InfoSpherix.com

TERMS AND CONDITIONS

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Josh Ray 301-784-9809 jray@InfoSpherix.com	Brandon Buser 301-724-9851 bbuser@InfoSpherix.com	
Tier 3		
Aaron Sherman 301-784-9021 asherman@InfoSpherix.com	Brian Hirsch 301-784-9007 301-268-3348 bhirsch@InfoSpherix.com	Jesse Coddington 301-784-9008 301-268-3380 jcoddington@InfoSpherix.com

- At this time the Tier 3 Technician will determine whether assistance is required from a subject matter expert and escalate accordingly.

Subject matter experts		
System Administrator Mike Oates 301-707-9453 301-784-9047 moates@InfoSpherix.com	Development Director Gaurav Mantri 240-687-4082 301-419-3900 gmantri@InfoSpherix.com	IT Director Bob Reynolds 240-687-6816 301-623-2313 breyolds@InfoSpherix.com

- If a transfer is not required at this time, then the Tier 3 Technician will take over the call and assume the responsibility of its resolution.
- If a clear resolution is not identified within 50 minutes of the initial call, the technician must promptly notify the Technical Support Manager and the Project Manager.

Technical Support Manager	Michigan Project Manager
Mike Jewell 301-784-9072 301-268-7816 mjewell@InfoSpherix.com	Joe Snyder 301-784-9084 301-268-3012 jsnyder@InfoSpherix.com

- After the issue has been summarized for the Technical Support Manager and the Project Manager, potential solutions will be identified, a course of action and timeline will be put into place and all appropriate personnel notified.

Corporate contacts & technical resources

Figure 25: ReserveWorld Technical Support Contacts shows a list of contacts for technical support in our reservations business.

Figure 25: ReserveWorld Technical Support Contacts

Position	Name	Office	Cell
Asst System Admin	Dave Sagal	301-784-9095	301-707-9583
System Admin	Mike Oates	301-784-9047	301-707-9453
Technical Support Mgr	Mike Jewell	301-784-9072	301-268-7816
Director, IT	Bob Reynolds	301-623-2313	240-687-6816

As the following table shows, InfoSpherix complies with all of DNR’s requirements for a Michigan CRS Help Desk

Figure 26: Help Desk

Help Desk Requirement	InfoSpherix Compliance
A. HOURS: At a minimum, The 1-800	✓ InfoSpherix staffs its Help Desk to cover DNR’s



Help Desk Requirement	InfoSpherix Compliance
<p>telephone number Help Desk must be staffed at the Contractor's reservation center between the following hours daily... (see RFP for dates and times)</p>	<p>required hours, and will continue to do so in the following contract.</p>
<p>B. <u>PURPOSE</u>: The purpose of the Help Desk is to assist park employees in working with concerns regarding reservation problems and complaints; such as questionable information received or not received about reservations and assist in solving such problems. The Contractor must provide and pay for the employees to staff the Help Desk, maintenance and repair of the telephone system, and for all other related Help Desk expenses. The Help Desk will be available for use by any DNR employee.</p>	<p>✓ InfoSpherix offers full Help Desk support as part of its turnkey CRS package. Our Help Desk is composed entirely of InfoSpherix personnel and housed at our Cumberland facility with the rest of our reservation services. We have recently implemented Remedy's industry leading Help Desk software, Magic Service Desk application, to fully track reported problems and resolutions.</p>
<p>C. <u>SUPPORT</u>:</p>	
<p>a. The Contractor must provide a 24 hour/day, 7 days/week toll-free number for reporting equipment problems. Call forwarding to pagers or auto-paging may be utilized during off-hours.</p>	<p>✓ InfoSpherix's toll-free Help Desk service meets these requirements.</p>
<p>b. The Contractor must provide a helpdesk support number for any DNR personnel to call to report problems. Contractor personnel must be able to help DNR personnel resolve the reported problems.</p>	<p>✓ InfoSpherix's Help Desk service uses a toll free number that can be accessed by any DNR personnel. Our Help Desk can solve problems while the user is on the phone, or after research and remote troubleshooting.</p>
<p>c. There is no limit to either the number of people or the number of calls that can be placed to the Help Desk.</p>	<p>✓ InfoSpherix's toll-free Help Desk service allows unlimited calls by an unrestricted number of DNR users.</p>
<p>d. The Contractor will staff the Help Desk with experienced personnel that can answer "how to" questions about the application as well as questions about hardware and software configuration. Merely answering the phone and assigning a case number to a problem does not meet this requirement.</p>	<p>✓ InfoSpherix's Help Desk staff is trained to assist users in configurations, troubleshooting, walk-through fixes, swap-outs, and various other problem resolutions while the user is on the phone.</p>
<p>e. The Parks & Recreation Bureau office will immediately be notified of any problem encountered that results in the inability to accept or process reservations.</p>	<p>✓ InfoSpherix's Project Manager will be responsible for this immediate notification, and will maintain an open line of communication with the Help Desk, customer service desk, supervisors, systems administrator, and field users to ensure that any news of interruptions are immediately relayed.</p>
<p>f. The Contractor will notify the reservation center, the appropriate park manager and the Parks & Recreation Bureau office when the problem(s) has been corrected.</p>	<p>✓ InfoSpherix's Project Manager will be responsible for notifying PRB when a problem has been resolved and service has returned to normal.</p>
<p>g. The Contractor will keep a log of any and all calls made to the hotline and fully document the complaints and problems reported to the helpdesk. The log will also state what action was</p>	<p>✓ InfoSpherix's Help Desk staff will use the Magic Service Desk application to log all complaint and problem calls that come in through its toll free number or email system. InfoSpherix's Customer Service Desk uses a</p>



Help Desk Requirement	InfoSpherix Compliance
<p>taken to resolve the issue and the date such issue was resolved. The log will be made available online to the DNR for access at any time by approved staff.</p>	<p>special call log to record problems and complaints that come from customers through the main reservation number.</p>
<p>h. Support of all reservation systems, subsystems, components and Helpdesk without exception shall be provided and included into the standard billing costs. No additional or separate costs will be charged for the support of any of the pieces that make up the Central Reservation System.</p>	<p>✓ InfoSpherix offers a complete turnkey system, paid for entirely through the standard billing costs (nightly reservation and cancellation fees). There are no separate costs for the functions listed.</p>
<p>D. <u>RESPONSE TIMES</u>: Response times are separated into two categories, Emergency and Non-Emergency. Emergency – Is defined as anything that either prevents or severely hinders the reservation or registration process of a camper centrally or in the field. For emergency situations the Contractor is required to provide a notification of status by a process to be agreed upon by the DNR and the Contractor, every two hours until the problem has been resolved. The notification shall be addressed to both the park that submitted the complaint and the contract administrator. The Contractor will also provide PRB with an escalation process plan for emergency situations, including names, times individuals will be contacted, and numbers (phone, pager, cell) of individuals that will be contacted for lengthy problems. Non-Emergency – Is anything in the system that does not function properly but falls outside the definition of an emergency. For non-emergency situations the Contractor is required to provide a notification of status by a process to be agreed upon by the DNR and the Contractor, every two weeks until the problem has been resolved. The notification shall be addressed to both the park that submitted the complaint and the DNR Contract Administrator.</p>	<p>✓ InfoSpherix’s toll-free Help Desk service meets these service level agreements, and will continue to do so in the upcoming contract. Magic Service Desk will track compliance rates with all service level agreements, such as resolution response rates.</p>

Audits and Revenue Control (4.304.4.05 InfoSpherix Response)

The reporting capabilities within ReserveSuite allow data to be pulled in both detail and summary format. As a result, the integrity of each transaction is easily validated, and ReserveSuite provides an extensive audit trail. This, coupled with reconciliation of all credit card transactions as well as checks/ money orders collected by our Cumberland staff, will ensure the accountability of all users. InfoSpherix’s highly skilled and experienced ReserveWorld Accounting Team is tasked with establishing and managing the processes that ensure fiscal accountability for all users of the program. The Accounting Team customizes the financial procedures for each client, and will do so for DNR, and will get DNR approval of the financial procedures, reports, and other items before “going live.”

InfoSpherix’s Accounting Team uses the following reconciliation processes:

- **Check Monies Received:** Reservations made by check through the Call Center are sent to a post office box specifically designated for a client. Upon receipt, the check is logged and the deposit slip completed by an Accounting Clerk. The check is stamped ‘For Deposit Only’ to the appropriate



bank account and given to another Clerk/Accountant to be marked paid through a utility within ReserveSuite. The Sales and Commission Summary Report is generated and the check total on this report is compared to the total per the Check Log. Checks are then submitted to the bank or client in accordance with the business rules.

- **Cash Received:** Cash is not accepted through the Call Center nor is it an option when making a reservation on the Internet. The field is provided with reports to identify the total amount of cash that should be in their cash drawer for any date/time range selected. The field report total is also reflected in the Sales and Commission Summary Report available through the ReserveSuite Accounting Application.
- **Credit Cards Processed:** InfoSpherix will customize payment processing routines for the upcoming contract to the State’s online payment service, but to illustrate our current process: the following steps are completed as part of the daily reconciliation process the following business day to ensure daily reconciliation of the credit cards sales in the database, Web Authorize, and the bank.

A Web Authorize Report is created daily by exporting transactions into an excel spreadsheet. This data is sorted by transaction type (sale, refund, adjustment) and totaled for each sales channel. The Sales and Commission Summary Report (available through the financial reporting module) is generated. These two reports are reconciled by comparing the Web Authorize Reports to the total credit card sales reported in the Sales and Commission Report. This reconciliation identifies any sale, refund and adjustment discrepancies. Discrepancies identified through the reconciliation process are corrected through the “Account Fix” program. This program compares the data in database to the data captured through Web Authorize transaction for transaction. A report is generated through the program that lists all transactions that were identified as a discrepancy during the reconciliation process. Finally, a summary by credit card type is generated through Web Authorize and compared to the daily deposit total supplied by the client’s bank.

- **Gift Cards:** Gift Cards sold, redeemed or issued as a credit are identified on the Sales and Commission Summary Report (Accounting Application) as well as on the Detailed Operator Report, Operator Collection Report and the Park Collection Report. InfoSpherix will work with DNR to develop additional procedures deemed necessary.

Figure 27: Audits & Revenue Control

Audits & Revenue Control Requirement	InfoSpherix Compliance
<p>A. <u>SYSTEM AUDIT</u>: At the discretion of the DNR and at DNR expense, the DNR may conduct an audit of all revenues, permitting systems and other systems impacting revenue flow to the DNR... (See RFP for details of audit requirements.)</p>	<p>✓ InfoSpherix will comply and cooperate with DNR in conducting this audit.</p>
<p>B. <u>REVENUE AND CREDIT CARD PROCESSING</u>:</p>	
<p>1. All credit card transactions made by both the Contractor's staff and the DNR will be processed through the automated system. All credit card transactions will include on-line verification by either the reservation operators or the DNR field workstations prior to acceptance. The Contractor will utilize the bank and account identified by PRB for all credit card verification, deposit and transaction services. The Contractor will not store credit card information but will use the State's Centralized Electronic Payment Authorization System (CEPAS) to secure credit card information separate from the system see APPENDIX 7 section APP-D PAYPOINT INTEGRATION GUIDE FOR CREDIT CARD AUTHORIZATION.</p>	<p>✓ ReserveSuite automatically processes credit card transactions in real time through all channels with online verification. We will customize ReserveSuite to follow DNR's business rules for using the PRB designated bank and account, and for using CEPAS.</p>
<p>2. The following methods of payment must be accepted: CASH</p>	<p>✓ InfoSpherix understands and will comply</p>



Audits & Revenue Control Requirement	InfoSpherix Compliance
<p>AND CREDIT CARDS: The Contractor will accept, as payment, personal checks drawn on U.S. accounts, Canadian checks made payable in "U.S. Funds", travelers' checks, money orders, certified checks, and any promotional coupons utilized by the DNR. Note, any promotional coupons will be for a fixed dollar amount and treated as a check. All checks should be made out to the "STATE OF MICHIGAN", "MICHIGAN STATE PARKS", or the park name". Only credit cards approved by the DNR may be used to purchase any product or service available in the parks system. Visa, Mastercard, Discover and American Express credit and debit cards must be accepted.</p>	<p>with this requirement, as we do in the current contract. ReserveSuite can accommodate the processing of promotional coupons.</p>
<p>3. All credit card and debit card transactions made by the Contractor's staff will be processed through the Contractor's automated system. All credit card transactions will necessitate using on-line verification by the reservation operators prior to confirmation of the reservation. In the case of system failure of the on-line verification system, the Contractor will utilize batch mode until such time that the on-line verification system is functional. If on-line verification of credit cards is not possible, then the Contractor will be responsible for calling the camper back to notify same of any declines to the credit card transaction and for the mailing of a letter of "non-confirmation" to the camper. If batch processing is necessary due to a failure within the Contractor's system, the Contractor will be responsible for calling campers with credit card declines at no cost to DNR.</p>	<p>✓ InfoSpherix understands and will comply with this requirement at its subcontracted Michigan call center and in Cumberland. ReserveSuite accommodates the online verification requirement. Our Michigan CRS Project Manager will ensure that the staff follows the procedures for callbacks and mailings regarding "non-confirmations."</p>
<p>4. Purchases made by credit card or debit card must be refunded by credit card transaction. Method of payment must appear on the camper receipt.</p>	<p>✓ InfoSpherix's system complies with these rules for processing bank card refunds.</p>
<p>5. If a camper/cabin user has made a reservation and requests to change the reservation resulting in a refund or the cancellation of the entire reservation, the Contractor will transmit the CRS refund data to DNR at least once each day. All refunds processed during the dates of the camping/cabin stay, and thereafter, will be processed by the park involved.</p>	<p>✓ InfoSpherix understands and will comply with this requirement.</p>
<p>6. The Contractor must insure that its' employees accept only properly and fully completed checks. Full and complete information must be recorded indicating that credit cards and debit cards are valid. If proper and complete information is not provided or if information on the card indicates it may not be valid, no services are to be provided by the Contractor. If the Contractor's employees process improperly prepared information or information which indicates that a credit/debit card and/or check is not valid, the Contractor shall reimburse the DNR for all directly related financial losses incurred by the DNR. If full and complete information is recorded which indicates a check or credit/debit card should be valid, but it is later rejected for some reason, the Contractor shall not be responsible for such losses to the DNR.</p>	<p>✓ InfoSpherix understands and will comply with this requirement, as it has throughout the current contract. We have detailed processes to guide our accounting personnel in processing check payments in conformance with these DNR business rules.</p>
<p>7. Receipt of a properly prepared check by the Contractor will constitute "payment" for the reservation and the reservation will be confirmed. The Contractor will not be liable for non-sufficient funds (NSF) checks.</p>	<p>✓ InfoSpherix understands and will comply with this requirement, as it has throughout the current contract.</p>



Audits & Revenue Control Requirement	InfoSpherix Compliance
<p>8. Tentative reservations not paid via credit card will be held for (15) calendar days, but customers will be instructed to send payment within ten days. If payment for the reservation has not been received by the Contractor within the above timeframe, the site will become available for another reservation request. A record of all parties who fail to send in reservation payments will be kept. Each park workstation will be able to query the record for their particular park at any time.</p>	<p>✓ InfoSpherix understands and will comply with this requirement, as it has throughout the current contract.</p>
<p>9. The Contractor will format transactions through the authorization and settlement process which qualify for the lowest credit card bank fees possible for the State of Michigan (currently, emerging-market). The Contractor will work with the DNR accounting and the State’s banking representatives to ensure this requirement is met.</p>	<p>✓ InfoSpherix understands and will comply with this requirement.</p>
<p>C. REMITTANCE OF REVENUES</p>	
<p>1. Banking: All checks received by the Contractor are to be made out to "STATE OF MICHIGAN", "MICHIGAN STATE PARKS" or the park name. If there is a question as to the validity of a "Pay To" entry, the Contractor should contact DNR before processing the reservation. All checks should be inspected for accuracy, batched and mailed to DNR with an attached "Report by Operator" report as generated by the Contractor’s system.</p>	<p>✓ InfoSpherix understands and will comply with this requirement, as it has throughout the current contract. Our accounting staff has established procedures for processing checks in a way that conforms with DNR rules.</p>
<p>2. Reservation /Remittance Process: The Contractor must remit all revenues to the DNR on the day that they are received. The Contractor will remit all checks to the DNR daily along with a cash reservation log that includes the customer name, address, reservation #, check / money order #, and dollar amount. The Contractor is responsible for the full amount of any checks which are misplaced or lost enroute to the DNR that result due to the Contractor’s or his designee’s fault.</p>	<p>✓ InfoSpherix understands and will comply with this requirement, as it has throughout the current contract. Our accounting staff has established procedures for processing checks in a way that conforms to DNR rules.</p>
<p>3. Reconciliation Of Revenues: The Contractor must reconcile all CRS revenues received with all CRS transaction numbers generated on a daily basis. The Contractor must keep a log and a copy of all checks received.</p>	<p>✓ InfoSpherix understands and will comply with this requirement, as it has throughout the current contract. Our accounting staff has established procedures for processing reconciliations in a way that conforms with DNR rules.</p>
<p>4. The Contractor shall provide a report indicating any discrepancies between revenues and sales recorded in the systems on a daily basis.</p>	<p>✓ InfoSpherix’s ReserveWorld Accounting Team provides accurate reconciliation reports for DNR and will continue to do so in the coming contract.</p>
<p>5. The Contractor will ensure that sales recorded in the database stay in synch with revenues received and process entries to the system as necessary.</p>	<p>✓ InfoSpherix complies with this requirement.</p>

Marketing/Publicity Restrictions (4.304.4.06 InfoSpherix Response)

InfoSpherix acknowledges DNR’s lead role in determining the marketing and publicity efforts for the Michigan CRS, and will follow and support that direction fully. We stand ready to assist DNR in developing and



distributing marketing and public relations materials. The following table shows InfoSpherix’s compliance with DNR’s marketing and publicity requirements.

Figure 28: Marketing/Publicity

Marketing/Publicity Requirement	InfoSpherix Compliance
The Contractor will cooperate to the best of its ability in any promotional program devised by the DNR during the contract period. The DNR will compensate the Contractor for additional costs incurred in the support of such promotional programs upon mutual agreement.	✓ InfoSpherix will support DNR in designing, implementing, and analyzing its marketing programs. We are ready and able to customize web pages, IVR and call center applications and scripts, conduct database marketing and CRM analytics, perform surveys and informational multimedia campaigns, and other activities as directed by DNR.
The Contractor will not issue any press releases, advertisements, public relations notices or any other such public statements or literature regarding the reservation systems or any other service or system related to this contract without the expressed written approval of the DNR Parks and Recreation Bureau.	✓ InfoSpherix agrees not to issue any such announcements or information without DNR approval. We will assist DNR, as directed or requested, to prepare and distribute appropriate public statements about any new offerings, upgrades, or other changes.
The Contractor will not in any way advertise on any part of the Central Reservation System, subsystem, or component resulting from this contract without the expressed written approval of the Parks & Recreation Bureau Chief.	✓ InfoSpherix has never advertised on any part of the CRS. We will advertise only by direction or approval of the Parks and Recreation Bureau Chief.
No files are to be purged from the Contractor's system without the written approval of the Parks & Recreation Bureau Chief.	✓ InfoSpherix agrees. We will continue to adhere to this policy, as we have for five years.
All information and data is the sole property of the DNR and shall not be sold or made available to any person or entity without the written authorization of the Parks & Recreation Bureau Chief.	✓ InfoSpherix understands that this data belongs to the State of Michigan, and we will fully comply with these requirements.

Training (4.304.4.07 InfoSpherix Response)

InfoSpherix will continue to provide a comprehensive training program for the Michigan project. This training matches skills to user groups to ensure that everyone can use our systems properly. Training will cover all aspects of CRS operations, including, but not limited to, making, changing, and canceling reservations / registrations; adding, viewing, and updating inventory; and running reports. Our training program includes a detailed Operations Manual produced in close coordination with DNR personnel and tailored to the Michigan Reservation System. It will also cover new updates to the system. Training has been customized to the user’s role and associated permission level, so that the training effort is efficient and effective. For example, park staff that process registrations, reservations, and sales for customers will focus on those front-end aspects of our system and service, while administrative users who mainly need to run queries and reports will focus on the back-end tools. All users have and will continue to learn how to use the Help Desk to resolve problems. InfoSpherix envisions overall training as comprising two separate yet equally important areas: the presentation portion and the hands-on approach. The presentation will entail users at individual workstations and following along as the instructor walks them through usage of the system. From the standpoint of the end user, this is virtually the same as individual hands-on in a group dynamic. Once the presentation is complete, full-fledged hands-on training will take place, with end users following a worksheet that asks them to perform certain tasks aimed specifically at raising their comfort level and improving their knowledge base. Our many years of



training experience have taught us many things, but perhaps the most important is the recognition that the end user's level of understanding and comfort with the system are paramount to our mutual success.

InfoSpherix In-park system training: InfoSpherix will continue 2005 field training at the appointed regional training sites, and will provide additional training, as upgrades are completed. InfoSpherix has developed a complete field training program. It begins with a demonstration of the everyday uses of the DNR software application, such as processing a registration, processing a cancellation, verifying a reservation, checking in/out an arriving or departing camper, and all other relevant tasks. Because our system is so easy to learn and use, this demonstration often takes less than a half-day to complete. The remaining time is used for hands-on training and review. This approach allows time for each student to navigate the application from beginning to end, asking questions and becoming familiar with the software and its features.

DNR personnel also learn the general rules of operation for handling procedures such as:

- Weather emergencies, disasters, and power outages
- The proper use of all equipment
- Cash management and reconciliation procedures
- Inventory management

The field training also includes a component on how the Help Desk works, how to relay requests and concerns, the way problems are tracked, when a response should be received, and other protocol. There is also a component on using the system to access management and financial reports. Standard reports of daily operator collections, park collections, sale/cancellations, occupancy, and other facets of the project can easily be understood and printed by DNR staff. This portion of the training will include a detailed description and sample of each report. At the end of each training session, anonymous surveys will be taken to evaluate the effectiveness of the training program. These surveys will be tabulated and reviewed with the DNR Project Manager. The DNR Project Manager, InfoSpherix Project Manager, and InfoSpherix Trainer will use the results of the surveys to identify and implement changes to the training program.

Train-the-trainer approach: InfoSpherix will employ a "train-the-trainer" approach to DNR training so that qualified DNR personnel can provide subsequent training for other permanent or seasonal personnel. Training materials will include computer screen printouts, various exercises and quizzes, and a certification exam to ensure that each park has a qualified user. At the end of each session an anonymous survey will be given so that students can evaluate the course and instructor. This way, InfoSpherix can implement the suggestions in future training programs.

Self-directed/refresher training: InfoSpherix has provided User Guides that will allow DNR personnel to become thoroughly familiar with all operations of the DNR CRS without external assistance. These guides can also be used in whole or part to allow re-familiarization with a particular process or function. The user guides will take the user step-by-step through each system function. They will explain how to execute each function in clear, simple language. Whenever possible, they will use one or more examples to illustrate the function. The guides include color printouts of many of the computer screens that will be navigated by DNR personnel. Additionally, a computer-based training module has been made available for field staff to use on the in-park PCs.

Call Center Training:

InfoSpherix will continue customizing its comprehensive training program for the Michigan project. GRNC will send its Iron River key personnel (call center manager, supervisor(s), trainer, QA coordinator) to Global Response's Florida headquarters for corporate training, and then to InfoSpherix's Cumberland facility for a week of Michigan reservation system training. The initial training period for GRNC's new Reservation Specialists at the Michigan call center will be 10 days. InfoSpherix trainers will conduct system and program training. GRNC will install a video conferencing system to enhance training. A customized and enhanced Central Reservation System (CRS) manual for DNR will cover all aspects of CRS operations, including, but not limited to, making, changing, and canceling reservations; adding, viewing, and updating inventory; and running reports. Our Michigan Reservations Training Program includes:

- Use of a detailed DNR-approved Operations Manual.
- Thorough grounding in the policies and procedures of DNR, InfoSpherix, and the CRS, as well as the Michigan State Parks knowledgebase.
- Comprehensive training in customer service and communication skills.



- Technical instruction in equipment and software use.
- A rigorous and well-defined certification process.
- Continuing CRS-specific education activities to enable Reservation Specialists to provide up-to-date information.

The Manual: Our training program uses our detailed Operations Manual, which was produced in close coordination with DNR personnel and tailored to the CRS. The Operations Manual addresses every procedure related to every phase of the project. Specifically, it covers general Company policies and procedures as well as policies and procedures covering operation of the systems, equipment, ReserveSuite procedures, technical assistance procedures, training plan, and key DNR contacts. The introduction to the Operations Manual contains an overview of the CRS and a detailed job description for Reservation Specialists. The remainder of the manual will contain detailed instructions, including printouts of computer screens, to help Reservation Specialists and DNR staff learn both the skills and techniques for accepting reservation requests and providing information over the telephone. A detailed module of the training program was developed to aid mid- and upper-level DNR managers involved in the CRS. InfoSpherix currently works with the DNR to determine the overall content of the field level Operations Manual and program. The following topics would be currently addressed:

- Telephone/address directory, with skill-based guide.
- Explanation of Daily Arrival Lists—sample reports will be shown.
- Procedures to follow in case of emergency campground closures.
- Procedures for refund requests.
- Customer service, including Customer Service Desk operations.

The comprehensive Operations Manual and program covers all aspects related to the CRS. Topics discussed in this level of training will include:

- Explanation of various sales channels options, with descriptions and requirements associated with each.
- Explanation of call center operations, including organization chart complete with descriptions of duties and telephone directory.
- Procedures to add, delete, or edit inventory, including explanation of the authority levels permitting such changes.
- Reservation/cancellation procedures.
- Accounting and banking procedures.
- Sample reports with detailed descriptions.

After reading the manual, the Reservation Specialist and any DNR users will have an excellent grounding in the basics of this job. This understanding will be supplemented with “hands-on” training, during which the trainee will listen to and work under the guidance of experienced CRS staff members. At the end of each training session, anonymous surveys will be taken to evaluate the Operations Manual and program. These surveys will be reviewed at each annual review of operations. The manual and all other training materials will be updated at least yearly, and as ReserveSuite or any other portion of the CRS is modified. Yearly training updates will also be provided for staff.

Department Role in the Training Plan: The DNR plays a significant role in the Training Plan. This role will include: supplying resource materials about the DNR’s business rules and information about the Parks, ensuring that all appropriate DNR employees participate in the Training Program on schedule, and supporting the certification process and standards to ensure that the DNR users of the CRS can properly use the system in the field. InfoSpherix will work with DNR immediately after contract award to establish a specific schedule for all DNR users to participate in the Training Program.

Continuous Training: Ongoing training is part of InfoSpherix’s overall training plan. All recreation specialists will receive ongoing training to remain up-to-date on computer system operations, policies and procedures, and availability of camping areas, activities, tours, and similar park system information and policies. During the



year, DNR field personnel will have the field manual and Help Desk for reference. Also, the initial “Train the Trainer” program will allow the DNR to carry on ongoing training of its staff and for new hires.

InfoSpherix advantage: Since 2000, InfoSpherix Reservation Specialists are kept in a continuous mode of training to stay up to date on the policies, and procedures. This usually consists of a two hour refresher course to emphasize specific polices, procedures, etc. We will ensure that this successful continuous training plan is also used at GRNC’s Michigan call center.

Timeliness of Documentation: InfoSpherix creates and maintains training and user manuals by synchronizing their development with the software development and maintenance life cycles. By requiring that these documents be written or updated, tested for usability, and rolled out with each new software application or version, (or updated with any operational change that does not involve software modifications), we ensure that users have the accurate manuals when they need them. As with software development, our documentation development methodology demands that we involve the user in development to ensure that an acceptable product will be delivered on time. Our editorial team will consult with the CRS Administrator and other DNR users – and get their feedback and approval on drafts of manuals – to ensure that any new or updated manual adequately serves its training and support purposes. This approach also pertains to InfoSpherix call center staff in that our documentation team seeks out the input and feedback of reservations specialists to ensure that training and user manuals suit their style of learning. We have found that this accelerates the learning process and promotes a greater sense of confidence and comfort in a reservation specialist’s ability to do the job. We will continue to utilize this method with our new Michigan-based subcontractor.

InfoSpherix advantage: The electronic format of our training materials allow up to date information and changes to be implemented as soon as they are received. With the call center staff providing feedback we ensure that the training environment reflects the needs of all of its users.

Help Desk training

InfoSpherix assigns technicians with relevant IT certifications to its ReserveWorld Help Desk, and provides thorough training in our ReserveSuite software, other InfoSpherix-provided software or web tools, WAN connectivity, remote monitoring and troubleshooting, and “walk-through” and “swap-out” resolutions. We also provide training in other project-relevant issues, as well as in customer service “soft skills.”

Figure 29: Training

Training Requirement	InfoSpherix Compliance
<p><u>A. TRAINING OF DNR & CONTRACTOR TECHNICAL STAFF:</u> The Contractor will provide initial training for the DNR Systems Administrator(s) and the Contractor's Systems Administrator(s) in those aspects of the system software that relate to query language and database maintenance. The training will take place in the Lansing DNR office.</p> <p>At the completion of this training, all participants must be able to create, modify, store, retrieve and print a simple query. Trainees must also be able to retrieve and print standard reservation and accounting systems reports.</p>	<p>★ InfoSpherix advantage: InfoSpherix has developed training programs for, and trained, DNR user groups in role-relevant aspects of the system to the point that administrative, technical and field users throughout the Michigan State Parks system currently use the system with a high level of confidence. We provide training in both the ReserveSuite system and Business Objects to create queries and generate reports.</p>
<p>InfoSpherix recognizes the vital importance of proper training for various levels of DNR staff. InfoSpherix will provide initial training for the DNR Systems Administrator(s) and the Contractor’s Systems Administrator(s) in all aspects of the ReserveSuite reservation software, including database maintenance, reservation services, sales, customer relations, and technical support.</p> <p>A detailed module of the training program will be developed to aid mid- and upper-level DNR managers involved in the CRS. A comprehensive Operations Manual and program will cover all aspects related to the CRS. Topics discussed in this level of training will include:</p> <ul style="list-style-type: none"> • Explanation of various sales channels options, with descriptions and requirements associated with each. 	



Training Requirement	InfoSpherix Compliance
<ul style="list-style-type: none"> • Explanation of call center operations, including organization chart complete with descriptions of duties and telephone directory. • Procedures to add, delete, or edit inventory, including explanation of the authority levels permitting such changes. • Reservation/cancellation procedures. • Accounting and banking procedures. • Sample reports with detailed descriptions. <p>Upon completion of this training, all participants will be able to perform all reservation functions as well as have the ability to retrieve and print standard reservation and accounting systems reports</p>	
<p>B. INITIAL CRS TRAINING OF THE CONTRACTOR'S STAFF: The initial training session(s) will be conducted at the Contractor's facility and will include all personnel involved with the DNR reservation system, both operators and supervisory personnel. The Contractor will pay all expenses for the training session other than those relating to the DNR trainer(s). Anticipated training needed: 2 sessions of CRS training @ 2.5 days (6 people max/class), 1 session of "How to Train" @ 1 day (12 people max/class), 1 session of CRS Application training @ 1.5 days (4 Contractor Trainers), 1 session on reports @ 1 day (6 people max/class)</p>	<p>★ InfoSpherix advantage: InfoSpherix's customer service and reservations staffs and ReserveWorld support teams - including Data Management, Reporting, Accounting, and Help Desk – are already fully trained on the Michigan State Parks system, ReserveSuite, and associated processes and protocols. We already operate all aspects of the program at a high level of performance, which will allow us to minimize the "learning curve" involved in bringing GRNC's Michigan-based call center staff up to speed.</p>
<p>1. CONTRACTOR INSTRUCTION: The Contractor will provide the following.</p>	<p>✓ InfoSpherix has provided, and will continue to provide, the following training functions:</p>
<p>a. A CRS SYSTEM User Manual(s) prior to the training session(s). A copy or copies must be provided by the Contractor for each employee to be trained.</p>	<p>✓ InfoSpherix will provide updated user manuals, as well as a computer-based training module on CD ROM.</p>
<p>b. Formal training in the use of the Central Reservation System to all designated Contractor staff.</p>	<p>✓ InfoSpherix will ensure that all of its Michigan CRS project personnel, including its subcontracted call center staff in Michigan, have passed the initial training course before being assigned duties in the production environment.</p>
<p>2. TRAINING BY THE DNR: At the initial implementation of the contract, the DNR will train the Contractor's supervisory and key personnel in the processing of park reservations and the handling of other inquiries. The Contractor will be responsible for all future training of its' staff. The program will consist of:</p>	<p>✓ InfoSpherix has worked diligently with DNR to tailor its project training program to maximize the knowledge, skill, and efficiency of the staff in providing Michigan-dedicated customer service that reflects well on the State and on DNR.</p>
<p>a. An overview of the park system in general. (video)</p>	<p>✓ InfoSpherix will incorporate this into its internal training program as directed.</p>
<p>b. The types of questions they are likely to receive regarding:</p> <ul style="list-style-type: none"> -Reservations -Park & Recreation Bureau facilities 	<p>✓ InfoSpherix will incorporate this into its internal training program as directed.</p>



Training Requirement	InfoSpherix Compliance
<ul style="list-style-type: none"> -Camping regulations -Park policies -Other DNR activities and regulations 	
<p>c. A "CRS Telephone Operators Manual" (similar to APP-B CRS TELEPHONE OPERATORS MANUAL) will be provided to the Contractor to assist in answering callers questions about the parks and camping - reservation policies. The Contractor shall be responsible for providing copies to each of its' operators and for keeping the Manuals up to date with information provided by the Department periodically.</p>	<p>✓ InfoSpherix will incorporate this into its internal training program as directed.</p>
<p>d. An in-depth orientation to the park system camping policy.</p>	<p>✓ InfoSpherix will incorporate this into its internal training program as directed.</p>
<p>e. The formal training session will be conducted by the DNR at the Contractor's facility and will include all personnel involved with the DNR reservation system, both operators and supervisory personnel. The Contractor will bear all expenses related to the training session other than those relating to the DNR trainer(s).</p>	<p>✓ InfoSpherix understands and will work with DNR to implement a DNR-directed curriculum at its Cumberland facility and Michigan (subcontracted) facility.</p>
<p>f. In addition to the formal training session, The DNR will maintain an occasional presence in the phone room to assist operators in the discharge of their duties by providing suggestions and answers to questions that may not have been covered during the formal training session. The DNR will have access to the telephone room at any time</p>	<p>✓ InfoSpherix encourages DNR to conduct frequent on-site visits at our subcontracted Michigan facility in Iron River and our Cumberland facility for training, updates, monitoring, planning, and other discussions about the project. We believe that a close partnership between InfoSpherix and DNR has been key to the success of the program, and will continue to be so in the future.</p>
<p>g. A formal system of problem/complaint resolution will be established between the Contractor and the DNR to mediate any problems identified by reservation operators, callers, the Contractor or the DNR.</p>	<p>✓ InfoSpherix will work with DNR to ensure that the formal system of problem/complaint resolution is firmly established, consistently monitored, and supported by operational procedures and systems such as InfoSpherix's Customer Service Call Log and Magic Service Desk applications. InfoSpherix's Michigan CRS Project Manager, Customer Service Desk Supervisor, and Help Desk Manager will prepare reports and conduct regular discussions with DNR program administrators to ensure that this formal system is operating to maximum effect.</p>

InfoSpherix has developed a comprehensive training program, which is currently being utilized by MICRS call center staff members, and will be established at GRNC's Michigan facility as well. This customized CRS training program will cover all aspects of CRS operations, including, but not limited to, making, changing, and canceling reservations; adding, viewing and updating inventory; and running reports. Elements of the CRS training program include:

- Use of a detailed, DNR approved, Operations Manual
- Thorough grounding in the policies and procedures of the CRS.
- Comprehensive training and practice in communication skills.
- Technical instruction, including competency with equipment and technical subject matter (e.g., data base retrieval functions).
- A rigorous and well-defined hands-on experience including several role-play activities.
- Required 'link-up' training in which the trainee observes live reservation calls while receiving personal one-on-



Training Requirement	InfoSpherix Compliance
<p>one training from a seasoned reservation specialist. This training offers a graduated approach to taking full responsibility for live calls while still linked with the seasoned specialist.</p> <ul style="list-style-type: none"> • Completion of multiple practice exercises and an extensive final exam. <p>All training sessions will be conducted at the InfoSpherix facility and will involve all levels of personnel within the DNR reservation system. InfoSpherix will assume responsibility for all training expenses other than those relating to DNR trainers. The training program will comply with the listed 'Anticipated training needed' as provided by DNR.</p> <p>InfoSpherix will provide each new hire with a comprehensive training manual as well as an electronic version of the CRS System Users Manual. Each will be produced in close coordination with DNR personnel and tailored to the CRS. The Operations Manual will specifically cover general Company policies and procedures as well as policies and procedures covering operation of the systems, equipment, ReserveSuite procedures, technical assistance procedures, training plan and key Company contacts. The electronic version allows immediate access to all necessary information. After reading the manual, the Reservation Specialist will have an excellent grounding in the basics of this job. This understanding will be supplemented with the previously discussed "hands-on" training.</p> <p>As previously described, each trainee will undergo an extensive training program which includes multiple formats of "hands-on" training such as role-play experiences and 'link-up' sessions.</p>	
<p>C. Training of DNR staff by the Contractor:</p> <p>The Contractor must provide the following training prior to the statewide implementation of the reservation system. The Contractor will pay all such costs related to such training except that the DNR will pay for the cost of DNR employee wages, travel expenses, meals and lodging:</p>	<p>✓ InfoSpherix's field training of DNR personnel has proven successful during the current contract. We will ensure that all DNR users are appropriately trained on use of the system and service, and will provide full Help Desk support throughout the contract to ensure a high level of user confidence.</p>
<p>a. Training in the use of the workstation application(s).</p>	<p>✓ InfoSpherix's field training program covers this.</p>
<p>b. The Contractor must provide training locations within Michigan and the training must use the same workstation equipment proposed by the Contractor. The time and training location(s) will be subject to DNR approval.</p>	<p>✓ InfoSpherix understands and will abide by this.</p>
<p>c. The scope and duration of the training will be subject to approval by the DNR prior to the implementation of any training program.</p>	<p>✓ InfoSpherix's field training program covers this.</p>
<p>d. The Contractor, at its expense, must provide the following easy-to-use manuals prior to the implementation of the reservation system:</p>	<p>✓ InfoSpherix provides the required information in its field system manual as part of its turnkey service.</p>
<p>1. A user manual on the normal operation of the workstations as well as the procedures for basic problem resolution.</p>	<p>✓ InfoSpherix's field system manual covers this.</p>
<p>2. A user manual for the workstation application.</p>	<p>✓ InfoSpherix's field system manual covers this.</p>
<p>3. For each location, where applicable, a user manual on the use of the Central Server Query System.</p>	<p>✓ InfoSpherix's field system manual covers this.</p>
<p>★ InfoSpherix advantage: InfoSpherix's reservation system is already implemented, and DNR staff are already trained on it. This leaves further such implementation training efforts to be directed at specific upgrades and modules. Prior to the statewide implementation of such new features, InfoSpherix will provide DNR staff with a</p>	



Training Requirement	InfoSpherix Compliance
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customized training program. This program will be provided at the expense of InfoSpherix with the exception of all costs relating to DNR employee wages, travel expenses, meals and lodging. The training will be conducted at DNR approved locations throughout Michigan and will be performed on workstation equipment equal to that, which is proposed by InfoSpherix.

InfoSpherix will work closely with DNR to determine the overall content of the field level Operations Manual and training program, but at a minimum the following topics will be addressed.

- Telephone/address directory, including a guide showing which staff member should handle certain issues.
- Explanation of Daily Arrival Lists—sample reports will be shown.
- Procedures to follow in case of emergency campground closures.
- Procedures for refund requests.
- Procedures involved in discounting reservations.
- Customer service, including Customer Service Desk operations.

The training program will include a copy of the Operations Manual for each DNR trainee, “hands on” training via role-play and scenario worksheets and basic problem resolution. The trainees will learn how to navigate the Operations Manual, which will also serve as user manual for workstation application.

Where applicable, InfoSpherix will provide a manual on the use of the Central Server Query System.

D. EACH YEAR the Contractor shall provide training for each administered Michigan campground/park. The training will be provided in the spring at six locations across Michigan with multiple sessions being provided at each location. Training will be scheduled for two days at each location. With one day for travel, the training could be completed in three trips in order to reduce travel costs to the Contractor. The locations are subject to PRB’s preference and may vary from year to year. The Contractor will also make a training web site and training CD available for an alternate method for training employees on the use of the field application for those employees that are hired outside the normal training schedule.

✓ InfoSpherix will abide by DNR’s field training schedule and itinerary. We also provide computer based training, and are developing webinar-based training, to further increase the efficiency and effectiveness of our field training program.

Most training will be completed by a combination of the Project Director, Reservation Program Manager, Training Coordinator, Accounting Manager and/or the Technical Support Manager. Training materials will include computer screen printouts and various exercises and quizzes to evaluate each participant. Each participant also will receive a copy of the Quick Reference Guide, which provides focus on the day-to-day management at the facility (campground) level. At the end of each training session, anonymous surveys will be taken to evaluate the Operations Manual and Training Program. These surveys will be reviewed at the annual review of operations that will be conducted each year.

E. UPDATED CRS TRAINING: The Contractor will be responsible for the continuous training of its staff because of turnover and because of updated program and/or policy changes. The Contractor must train its staff and update their manuals in a timely manner so staff remain competent and knowledgeable in order to provide a high quality service to the DNR and its' customers. The Contractor shall use the training outlines and information provided by the DNR.

✓ InfoSpherix and GRNC will provide all reservation specialists with ongoing training so that they remain up-to-date on computer system operations, policies and procedures, and availability of camping and harbor areas. As part of their continuing education, all trainees will take a recertification exam (similar to the one taken during initial training) near the end of their three-month probationary period. An annual recertification exam also will be given to determine whether Reservation Specialists require review or retraining in any area.

InfoSpherix’s ongoing training of its Michigan CRS project staff has resulted in consistently excellent customer service by our Cumberland staff for Michigan campers and boaters in the state parks. We update our training manuals with each added feature or process, post alerts and reminders of changes on the project call log for call handlers to review, and ensure that all replacement hires have passed



Training Requirement	InfoSpherix Compliance
	the full training program before being allows to handle calls.
<p>F. DNR PRESENCE AT CONTRACTOR'S FACILITY : The Contractor must provide DNR with access to the telephone room at any time that the system is accepting telephone reservations in order to assist and/or silently monitor operators. DNR will provide 24- hour prior notice of such visits and agrees to supervision by the Contractor of any interaction with operators. The Contractor will provide the DNR with the capability to silently monitor operators handling the State Park reservation calls at the Contractor's facility. DNR will be given the latitude to choose which operators will be monitored, providing that the operator is logged in to the reservation program.</p>	<p>✓ InfoSpherix's has always welcomed and accommodated such visits, and will continue to do so in the future, including visits to GRNC's Michigan call center In Iron River. We also invite DNR to conduct unannounced test calls to the call center to evaluate agent performance. We have always considered our willingness to work in close partnership with our clients to be one of our most valuable characteristics and effective discriminators in this market, and will maintain this attitude in our future relationship with Michigan DNR/PRB</p>

Training Clarifications

In addition to the description provided in our proposal (**4.304.4.07 Training**), following is a more comprehensive review of our annual training. InfoSpherix and DNR have collaborated on the annual training provided to the in-park staff over the past five years and we will continue this approach moving forward. Any limitations, real or perceived, will be promptly addressed, as our approach to this project has, and will remain, a true partnership.

InfoSpherix will provide up to 36 half-day sessions per year at six regional facilities across the state. At each facility we will provide up to three consecutive days of training (six half-day sessions). Half of the training sessions are tailored for the ReserveSuite Campground module and the other half are tailored for the ReserveSuite Harbor module. These locations were, and will continue to be, mutually agreed upon by InfoSpherix and DNR to accommodate computer-based training classes. During these four-hour sessions, InfoSpherix's trainers follow the Training Agenda shown below:

8:00 AM	Introductions - InfoSpherix/DNR
8:15 AM	Trainees log-in to the application.
	<p>InfoSpherix trainer performs the following transactions:</p> <ul style="list-style-type: none"> • Process a walk-up registration • Verify an existing reservation <p>Check-In/Out Screen</p> <ul style="list-style-type: none"> • Locate the registration performed in the first step- • Backdate a reservation • Check-in the backdated reservation • Check-out the same reservation <p>Reserve Screen</p> <ul style="list-style-type: none"> • Search for a particular site using the site Search field <p>Customer Screen</p> <ul style="list-style-type: none"> • Update a customer's information <p>Verify/Modify Screen</p> <ul style="list-style-type: none"> • Extend a reservation • Early depart the extended reservation • Perform a site change



	<ul style="list-style-type: none"> No show a reservation <p>Reports Screen</p> <ul style="list-style-type: none"> Generate an Occupied Sites Report Retrieve and Availability Report Run a Detailed Operator Report <p>POS Screen (harbors only)</p> <p>Help Desk Overview</p>
10-10:15AM	Break
10:15 - 12pm	<ul style="list-style-type: none"> Hands-on training. Trainees log back into application. ReserveSuite Field Application Training Scenarios Checklist Q&A Session DNR staff provides information on updated state rules/regs

Our current plan, to include locations and number of sessions, was developed in cooperation with DNR. Thanks to the intuitive nature of the software and the comprehensive User Manuals we distribute, we have found that this four-hour time frame is more than sufficient to address the system and user questions about the system as well as incorporate DNR’s presentation of state regulatory updates.

- Location: After the first year of training, which was performed on site at the parks, we adjusted and relocated annual training to mutually agreed upon regional facilities that had computer labs. Our hands-on training approach has proven successful and we will continue to provide training at mutually agreed upon facilities.
- Number & size of sessions: Annually, we provide up to 36 half-day sessions that accommodates ten to fifteen trainees per session, with one or two trainers, depending on the size of the class. This ratio has a significantly higher success rate due to the one-on-one time that each trainee receives from InfoSpherix experts during the four hours of training. Combining presentation and hands-on training in one session allows the trainees to work through any areas of concern. The size also provides a forum for us to build on our relationship with DNR, as our staff gets to know more about each park’s needs and incorporate it into future training sessions. The division of training between Harbors and Parks permits the trainees to focus on the ReserveSuite modules that are utilized at their specific locations. Also, the DNR CRS Team conveys concerns throughout the year to incorporate into these annual trainings.

Any additions or adjustments to this training schedule will be made and executed. We will continue to work with DNR to establish a successful regime of training sites and schedules.

In addition to the annual training, InfoSpherix provides detailed Campground and Harbor Training Manuals (see Appendices 1 and 2) and a software training environment for daily use by in park staff. The Training Manuals include step-by-step instructions for each module of the software, and a Quick Reference guide and list of shortcut keys for quick execution of common tasks. The in-park staff can access the training software to train and practice on the system. InfoSpherix also provides training for Accounting Reports and BusinessObjects, conducted by our Data Manager and our Accounting Manager on an as-needed basis. The purpose of the training is to become familiar with the accounting reports available through ReserveSuite’s financial reporting module and the field module, and to learn to use BusinessObjects Web-Intelligence to query and set up reports, and to access and to publish to Web Intelligence. InfoSpherix will provide the following training agenda:

DAY 1	Introductions - InfoSpherix/DNR
8:30am–11:30am	Trainees are instructed to log-in to the application.
	InfoSpherix trainer reviews the following ReserveSuite reports
	Reports Available through Financial Reporting Module include:



	<ul style="list-style-type: none"> • Sales and Commission Summary Report • Sales and Commission Detail Report • Distribution Report • Cancellation Summary Report (by Type) • Void Transaction Summary Report • Void Transaction Detail Report <p>Reports Available through Field Module include:</p> <ul style="list-style-type: none"> • Detailed Operator Report • Operator Collection Report • Collection Report • Sale Report • Use Report • POS Report • POS Detail Report <p>InfoSpherix reviews BusinessObjects Web-Intelligence</p> <ul style="list-style-type: none"> • Website: http://webi.InfoSpherix.com/wi
<p>12:30pm-4:30pm</p>	<p>What is BusinessObjects Web-Intelligence?</p> <ul style="list-style-type: none"> • An integrated query, reporting, and analysis web tool for databases • Allows for easy access to the data • No need for knowledge of the database structure or SQL language (it's done for you in the background) • Documents can be saved for personal use or sent to user(s) or published to the Corporate Documents repository
<p>DAY 2 8:30am-11:30am</p>	<p>Creating and Storing Web-Intelligence Documents</p> <ol style="list-style-type: none"> 1. Working in a Universe Environment <ul style="list-style-type: none"> • Connects directly to the database • Creates a “user-friendly” environment for ease of use • Modifications can be made directly to the universe by the Designer (Teresa Chaney or Ginger Sibley) without affecting the database • You can’t “mess” anything up 2. Creating Your Own Documents <ul style="list-style-type: none"> • Reservation Status List • Calculations – Count, Count All vs. Sum • Copying from BusinessObjects Web-Intelligence to Excel • Creating prompt box for ranges (ex. Dates-paid, arrival, season, etc.) • Use Esc to cancel a query • Using the Wildcard % 3. Storing Your Documents (Personal Documents)
<p>12:30pm 4:30pm</p>	<p>Exchanging Web-1 Documents</p> <ol style="list-style-type: none"> 4. Sending and Sharing Documents with others (Inbox and



	<p>Corporate Documents) 5. Refreshing Documents 6. Accessing Help</p>
<p>Day 3 8:30am – 4:30pm</p>	<p>Q & A and Hands-on Activities</p>

Also, InfoSpherix is studying the potential for using “webinars” to train ReserveSuite users in the field. This involves setting up a website and a related conference calling service so that any number of trainees from all over the state can simply dial in through the phone and log in through the Internet from any workstation to participate in an interactive training session with a InfoSpherix trainer. This method can save on travel and room rental costs and logistics while maintaining the benefits of real-time, verbal contact with the trainer, visual contact with the screens and data entry demonstrations, and a hands-on learning experience. Online question submittals, quizzes, and surveys can be provided to enhance the training session. This method of training will quickly update DNR staff, speed up any new ReserveSuite feature launch or training, and will play back recordings of earlier trainings while in a new training session or private refresher sessions. InfoSpherix will discuss and demonstrate its findings with DNR, and should DNR find it an attractive alternative or addition to traditional training methods, we will collaborate to develop an appropriate solution for Michigan State Park users.

Problem-Complaint Resolution (4.304.4.08 InfoSpherix Response)

InfoSpherix manages two functional teams that support DNR’s requirement for problem-complaint resolution: the technical Help Desk and the customer service desk. Our technical Help Desk uses BMC’s Magic Service Desk application to enter and track problems and resolutions related to us from DNR users in the parks. Michigan enjoys unlimited toll-free calls to InfoSpherix’s Help Desk as a standard part of our turnkey offering. Our customer service desk uses a InfoSpherix-built, web-based call log to record and track any problems or complaints from customers using the website or call center. Both groups are trained in customer service techniques as well as system usage and troubleshooting.

Figure 30: Problem- Complaint Resolution

Problem-Resolution Requirement	InfoSpherix Compliance
<p>A. <u>ADVISING THE DNR</u>: The Contractor shall advise PRB, as appropriate, regarding potential and actual problems and failures that may or have occurred, such as equipment failures, delays due to unexpected overloads, significant public confusion and/or complaints or any other difficulty which may result in significant complaints or systems failure beyond 15 minutes. All serious complaints and/or problems are to be reported to the appropriate park(s) and DNR coordinators at the earliest possible moment. The Contractor shall use all reasonable methods within its means to resolve public complaints.</p>	<p>✓ InfoSpherix’s Project Manager will coordinate among his staff, GRNC, the Help Desk, the systems administrator, software development group, and other ReserveWorld groups lending active support to the Michigan CRS to ensure that all actual and potential technical and operational problems are recorded, tracked, and resolved.</p>
<p>B. <u>PROBLEM/COMPLAINT RESOLUTION PROCESS</u>: A formal system of problem/complaint resolution will be established between the Contractor and the DNR to mediate any problems identified by either of the parties. All alternative services shall be supplied at no additional cost to the DNR. The alternative center shall provide transparent operations to both callers and the DNR.</p>	<p>✓ InfoSpherix will work with DNR to further refine the problem/complaint resolution process that has already been established in Michigan CRS and is operating at a high level of effectiveness in the current contract.</p>

Reservation System Operations (4.304.4.09 InfoSpherix Response)

InfoSpherix’s ReserveSuite system has provided DNR and its customers with excellent service in the Michigan CRS project. It fully processes all required camping and boating reservations, cancellations, registrations,



changes, and point-of-sale functions according to business rules established by DNR. It also generates a group of useful standard management and financial reports, and accommodates Business Objects for ad hoc reports. The following table shows our compliance with all of DNR's requirements for CRS operations.

Figure 31: CRS Operations

CRS Operations Requirement	InfoSpherix Compliance
<p>1. All campsites / slips in the Michigan reservation system subject to occupancy will also be available for occupancy through the walk-in and Internet system components.</p>	<p>✓ ReserveSuite's real-time, centralized architecture accommodates this requirement with no double-booking.</p>
<p>2. If the DNR decides to change the night maximum stay for either campgrounds or harbors at some point in the future, the system software must be capable of that modification without a major re-write of the reservation program. The reservation system will not permit callers to make consecutive reservations for the same CRS administered campground/park. The reservation system must be structured to allow multiple reservation periods in any separately administered campground/park/harbor. The reservation system will not allow the customer to confirm reservations in the same campground/park/harbor in the system for the same or overlapping time periods.</p>	<p>✓ ReserveSuite is soft-coded and table-driven to accommodate changes in business rules such as these "on the fly." No significant programming is needed. The software has proven able to enforce all DNR business rules, and will continue to do so in the new contract.</p>
<p>3. The system will be structured such that all fees to be charged will be calculated by the automated program at the central reservation center and at all field workstations. The fee to be calculated will be determined as the departure date minus the arrival date plus the reservation fee (if any). Variable campsite fees, minimum and maximum periods allowed and timeframe variables based on the time of year will all be automated by the system.</p>	<p>✓ ReserveSuite automates and enforces these business rules, and has proven to do so reliably over the course of the contract.</p>
<p>4. The reservation operators will refer and re-direct camper/cabin users to other facilities in the event that the reservation requests cannot be honored. The Contractor will provide operators with a system function that lists referral campgrounds as identified by the PRB.</p>	<p>✓ InfoSpherix implemented a system to refer callers to an approved group of nearby parks when the desired park is full. In the new contract, we will implement a more automated referral system called "Smart Redirect."</p>
<p>5. The Central Server system will allow queries from the field workstations in order to determine the occupancy status of other campgrounds in the system.</p>	<p>✓ ReserveSuite processes these queries in real time for up-to-the-moment accuracy.</p>
<p>6. Campsites will be classified by camping equipment acceptability and amenities requested by the customer. The system will allow for the classification of campsites in up to ten (10) categories. The system will allow for variations in camping fees within the same campground, between campgrounds, and for certain days of the week and certain time periods during the calendar year. The system will be structured to allow for both site-standard and site-specific by site within a single calendar year.</p>	<p>✓ ReserveSuite automates and enforces these business rules, and has proven to do so reliably over the course of the contract.</p>
<p>7. The reservation system will allow for reservations to be accepted up to the time of arrival for any campground in the system. The system will be structured to prevent "overbooking" of any particular campground.</p>	<p>★ InfoSpherix advantage: InfoSpherix's real-time CRS has been proven to meet this requirement in Michigan. Unlike other systems, ReserveSuite was designed, and has always operated, in a real-time environment from the field, as well as the call center and</p>



CRS Operations Requirement	InfoSpherix Compliance
	Internet.
8. The system will provide the ability to check on the status of any reservation at any time from any workstation in the system.	<p>★ InfoSpherix advantage: InfoSpherix's real-time CRS has been proven to meet this requirement in Michigan.</p>
9. Information taken by the reservation operators for a specific campground reservation will include the following: Name, Address, Telephone Number, Zip or Postal Code Number, Number in Party (must conform to existing Park Policy), Time of arrival, Type and size of camping equipment, Number of vehicles (must conform to existing Park Policy), whether or not a pet is included on the campsite, whether a boat is to be included on the site, specific campground requested and any other parameters requested by the reservation customer. The reservation system will be structured to allow an additional six (6) categories to be included, if needed.	<p>✓ InfoSpherix's ReserveSuite collects all of this information, as required. GRNC's call handling staff at the Michigan-based call center will be trained to properly use the system to abide by all data capture requirements.</p>
10. The system will provide a message area of at least forty (40) characters on the reservation screen for use by operators to record requests by the customer. The message block will be transmitted to the appropriate campground office as a part of the arrival report. Requests for individual campers wishing to be near other campers will be electronically "clipped" together for campground office use when the reservations are processed as site-standard.	<p>✓ ReserveSuite provides this.</p>
11. Reservation confirmation information will be mailed to all customers within 48 hours of confirmation (payment) of their reservation.	<p>✓ InfoSpherix ensures that all customers receive reservation confirmations through mail or email, as appropriate, within DNRs turnaround standard. GRNC will handle the mailing of confirmation postcards, which will provide a Michigan-based address.</p>
12. Each reservation will have its' own unique identification number. A reservation modification will be recorded as a new reservation number but will be linked to the original reservation number for easy correlation of all related reservations throughout the system.	<p>✓ ReserveSuite accommodates this.</p>
13. The system shall allow authorized DNR personnel to change the number of reservable campsites within a particular campground. If the Contractor has to facilitate such changes, they must be implemented within 24 hours of notification by the DNR.	<p>✓ InfoSpherix's ReserveSuite software and Data Management team ensure that such changes are processed with full quality control in the required timeframe.</p>
14. All reservation transaction fees and other fees will be determined by the DNR and will be subject to change solely by the DNR. This does not apply to the Contractor compensation structure.	<p>✓ InfoSpherix agrees and will comply.</p>
15. Any changes in campground status as a result of a reservation, a reservation cancellation or a reservation change must be immediately available for the affected campground workstation.	<p>★ InfoSpherix advantage: InfoSpherix's real-time CRS has been proven to meet this requirement in Michigan. Field users have the same up-to-the-moment view of site status as</p>



CRS Operations Requirement	InfoSpherix Compliance
	do the call center and website.
16. The reservation system will provide an electronic listing to the operators and park workstations when a registering/purchasing party has previously submitted an invalid credit card or NSF check. The reservation system must allow authorized DNR PRB staff to delete such NSF records from the database immediately when valid payments are processed at any workstation. Databases involving credit cards and NSF checks are to be accessed only by DNR authorized personnel.	✓ InfoSpherix's ReserveSuite software allows call center and administrative users to code and track NSF payments and the customers who make them. Access to the database is restricted to authorized personnel.
17. The reservation system software will provide an "alias list" of campground names that will be utilized by the operators to identify specific campgrounds.	✓ ReserveSuite accommodates this requirement.

Audits and Reports (4.304.4.10 InfoSpherix Response)

InfoSpherix's Accounting Team uses ReserveSuite and Business Objects to generate financial reports and to support audits. This has led to solid, reliable financial accounting for the Michigan CRS, and will continue to offer such assurance in the future. The following table shows how we comply with DNR's requirements for audits and reports.

Figure 32: Audits and Reports

Audits/Reports Requirement	InfoSpherix Compliance
The Contractor must provide clear, secure, trackable and auditable revenue and reporting systems. The Contractor must, at its expense, provide the following reports to the Parks & Recreation Bureau for each fiscal year's operation. Such reports must be submitted by December 31 each year for the previous fiscal year.	✓ ReserveSuite provides revenue and reporting functions that are clear, secure, trackable, and auditable. Our Accounting Team has provided DNR with accurate reporting for the full term of the present contract, and will do so in the coming contract.
The Contractor, at their expense, will hire an independent accounting firm to perform an Examination of Assertion. An officer of the Contractor's company will provide a letter certifying that the company complied in the following aspects: Reservation fees were collected and deposited to the State account. Funds were deposited on time. Funds were categorized properly. The auditor will examine the Contractor's assertion that they are in compliance. The examination will be conducted in accordance with attestation standards established by the American Institute of Certified Public Accountants. The letter will identify and include all examination materials that were used to determine compliance.	✓ InfoSpherix will provide, at its expense, an independent accounting firm to perform an Examination of Assertion, as required by this section.
All such reports and audits must be prepared by a currently licensed, Certified Public Accountant approved by the DNR. The above required audit must be coordinated with the State of Michigan, Office of the Auditor General at least 60 days in advance of such audit.	✓ InfoSpherix understands and will comply with this requirement.
1. Remittance of Revenues to the DNR: a. Banking: All revenues received by the Contractor related	✓ InfoSpherix understands and will comply with this requirement, as it has throughout the



Audits/Reports Requirement	InfoSpherix Compliance
<p>to this project are to be deposited into a State Treasurer's Account in a Michigan bank as established and approved by the Michigan Department of Treasury. 1. All checks received by the Contractor are to be made out to "STATE OF MICHIGAN", "MICHIGAN STATE PARKS", or the park name. 2. All credit card revenue is to be processed through the State Treasurers' account in a Michigan Bank designated and approved by the Department of Treasury.</p>	<p>current contract.</p>
<p>b. Remittance Process: The system must have the capacity to remit all revenues received by the Contractor and by all park units on a daily basis. All remittance reports must identify all receipts used to generate the revenues as well as the appropriate bank deposit information. Each park's report shall be capable of being viewed, but not changed, by the appropriate park manager, regional supervisor and Parks & Recreation Bureau management. An automated employee shortage/overtime report must also be a part of each remittance report.</p>	<p>✓ ReserveSuite has the capacity to remit all revenues received by InfoSpherix and by all park units on a daily basis. These reports can be viewed by DNR/PRB personnel as required. Employee shortage/overtime report is included.</p>
<p>c. Remittance Report: A remittance report must be available at each appropriate park, recreation area, regional office, as well as at the Contractor's revenue processing location.</p>	<p>✓ ReserveSuite provides this report through all of these access points.</p>
<p>d. The Contractor must provide a monthly revenue report, detailed by date, for all Harbors. This report must also include credit card processing fees, reservation fees, and commission fees. This report should be provided by the 5th of the following month.</p>	<p>✓ InfoSpherix currently provides this revenue report for Harbors, and will continue to do so in the coming contract.</p>
<p>e. The Contractor must provide a Sales & Commission report which details cash/check, credit card, and adjustments for all revenue received by the call center or park.</p>	<p>✓ InfoSpherix currently provides Sales and Commission Report, and will continue to do so in the coming contract.</p>
<p>2. Reconciliation of Revenues: The system must provide a daily reconciliation of all revenue accounts by program, by park and by Bureau-wide program. Reconciliation reports will be prepared by all parks, regional offices and the Parks & Recreation Bureau office. Each unit's report must be capable of being viewed, but not changed, by the appropriate park manager, regional supervisor and the Parks & Recreation Bureau management.</p>	<p>✓ InfoSpherix's Accounting Team provides a daily reconciliation of all revenue accounts by program, as required. We will continue to do so in the coming contract.</p>

Special Events Activity Calendar (4.304.4.11InfoSpherix Response)

InfoSpherix's Project Manager will work closely with DNR to acquire information about special events in the Michigan State Parks system, and to prepare a special events activity calendar for use by operators in the call center to serve customers. The following table shows our compliance.



Figure 33: Special Events

Special Events Requirement	InfoSpherix Compliance
The Contractor will provide operators with a system function that lists special events as identified by the PRB.	✓ Special events calendars are provided to all specialists within their station manual and on an Intranet site that is accessible from all machines within the call center.

Promotional Programs (4.304.4.12 InfoSpherix Response)

InfoSpherix’s Michigan CRS Project Manager and National Account Manager will work with DNR to fully support promotions.

Figure 34: Promotional Programs

Promotional Requirement	InfoSpherix Compliance
a. Should the Parks & Recreation Bureau schedule a camping club outside the system of 50 or more camps in any campground for a special event, no commission will be paid to the Contractor for camper nights for that event.	✓ InfoSpherix understands and will comply with this requirement.
b. The Contractor will cooperate in any promotional program devised by the DNR during the contract period. Unless mutually agreed upon, the Contractor will receive full compensation for reservations and camper night fees owed by the DNR.	✓ InfoSpherix understands and will comply with this requirement

Park Application (4.304.4.13 InfoSpherix Response)

ReserveSuite’s web-based field application fully supports all of the required transaction-processing and reporting functions required by DNR, according to DNR-stipulated business rules.

Figure 35: Park Application

Park Application Requirement	InfoSpherix Compliance
ORGANIZATION CAMPS: An organized camp is a group of youngsters who are members of a youth education sponsored organization with adequate adult leadership. The youths must be no older than 18 years of age. The park’s regular camping fee, based on facilities provided, will be charge on a per head fee. These camps will be placed in an organization campground rather than in the regular campground. The park supervisor, or designated representative, must verify youth education organization legitimacy before a camp is approved. Organization camps will be park-reservable only.	✓ InfoSpherix understands and will comply with this requirement. In our current Michigan CRS, each facility that possesses an organizational campground is provided an independent, local-sale-only loop designated "Organizational Campground" and is thus only accessible by field staff for the purposes of camper registration.
The actual amount to be charged per head would be set by the PRB. Only for the purposes of financial tracking, Organization Camps need to be available as park reservable.	✓ InfoSpherix understands and will comply with this requirement.

PRB Administrator Functions (4.304.4.14 InfoSpherix Response)

ReserveSuite uses a Master Maintenance application to manage the functions discussed in this section. To date, InfoSpherix’s Data Management team has performed all data-related manipulations on the production database on behalf of DNR. For the next contract, InfoSpherix will provide DNR-selected PRB administrative users with the ability to directly make certain changes using the Master Maintenance application, as directed by DNR.



Figure 36: PRB Administrator

PRB Administrator Requirement	InfoSpherix Compliance
<p>These functions are needed for PRB System Administrators only:</p> <p>a) PRB requires the ability to close reservation availability on the central or park application on a park, campground, or site basis.</p>	<p>✓ Currently this functionality is available through our Master Maintenance Application used by InfoSpherix’s Data Management Team. We identify any existing reservations that may be affected by such closures and contact the customer to process a change or cancellation before implementing the closure on behalf of the park. This is an essential customer service functions that must be carried out in these circumstances, and one of the reasons that clients often want us to carry out such closures as part of our turnkey service.</p> <p>We will be customizing the park application to provide DNR administrative users with the ability to change the reservable status of a site or campground. The application will check for data integrity and existing reservations that would be at risk from such a change. Park staff will be advised to contact data management in that case.</p>
<p>b) PRB requires override authority in order to modify or create reservations.</p>	<p>✓ Currently this functionality is available in the park application. Field users with sufficient permission level can override the nightly rate of a reservation. If a user with lesser permission level tries to do the same thing, it asks a supervisor to authorize. While modifying a reservation, if a transaction requires a supervisory approval, user is presented with a login/password box where supervisor has to come and sign in for approval. For example in the current field application for Early departure with no refund option requires supervisor approval.</p> <p>PRB System administrators can be given access to the field application to achieve this functionality.</p>

End of the Year (EOY) Online Report (4.304.4.15 InfoSpherix Response)

InfoSpherix will provide DNR with all appropriate end-of-year reports, and can work with DNR administrative users to further customize EOY reports.

Figure 37: EOY Online Report

EOY Online Report Requirement	InfoSpherix Compliance
<p>Report Description: At the end of each state fiscal year (Oct 1st – Sept 30th) the Contractor will summarize park and harbor report totals separately:</p>	<p>✓ InfoSpherix will continue to provide summary reports at the end of the stated fiscal year with park and harbor totals separate. All reports will be provided to the MIDNR as an on-line, web interface. Also a secure login/password will be required for use of reports interface with separate accounts given for park personnel vs. harbor personnel</p>
<p>a) Total reservations by park/harbor for each sales channel (call center, field, Internet).</p>	<p>✓ The Total Number of Reservations: per Park/Harbor - Call Center, Field, & Public Site Report will return the number of reservations per park/harbor by each sales channel as well as a percentage of each. Comparative graphs will also be included.</p>
<p>b) Total cancellations</p>	<p>✓ The Total Cancellations: Parks/Harbor Report will return the total number of cancellations per park/harbor. Comparative graphs will be included.</p>
<p>c) Total net reservations for by park and harbor.</p>	<p>✓ The Total Net Reservations: Parks/Harbor Report</p>



EOY Online Report Requirement	InfoSpherix Compliance
	will return the total number of reservations minus all cancellations for each park/harbor. Comparative graphs will also be included.
d) Total reservations per month.	✓ The Total Number of Reservations: per Month per Park/Harbor Report will return the number of reservations per each month of the fiscal year for each park/harbor in a cross tab format.
e) Gross revenue per location.	✓ The Gross Revenue: per Park/Harbor Report will return the gross sales for each park/harbor. Comparative graphs will also be included.
f) Total POS revenue per location per item.	✓ The Categorical & Sub categorical POS Net Sales by Area (Location) Reports will return the refunds and sales associated with each location (i.e.. camp store, concession, marina, gift shop, main office) per category or subcategory in a cross tab format. Comparative graphs will also be included to show sales vs.. refunds per park/harbor, category, and subcategory.
g) Total number of nights by park and harbor.	✓ The Net Number of Park/Harbor Nights Report will return the total number of nights minus cancelled nights for each park/harbor. Comparative graphs will also be included.
h) Total summary by month for invoices paid to Contractor detailing the specific information that resulted in the final invoice amount.	✓ InfoSpherix currently submits information detailing the final invoice amount and will continue to do so in the upcoming contract.

In addition to the reports above, we also offer the following reports as part of the EOY Online Reports package:

- Top 10 Reservations by Park/Harbor per City
- Top 10 Reservations by Park/Harbor per ZIP Code
- Total Reservations by Foreign Country
- Number of Visitors per Park/Harbor
- Average Amount Paid per Park/Harbor
- Average Number of People per Reservation
- Average Number of Days Between Reservation and Arrival Date
- Average Length of Stay
- Payment Transactions for Reservations
- Occupancy by Month
- 2001-2004 Comparisons
 - Total Reservations per Campground
 - Total Cancellations per Campground
 - Net Number of Campground Nights per Park
 - Gross Revenue per Campground
- County and Regional View of Visitor Demographic Maps
- AND for POS EOY reports the following:
 - Categorical POS Net Sales by Park/Harbor
 - Sub-Categorical POS Net Sales by Park/Harbor
 - Categorical POS Net Sales Graph
 - Sub-Categorical POS Net Sales Graph
 - POS Net Sales: Top 10 Sub-Categories by Area



EOY Online Report Requirement	InfoSpherix Compliance
<ul style="list-style-type: none"> • Sales vs. Refunds by Subcategory Graph • POS Net Sales: Top 10 Sub-Categories by Park • POS Net Sales: Top 10 Parks Based on Net Dollars by Area • Sales vs. Refunds by Park Graph • Top 10 POS Sub-Categories Based on Total Quantity • Bottom 10 POS Sub-Categories Based on Total Quantity 	

Business Policies (4.304.5 InfoSpherix Response)

InfoSpherix has built ReserveSuite to accommodate most of the common types of business rules at issue in the State Parks market. We then carefully customize the application to fully assimilate the business rules of each client. We have done this for Michigan. As the following table shows, we have complied, and will continue to comply, with business rules, as directed by DNR.

Figure 38: Business Policies

Business Policies Requirement	InfoSpherix Compliance
<p>Accounting Principle</p> <p>The Central Reservation System will follow cash based accounting principles.</p>	<p>✓ InfoSpherix currently complies, and will continue to do so.</p>
<p>Money Collection and Reconciliation</p> <p>The Contractor will deposit all monies collected into an account specified by PRB. Checks for reservations will be mailed to MI DNR Cashiers Office P.O. Box 30451 Lansing, MI 48909</p>	<p>✓ InfoSpherix currently complies, and will continue to do so.</p>
<p>Monthly billing invoices should be accompanied by supporting documentation that describes in detail the figures behind the monthly charges, i.e., # of reservations, # of cancellations, per unit costs, etc and mailed to: Grants, Contracts, and Customer Systems 530 West Allegan Street 6th Floor Mason Bldg. Lansing, MI 48933 Attn: Bill Pemble</p>	<p>✓ InfoSpherix currently complies, and will continue to do so.</p>
<p>Property Hierarchy</p> <p>Michigan parks and recreation areas use a three-tier hierarchy: 1) Park 2) Campground/Loop 3) Site</p>	<p>✓ ReserveSuite supports this hierarchy completely. In addition to this, ReserveSuite allows grouping sites in different types (Site Type) which is useful in Site Standard/General (non-specific) season.</p>
<p>Pricing Structure</p> <p>See table pg. 48-50 *Notes:</p> <p>PRB currently charges a \$2.00 reservation fee on top of the camp-night fee. All reservation cancellations will be performed in whole for a fee of \$5.00 for camping and \$10.00 for harbor cancellations before the date of arrival. For cancellations on the day of arrival, the cancellation fee is equal to the cost of the first night for the specific reservation being cancelled plus the cancellation fee for harbors. Customers making a reservation through the call center or Internet will be charged a reservation fee. Customers making a reservation as a walk-in at the park are not charged a reservation fee. The Contractor will be compensated for all reservations made through the system. PRB requires the ability to modify the pricing structure to allow for differential pricing based on: a) site/slip b)</p>	<p>✓ InfoSpherix will comply with all such pricing rules. ReserveSuite supports the mentioned pricing structure completely. In addition, Reservation fee and cancellation fee charged to customer is soft-coded in ReserveSuite, so that these fees can be changed if needed. ReserveSuite supports differential pricing structure for camping fees based on Park/Harbor, campground, site, camping season (or specific time period within camping season), number of people etc. In additional ReserveSuite allow for differential pricing based on camping unit/equipment.</p>



Business Policies Requirement	InfoSpherix Compliance
time period c) park/harbor d) # of people on the site	
<p>Ticket/Reservation Structure</p> <p>PRB occasionally distributes a small number of free camping passes.</p>	<p>✓ InfoSpherix will support PRB’s distribution of these free camping passes.</p>
<p>Peripheral Structure</p> <p>All amenity charges are included in the reservation camp-night fee.</p>	<p>✓ InfoSpherix understands and will comply with this requirement.</p>
<p>Tax Structure</p> <p>Michigan does not charge a tax on the camping fee or any of the amenities.</p>	<p>✓ InfoSpherix understands and will comply with this requirement.</p>
<p>Reservation Unit</p> <p>The reservation unit is one night, 3pm – 1pm.</p>	<p>✓ InfoSpherix understands and will comply with this requirement.</p>
<p>Payment</p> <p>No partial payments are allowed. All payments must be in the full amount using one method of payment.</p>	<p>✓ InfoSpherix understands and will comply with this requirement.</p>
<p>Reservation Status</p> <p>PRB tracks reservations that are: a) Reserved and paid b) Reserved but not paid c) Cancelled</p>	<p>✓ InfoSpherix understands and will comply with this requirement.</p>
<p>Access to System</p> <p>Access to the system will be based on groups, i.e., Short Term Workers can make reservations but cannot modify fees.</p>	<p>✓ InfoSpherix understands and will comply with this requirement. ReserveSuite controls access based on user permission levels.</p>
<p>Inventory Availability</p> <p>As described on next page the pdf attachment labeled “Campground Operation Schedule 2005”.</p>	<p>✓ InfoSpherix understands and will comply with this requirement.</p>
<p>Inventory Management</p> <p>Day-to-day tasks performed by the Contractor’s data management staff as they maintain park/harbor facility inventories</p>	<p>★ InfoSpherix advantage: InfoSpherix’s Data Management staff has provided a high level of support for facility inventories, and will continue to provide expert assistance to DNR throughout the upcoming contract.</p>
<p>Phone Calls – In the event that the park/harbor requests a minor modification to their existing inventory, the data management staff requests an e-mail/fax from the park/harbor reiterating the change instructions then adjusts the inventory accordingly. The park/harbor can also request that the data management staff send an e-mail/fax in response to the request confirming completion. In the event the request made on behalf of the park/harbor is large or extensive, the field staff is asked to supply, via fax or e-mail, the information as soon as possible. If the matter is straightforward, the requested change is then completed upon receipt of documentation from the park/harbor.</p>	<p>✓ InfoSpherix’s Data Management staff processes change requests by phone calls, including email and fax replies as directed.</p>



Business Policies Requirement	InfoSpherix Compliance
<p>Faxes – Completed as soon as possible. Data management staff then follows up with the park/harbor (via fax/e-mail) stating one of two things: either confirmation that the task has been completed or asking for additional clarifying information about the request.</p>	<p>✓ InfoSpherix’s Data Management staff complies with this requirement.</p>
<p>Email – Completed as soon as possible. Replies to the e-mail correspondence will consist of either a statement explaining that the requested modifications have been made or requesting additional clarifying information about the request.</p>	<p>✓ InfoSpherix’s Data Management staff complies with this requirement.</p>
<p>All pricing changes must be approved by PRB.</p>	<p>✓ InfoSpherix’s Data Management staff complies with this requirement.</p>
<p>Inventory Procedures:</p> <p>Campground and marina inventories function on a seasonal basis and, therefore, the season information for the following year is requested well in advance. Typically, in mid-July.</p> <p>Parks and harbors are asked to make all inventory changes and return an edited/approved hardcopy of the inventory ASAP.</p> <p>Upon receipt of the inventory, all approved changes are completed. A photocopy is made and given to the Contractor’s data management staff supervisor for review and approval prior to resending it to the park/harbor.</p> <p>Season dates as well as pricing structure are sent to PRB for approval.</p> <p>Once the season/price document has been reviewed and approved; inventory entry is completed.</p> <p>A certification letter is then mailed to the parks/harbors. They are asked to review their inventory via an internal website for approval. Parks then sign, date, and return the letter of certification.</p> <p>Once certification is received and approved, it is generated and made available for reservations via the three sales channels.</p>	<p>✓ InfoSpherix understands and will comply with these inventory procedures, as it has throughout the current contract.</p>
<p>Commissions and Prices</p> <p>The standard pricing structure outlined above will be followed all year. All monies collected will be deposited into an account specified by PRB. There are no commissions. “No commissions” means that the Contractor will invoice the State of Michigan and the State will pay the Contractor based on net camper nights and cancellations. The Contractor will not take commissions out of the money that is received.</p>	<p>✓ InfoSpherix understands and will comply with this requirement.</p>
<p>Closure Information</p> <p>Closures may include sites, loops, campgrounds, or parks.</p>	<p>✓ InfoSpherix understands and will comply with this requirement.</p>
<p>Amenities</p> <p>PREMF - Full hook-up (Flush Toilets, 50 or 30 amp, Water/Sewer Hookup)</p>	<p>✓ ReserveSuite accommodates DNR’s full list of amenities.</p>



Business Policies Requirement	InfoSpherix Compliance
<p>PREMA – Flush Toilets, 50 amp, High Occupancy CG (had over 85% occupancy during July 2003)</p> <p>PREM – Flush toilets, 50 amp service</p> <p>MODA – Flush Toilets, 30 amp, High Occupancy CG (had over 85% occupancy during July 2003)</p> <p>MOD – Flush Toilets, 30 amp service</p> <p>SEMIA – 50 amp, (no flush toilets)</p> <p>SEMI – Flush Toilets OR 30 amp</p> <p>Equestrian – Horse Camp (rustic)</p> <p>Rustic – No electric, No flush Toilets</p> <p>MINI – Mini Cabin</p> <p>For a complete listing of amenities and locations see APP-C MICHIGAN STATE PARK CAMPSITE DATA.</p>	
<p>Minimums</p> <p>Mini-Cabins have a one night minimum statewide. The parks in Michigan’s Upper Peninsula have a one-night minimum while the Lower Peninsula has a two-night minimum on weekend. No Friday or Saturday only in Lower Peninsula. The minimums stay is in effect all year.</p>	<p>✓ InfoSpherix understands and will comply with this requirement.</p>
<p>Maximums</p> <p>A. CAMP: A camp shall occupy a single campsite containing no more than one primary shelter as defined below under “Maximum Camp Shelters Per Site.” A single camp shall consist of not more than 4 persons occupying one site as long as the maximum number of persons does not exceed 8. For purposes of this policy, a single family is defined as: “One or two parents or guardians with their dependent children.”</p>	<p>✓ InfoSpherix understands and will comply with this requirement.</p>
<p><u>Maximum Camp Shelters Per Site:</u> A camp shelter is any equipment used to sleep in or upon.</p>	<p>✓ InfoSpherix understands and will comply with this requirement.</p>
<p>1. Trailer/Vehicle Camps: One tent trailer, travel trailer, self-propelled mobile camper, or pickup camper, plus one tent per site. Except, children may occupy tow tents on the same site as their parents or guardians.</p>	<p>✓ InfoSpherix understands and will comply with this requirement.</p>
<p>2. Tent-Only Camps: As many tents as necessary to accommodate the single camp, and within the physical limits of site size as determined by the Park Staff. Camping parties may be required to limit the number of tents or purchase additional sites to prevent unnecessary equipment overcrowding.</p>	<p>✓ InfoSpherix understands and will comply with this requirement.</p>
<p>B. The maximum stay is fifteen days statewide at any separately administered campground/park for a single visit. Campers are not allowed to make continuous fifteen-day stays. Campers are required to leave the campground for a minimum of five days between stays once the 15 day maximum has been reached.</p>	<p>✓ InfoSpherix understands and will comply with this requirement. ReserveSuite enforces minimum and maximum stay rules.</p>



Business Policies Requirement	InfoSpherix Compliance
<p>C. The Internet will be limited to one site/slip per administered park/harbor per login session.</p>	<p>✓ ReserveSuite will enforce this rule through the public site.</p>
<p>D. The call center will be limited between two to ten sites per administered park/harbor per call.</p>	<p>✓ ReserveSuite will enforce this rule through the call center.</p>
<p>Cutoffs a) Customers will be told that checks must be received within 10 days but sites will not actually be returned to inventory until 15 days have passed.</p>	<p>✓ InfoSpherix understands and will comply with this requirement. ReserveSuite enforces payment cutoff dates with its automated cancel function.</p>
<p>b) The reservation window for all seasons at camping locations shall be up to 12 noon of the requested day of arrival. Harbor reservations shall be accepted up to the close of business at the call center for the next day arrival.</p>	<p>✓ InfoSpherix understands and will comply with this requirement. ReserveSuite enforces booking windows and cutoff dates with its automated cancel function.</p>
<p>Restricted Inventory Specific sites and numbers will be withheld for emergencies and walk-ins on a location basis. A percentage of all possible sites will be available for reservation through the call center. Organization Camps will not be reservable through the call center but for the purposes of financial tracking in the park, the park staff will need the ability to reserve Organization Camps. PRB will process reservations for youth group organization campgrounds and for groups which exceed 50 camps. DNR reserves the right to process cabin reservations independently of the Contractor's system at certain state parks and recreation areas. The Contractor will not process any Outdoor Center reservations nor will the Contractor receive any compensation for camper nights accrued through Outdoor Center use.</p>	<p>✓ ReserveSuite allows DNR to specify "local sale only" sites, and to limit the percentage of all possible sites available for reservation through the call center. Also, each facility that possesses an organizational campground is provided an independent, local-sale-only loop designated "Organizational Campground" and is thus only accessible by field staff for the purposes of camper registration. We understand DNR's right to process cabin reservations independently of InfoSpherix's system. We also understand the stated rules or Outdoor Center reservations and use.</p>
<p>Transfers Provide for transfers from one site to another whether it involves two sites of the same type or from one site type to a different site type with the system automatically generating the fee change (increasing or decreasing the charge). Transfers can occur anywhere within a Park, i.e., between campgrounds. The ability to transfer sites within the same park but between campgrounds or within the same campground must be available to the field application.</p>	<p>✓ ReserveSuite fully supports the listed types of site changes.</p>
<p>Reservation Modification Provide the linking of an existing reservation in terms of increased nights, whether at the beginning or the end of the original reservation dates, to the additional reservations generated for the increased number of nights in all system processes.</p>	<p>✓ ReserveSuite fully supports these types of reservation changes.</p>
<p>Fee Modifications Provide for the modification of fees, with proper authority, in the event of changes in amenities caused by adverse weather, mechanical failure, or other unforeseen circumstances. The system must provide a required text</p>	<p>✓ ReserveSuite allows authorized personnel to modify fees, and includes a text field to record the reason for the change.</p>



Business Policies Requirement	InfoSpherix Compliance
<p>field to log the reason for the modification.</p>	
<p>Site Standard Site Assignment Provide for the function of assigning a specific site number to a site standard reservation and/or walk-in at the time of check-in to allow park staff to track inventory and the location of campers.</p>	<p>✓ ReserveSuite accommodates this requirement.</p>
<p>Multiple Check In/ Check Out Provide for the function of performing multiple check-ins and check-outs.</p>	<p>✓ ReserveSuite fully supports multiple check-ins and Check-outs.</p>
<p>Search By Provide for the function of locating campers by searching by: a) Site / Slip number b) Name c) Vehicle plate # / MC Number</p>	<p>✓ ReserveSuite fully supports searches for customers by these data elements.</p>
<p>Enter Actual Occupants' Names Provide for the function of entering actual occupants' names, if other than the name that appears on the reservation. This function must allow up to eight additional entries.</p>	<p>✓ ReserveSuite can support the entering of occupants' names.</p>
<p>Enter License Plate Number Provide for the function of entering camper's license plate number.</p>	<p>✓ ReserveSuite fully supports listing license plate numbers.</p>
<p>Sort Reporting Provide for the function of sorting park reports by: a) Site / Slip number b) Name c) Site / Slip type</p>	<p>✓ ReserveSuite fully supports sorting park reports by these three elements.</p>
<p>Financial Tracking Provide for the ability to track system generated financial transaction numbers that relate to one individual reservation I.D., including extensions, transfers, reductions in stay, etc.</p>	<p>✓ ReserveSuite fully supports this type of financial tracking.</p>
<p>Fee Standard Currently, all fees are consistent throughout the system, i.e., call center, park application, and Internet all charge and/or cancel using the same fee structure. Exception: If a reservation fee is being charged: The reservation fee would only be applied at central. There is no reservation fee charged for walk-in reservations. Although the DNR may choose not to charge walk-in customers a reservation fee, the Contractor will be compensated for net camper nights and cancellations. Fee rules may be based on time, date, and/or sales channel in the future.</p>	<p>✓ InfoSpherix understands and will comply with this requirement.</p>
<p>Internet The Internet Sales Channel will be open and available for processing reservations 24 hours a day. New inventory will open on the Internet at the same time as the other Sales Channels, see INVENTORY OPENING below. The Internet</p>	<p>✓ InfoSpherix understands and will comply with this requirement. We are in the process of adding interactive maps to the reservations website. Customers will be able to use these maps to view the color-coded availability status of sites for customer-entered date ranges, to view site attributes by</p>



Business Policies Requirement	InfoSpherix Compliance
<p>will be limited to one site of inventory per administered campground/park per login session. Maps will be displayed on the Internet for each administered campground/park / harbor. Inventory will not be held until the customer's credit card has been verified and approved. Approved Internet reservations will receive confirmation via email. Current availability information will be displayed from the Internet Sales Channel. Pertinent information (i.e., fees, directions, etc) and messages to be displayed will be determined by PRB. For reference, the Internet Sales Channel will be restricted from advertising according to the agreements laid out in MARKETING – PUBLICITY RESTRICTIONS.</p>	<p>clicking on a site, and to initiate the reservation. InfoSpherix will follow the listed business rules for the Internet site.</p>
<p>Inventory Opening New inventory will open at the same time throughout the system. New inventory will open based on the call center hours established in CALL CENTER, D. Contractor's Required Minimum Hours of Operation. However, old inventory will be available over the Internet twenty four hours a day.</p>	<p>✓ InfoSpherix understands and will comply with this requirement, as it has throughout the current contract.</p>

Inventory Clarification

3. Identify the details surrounding your plans for inventory setup, maintenance and modifications of inventory as needed, utilizing your own company resources, tools, staff and time as required with no additional cost to the State.

InfoSpherix has extensive experience loading and updating park inventory information for Michigan DNR, as well as national, state, and county park reservations clients. We have proven procedures and tools to manage client-approved inventory updates with complete quality control and reliability. The following provides more detail about how InfoSpherix's team will manage inventory setup, maintenance and modifications for DNR, using our own resources and requiring no additional cost to the State.

Inventory Setup:

For DNR, InfoSpherix has already set up the inventory. This process included successfully uploading DNR's entire inventory into the ReserveSuite database. DNR and InfoSpherix worked closely throughout this inventory setup project, from data transfer through initial inventory certification, system testing, and "go live" project startup.

Annual, Routine Inventory Maintenance and Modifications:

Every year, in the mid-July time frame, InfoSpherix's data management team initiates a process to update and modify DNR inventory for the following year, as needed. The following four-step process, a highly collaborative effort with DNR, includes substantial quality assurance checks to confirm that the reservable inventory and related data is accurate and complete.

1. InfoSpherix's data management team sends a copy of respective inventory listings for every DNR site where reservations can be made, with a request that each site carefully review all details of its current inventory – reservable offerings, fees, season dates, and all other data fields that apply to making reservations at the site. A form is provided for each site to document changes that will need to be made for the coming year, as well as inventory data that will remain the same. A six-week turnaround time is given to DNR sites to return their inventory change forms to InfoSpherix.
2. InfoSpherix's data management team makes the necessary inventory change requests documented in the inventory change forms returned by all DNR sites and QCs the changes. Once these changes are made, each site is notified that the requested inventory changes are ready for inspection. DNR sites are instructed about how to view the inventory data that will apply to reservations at their respective sites for the upcoming year/season.



3. InfoSpherix sends every site a Certification Letter that asks for confirmation, through sign-off by the appropriate park official that the site's inventory change requests have been made accurately and comprehensively.
4. Once the Certification Letters are returned to us with sign-off confirming DNR's approval of the inventory changes that have been made, InfoSpherix's data management team generates the most current inventory, and loads it into InfoSpherix's system for use by all reservation channels.

This annual inventory updating process is scheduled to allow sufficient time for the changes to be made well in advance of the reservation window when the inventory-related changes will need to apply.

Company / Data Management Team Resources Used:

InfoSpherix's data management team resources are deployed throughout the year to manage DNR inventories in support of the project's multi-channel reservation capabilities. The annual update of applicable inventories, described above, is just one project for which InfoSpherix company resources support inventory maintenance activities. Weather-related circumstances or other unforeseen events at the parks or marinas may require that certain inventory be designated as non-reservable for a period of time. InfoSpherix's data management team resources assist in all types of internal problem-solving and external customer relations and reporting issues related to managing DNR's inventory.

Cost to the State for Inventory Maintenance and Modification:

The inventory management and modification process described above, including the resources, tools, and staff needed to perform these data management functions, are all included in the transaction fees.

1.2 Roles and Responsibilities

1.201 CONTRACTOR STAFF, ROLES, AND RESPONSIBILITIES

The Contractor staff will be responsible for all support, maintenance, and processing of information for the system.

InfoSpherix's staffing plan relies on a high degree of personnel dedication to the project, combined with appropriate shared support teams, during the three main project phases of contract negotiation, implementation, and ongoing operation. The following discussion lists all the key players in InfoSpherix's operation of MIDNR's reservation project, and includes details of each person's specific involvement in the phases, and their level of dedication.

President and CEO: Richard Levin

Phase I: Contract Negotiation Dedication: 100%

As a corporate officer Mr. Levin has the authority to negotiate and sign contracts. He will meet with senior contract and operating officials to negotiate task efforts and respective pricing. He will oversee contract modifications, enhancements, and new task orders. Mr. Levin's role will not be charged directly to the project.

Phase II: Implementation Dedication: 10%

Mr. Levin will provide corporate oversight and approve of necessary resources to implement all tasks. He will oversee strategic planning and provide high-level corporate representation at DNR meetings.

Phase III: Operation Dedication: 5%

Mr. Levin will continue to provide corporate oversight.

Vice President of Operations: Roger Downs

Phase I: Contract Negotiation Dedication: 100%

As a corporate officer Mr. Downs has the authority to negotiate and sign contracts. Mr. Downs will assist Mr. Levin in negotiating task efforts and respective pricing. Mr. Down's role will not be charged directly to the project.

Phase II: Implementation Dedication: 20%

Mr. Downs will assist Mr. Levin in strategic planning and will provide high-level corporate representation at DNR meetings.

Phase III: Operation Dedication: 10%

Mr. Downs will continue to provide corporate oversight.

Vice President of Information Technology: Steve Wade

Phase I: Contract Negotiation Dedication: as needed



Mr. Wade will support Mr. Levin and Mr. Downs with calculating operational needs and levels of effort and costs from an Information Technology standpoint.

Phase II: Implementation Dedication: 20%

Mr. Wade will continue to oversee, manage, and track the technical design, development, implementation, and Computer Center operational staff supporting the Michigan DNR project to ensure that all timelines and deliverables are met. He will manage the technical teams working on the DNR projects through regularly scheduled project meetings, status updates, and, as needed, on escalations of issue's, problems and technical challenges. As a senior executive at InfoSpherix he has direct access to the financial, management and staffing resources throughout the business that may be required to address and resolve DNR issues and schedules. Mr. Wade will perform high-level technical liaison duties in communicating with DNR about any issues, schedules or opportunities that may affect the project. He will attend the regularly scheduled project meetings with DNR as required. He will address the points raised in the meetings by taking the necessary actions to ensure that the highest quality technical implementation is successfully achieved for DNR.

Phase III: Operation Dedication: 10%

Mr. Wade will work with representatives of DNR, along with InfoSpherix management and project leaders, to achieve positive IT systems results throughout the years of ongoing operation of the DNR system. He will ensure that the high-availability IT infrastructure needed to provide services to DNR are maintained, updated and implemented. His teams will ensure that all service level agreements specified in the contract are exceeded. The team will manage the actions required to guarantee that the InfoSpherix technical architecture is up-to-date, supported, and of the correct technical sophistication to meet DNR needs. His data center operations management will meet regularly with the DNR team to facilitate the exchange of information that is needed to continue the smooth operation of the DNR services. He will continue to oversee the DNR project through status meetings and will be available for escalations of technical, operational or expansion-related challenges and issues.

General Manager: Davy Lewis

Phase I: Contract Negotiation Dedication: as needed

As General Manager, Mr. Lewis will support Mr. Levin and Mr. Downs with calculating operational needs, levels of effort and costs.

Phase II: Implementation Dedication: 33%

Mr. Lewis will continue to provide support to the Project Manager in all aspects of the project implementation. Along with providing back up on all call center activities, he will oversee the operational support staff (i.e. accounting, reporting, quality assurance, data management, Help Desk) to assure their accuracy and timeliness in completing all assigned implementation tasks.

Phase III: Operation Dedication: 15%

Mr. Lewis will continue to work with the Project Manager to guarantee performance standards are achieved. Mr. Lewis will participate in, or review the summary of the regular client conference calls to ensure InfoSpherix is communicating effectively and meeting the needs of the client. He will require an annual staffing plan from the Project Manager and will review it by analyzing the projected call traffic and reservation specialist performance levels. A periodic review of this plan will be conducted to ensure that call center staffing levels remain acceptable. Mr. Lewis will hold regular meetings with the support area managers to determine that all of the necessary resources are available.

Account Manager (Key Personnel): Dave Detar

Phase I: Contract Negotiation Dedication: as needed

As Account Manager, Mr. Detar will support Mr. Levin and Mr. Downs with calculating operational needs, levels of effort and costs. During this phase, he will review the various performance standards identified and recommend any changes that should be implemented during contract negotiations. Mr. Detar's role will not be charged directly to the project.

Phase II: Implementation Dedication: 33%

Mr. Detar will continue to maintain close ties with DNRs' representatives, and he will work with DNR to develop solutions to various park reservation problems. He will advise InfoSpherix and DNR on developments and trends in the reservations market, including technological and marketing opportunities. He will continue to work in close coordination with the Project Manager, IT staff, and



Ms. Litten will continue to oversee the accounting staff in daily reconciling, monitor daily deliverables and prepare financial statistics for management. Ms. Litten will maintain contact with DNR to resolve accounting issues.

Data Manager: Tina Fear

Phase II: Implementation Dedication: 15%

Ms. Fear will assist in the analysis and testing of the inventory management module.

Phase III: Operation Dedication 15%

Ms. Fear will continue to conduct the electronic data entry of Michigan campground and harbor inventory. She will continue to coordinate and oversee the work of additional data entry staff assigned to the project, and assist with the processing of customer confirmation vouchers.

Reporting Manager: Teresa Chaney

Phase II: Implementation Dedication: 15%

As Reporting Manager, Ms. Chaney will gather and report on statistical information related to smart redirection percentages.

Phase III: Operation Dedication: 15%

Ms. Chaney will continue to facilitate client, corporate, and call center operations with reporting needs and requests. She will set up database queries (using the Business Objects application) to render ad hoc reports. She will modify and update the yearly statistical demographic information reports for each park in the project. She will compile, manage, and distribute statistical reports relating to telephone operation and computer application data on a daily basis. Ms. Chaney will conduct field training for the client's administrative staff who utilize the Business Objects software to retrieve system data. She will also instruct and assist with spreadsheet, word processing, and data mining applications as needed.

Training Manager: Kirsten Dixon

Phase II: Implementation Dedication: 10%

As Training Manager, Ms. Dixon will train the call center staff on all of the smart redirection module and assist with the training of the field administrative/central office staff on the inventory management module.

Phase III: Operation Dedication: 10%

Ms. Dixon will continue to work closely with the PM and supervisors to maintain accurate training data. She will compile the project training manuals and maintain the inventory of training supplies and equipment. She will develop and deploy new training materials. She will evaluate all trainees and assist with quality assurance program by monitoring call center staff during phone calls.

Quality Assurance Manager: Kymerly Fowler

Phase II: Implementation Dedication: 15%

As Quality Assurance Manager, Ms. Fowler will continue to be responsible for coordinating QA activities. She will review any new contract policy changes to update QA procedures, specifically the payment portal, inventory management, and smart redirection module.

Phase III: Operation Dedication: 20%

Ms. Fowler will continue to compile weekly and monthly reports for quality assurance content. She will coordinate the work of additional quality assurance staff and perform random call monitoring functions on all reservation specialists. She will work with the PM to design or modify quality assurance materials as needed and assure consistency in training and quality review activities. Ms. Fowler will coordinate regular quality review procedures of all aspects of operations and coach and counsel reservation specialists, as needed.

Director of ReserveWorld Applications Development (Key Personnel): Gaurav Mantri

Phase II: Implementation Dedication: 75%

As Director of ReserveWorld Applications Development, Mr. Mantri will lead the software development team in the design of the payment portal, inventory management and smart redirection modules. He will ensure that each module is fully tested to DNR's approval before deployment.

Phase III: Operation Dedication: 5%



Mr. Mantri will continue to meet with corporate leadership and the project manager to develop and update programs and applications. During this phase, 5% of his time will be available for this project for regular tasks, which would include weekly meetings. He will be available 100% for any special needs such as analyzing new software requirements and implementation of these software requirements.

Manager of ReserveWorld Applications Development: Vipin Wagh

Phase II: Implementation Dedication: 50%

As Manager of ReserveWorld Applications Development, Mr. Wagh will lead the development effort of the payment portal, inventory management and smart redirection modules. He will ensure that each module is fully tested to DNR’s satisfaction prior to deployment.

Phase III: Operation Dedication: 5%

Mr. Wagh will interact with clients and provide technical guidance.

Network Analyst: Mike Oates

Phase II: Implementation Dedication: 10%

As network analyst, Mr. Oates will oversee the deployment of the payment portal module.

Phase III: Operation Dedication: 10%

Mr. Oates will continue to be responsible for the day-to-day performance of the network. He will respond to any network and computer issues found through our automated monitoring or reported through the Help Desk. He will be responsible for overall management of the network, fault identification and isolation, and troubleshooting of issues on the network.

1.202 STATE STAFF, ROLES, AND RESPONSIBILITIES

Figure 39: Roles and Responsibilities

Roles/Responsibilities Requirement	InfoSpherix Compliance
<p>1.2 Roles and Responsibilities</p> <p>1.201 CONTRACTOR STAFF, ROLES, AND RESPONSIBILITIES</p> <p>The Contractor staff will be responsible for all support, maintenance, and processing of information for the system.</p>	<p>✓ InfoSpherix understands and will comply with this requirement. InfoSpherix provides a turnkey service for Michigan CRS.</p>
<p>1.202 STATE STAFF, ROLES, AND RESPONSIBILITIES</p> <p>The DNR Contract Administrator and primary point of contact for the Contractor is: Bill Pemble, CRS Program Manager Grants, Contracts, & Customer Systems</p>	<p>✓</p>
<p>1.203 OTHER ROLES AND RESPONSIBILITIES</p> <p>Field staff consensus is provided by Christa Sturtevant. Christa’s role is to provide a point of contact for the field and gather input from the field perspective.</p>	<p>✓</p>

1.3 Project Plan

1.301 PROJECT PLAN MANAGEMENT

WORK PLAN (4.305 InfoSpherix Response)

PROJECT PLAN/TIMELINE 1.301 (4.305.1. InfoSpherix Response)

★ **InfoSpherix advantage:** InfoSpherix’s system is fully implemented and operating at a high level of performance and functionality. Therefore, DNR can avoid what may otherwise be common risks of implementing a whole new system from the ground up with an unproven vendor. InfoSpherix will, however, be



shifting the reservations call center to a Michigan-based subcontractor and adding some new functional modules to the system, and will implement them as follows:

Michigan-based call center: InfoSpherix will continue operating the entire project at its Cumberland facility while GRNC sets up its call center in Iron River. Transition of full reservation call volume will take place in three main phases. Phase one covers the physical building and testing of the call center infrastructure at the Iron River facility, as well as the hiring and training of GRNC's key project personnel and local call center personnel. InfoSpherix and, as necessary, MIDNR, will participate in this effort by installing and testing data lines between Iron River and Cumberland, and assisting in the installation, configuration, and testing of the ReserveSuite call center application in Iron River. InfoSpherix and MIDNR (as necessary) will also be involved in training GRNC's personnel to ensure the entire staff is ready to take over reservation processing and confirmation fulfillment tasks after "go live."

The second phase will consist of a split call handling period, wherein InfoSpherix will send 25 to 50 percent of the reservation call volume to the Iron River facility, while handling the remainder in Cumberland. This will occur only after the facility and staff in Iron River are fully tested and ready. This phase may last for approximately one month, during which time InfoSpherix's experienced call center lead supervisor, Teresa Kinser, will assist GRNC's project management team on site in Iron River to ensure that the processes and standards proven in Cumberland are established in the new facility.

Once GRNC's Iron River team is up to speed and InfoSpherix is confident in its ability to handle the full volume while maintaining high performance standards, we will shift 100 percent of the reservation call volume to Iron River. This will be the third, ongoing phase of operating the reservation system with a Michigan-based call center.

Payment portal integration: Currently for payment processing we are using WebAuthorize software that does credit card validations in real time. The RFP requires us to use Michigan State's centralized payment portal to do that at the time of go-live for the new contract. There is a user guide available to implement this functionality. We will follow this guide verbatim to implement this feature. However instead of writing separate implementation for all sales channels, we will write one common code that will be used by all sales channels to process credit card sales/refunds.

Implementation tasks:

- a. **Requirement analysis:** During this phase we will review the user guide to understand what needs to be done. If there are any specific questions from our side we will involve Michigan DNR and Michigan Department of IT (DIT) to get clarifications. Apart from this we will come up with our own requirements because we want to do a single implementation of the payment processing application. Once the requirements are clear we will proceed with the design phase. *Task duration: 1 week.*
- b. **Design:** Based on the requirement of payment portal integration and our requirement to have a single implementation, we will start designing the application. This would involve identifying all the changes required both from the database and application point of view. *Task duration: 2 weeks.*
- c. **Development:** Whatever we have designed in the design phase will now be implemented as a program. There will be new development involved and also modification to existing application involved. All sales channel application will be modified to accommodate this requirement. *Task duration: 2 weeks.*
- d. **Testing:** Testing needs to be done for the changes implemented. *Task duration: 1 week.*

Inventory management from field: Currently all the camp related inventory is managed through our data management staff. For any inventory related tasks, field users contact data management to make these changes. In the new implementation, we will provide very basic inventory management from field. This will help reducing the work load on our data management staff and provide more flexibility for our field users. In the initial implementation we will provide the capability where in an authorized field user can change the site's reservation status. The user can either make a non-reservable site reservable or vice versa.

Implementation tasks:

- a. **Requirement gathering:** Since the RFP does not detail out the requirements, we will have to go through the requirement gathering phase. During this phase we will ask the DNR to provide us with the functionality they would like to see in this module. *Task duration: 2 weeks.*
- b. **Requirement analysis:** We will analyze the requirements and will do a risk analysis as the risks here are sufficiently higher (database being a centralized database and inventory changes are reflected



immediately). We will come up with plans and alternates to mitigate the risks. Based on these activities will be provide a formal document that will detail what will be done. *Task duration: 1 week.*

- c. Sign off: DNR needs to sign off on the finalized requirement document.
- d. Design: Based on the requirements, we will start designing the application. This would involve identifying all the changes required both from the database and application point of view. *Task duration: 1 week.*
- e. Development: Whatever we have designed in the design phase will now be implemented as a program. There will be new development involved and also modification to existing field application involved. *Task duration: 2 weeks.*
- f. Testing: Testing needs to be done for the changes implemented. *Task duration: 1 week.*

Smart Redirection: Smart redirection is a process of redirecting a camper to alternate sites at the time of making a reservation. The purpose of smart redirection is to have proper site utilization. Some parks in the system are under utilized and by successfully implementation of this module, utilization can be improved. Smart redirection can be based on various criteria. At a broader level, smart redirection can be implemented by two means:

- a. Manual smart redirection: A part of this is currently implemented as a global search within our call center application. Whenever a campground is full, a caller is offered to search in alternate parks based on different criteria (e.g. vicinity to a certain park etc.). If a site is available and the camper is willing to take it, we reserve a site for them.
- b. Automatic redirection/Cross selling: This is somewhat of an advanced concept. In automatic redirection, DNR can set cutoffs for each park at which the redirection will begin (i.e. the park need not be full for redirection to happen). For example, Park A is a busy park and DNR knows that it will be booked completely while park B is not so busy park and is under utilized. DNR can decide that when Park A's occupancy reaches X%, start redirecting users to park B. What that means is when park A's occupancy reaches X% and when call center operator search for park A, the application will also search for park B and start recommending park B to the caller. DNR can tie incentives with park B. These incentives could include direct incentives (like the nightly rate is discounted) or indirect incentives (buy 3 for the price of 2). A caller still has option to choose park A.

Benefits of Smart redirection:

- a. Proper inventory utilization
- b. Increased revenue for DNR
- c. Improved customer satisfaction

Implementation tasks:

- a. Requirement gathering: Since the RFP does not detail out the requirements, we will have to go through the requirement gathering phase. During this phase we will ask the DNR to provide us with the functionality they would like to see in this module. *Task duration: 3 weeks.*
- b. Requirement analysis: We will analyze the requirements and will do a risk analysis. We will come up with plans and alternates to mitigate the risks. Based on these activities will be provide a formal document that will detail what will be done. This phase could last for about 1 week.
- c. Sign off: DNR needs to sign off on the finalized requirement document.
- d. Design: Based on the requirements, we will start designing the application. This would involve identifying all the changes required both from the database and application point of view. *Task duration: 4 weeks.*
- e. Development: Whatever we have designed in the design phase will now be implemented as a program. There will be new development involved and also modification to existing call center application involved. *Task duration: 3 weeks.*
- f. Testing: Testing needs to be done for the changes implemented. *Task duration: 2 weeks.*



In the table below, we present a preliminary timeline for implementing the Iron River call center and the new ReserveSuite software modules. This plan is very flexible, and we will work with MIDNR after contract award to refine it, as MIDNR deems appropriate.

Figure 40: Implementation Timeline

<u>Task</u>	<u>Start</u>	<u>End</u>	<u>Responsibility</u>
Contract Award	3/13/06	3/13/06	MIDNR, CEO, VP Ops
General and Administrative			
Internal Kick Off Meeting			PM,IT,ITPM,NAM,CEO,VP Ops
Review draft implementation plan / proposal	3/14/06	3/14/06	ImpT
Assign Team Members	3/14/06	3/14/06	PM,ITPM
Develop Meeting Agenda, Contact Directory and SOPs for Client K/O	3/17/06	3/17/06	PM
External Kickoff Meeting			ImpT, ITD,CEO,VP Ops, MIDNR, GRNC
Schedule meeting with client	3/14/06	3/14/06	PM
Conduct Meeting	3/23/06	3/23/06	ImpT, ITD,CEO,VP Ops, MIDNR, GRNC
Distribute and discuss agenda / timelines	3/23/06	3/23/06	ImpT, ITD,CEO,VP Ops, MIDNR, GRNC
Distribute POCs and SOPs and request client information	3/23/06	3/23/06	ImpT, ITD,CEO,VP Ops, MIDNR, GRNC
Develop, distribute contacts directory	3/23/06	3/23/06	ImpT, ITD,CEO,VP Ops, MIDNR, GRNC
Schedule / Conduct weekly status meetings (PayPoint Integration)	3/24/06	3/30/06	ImpT, MIDNR
Press Release			
Create Press Release	3/27/06	3/27/06	CorpComm,MIDNR,PM
Submit to Client for Approval and Joint Statement	3/29/06	3/29/06	CorpComm,MIDNR,PM
Distribute Press Release	4/3/06	4/3/06	CorpComm,MIDNR,PM
Contract Negotiations			
Negotiate terms and conditions	3/27/06	4/6/06	CEO,MIDNR
Sign Contract	4/7/06	4/7/06	CEO,MIDNR PM,ITPM,NAM,HDMGR,Tr,Acctg,VPOps,MIDNR, GRNC
Ongoing Operations Meeting (Weekly)	3/28/06	Ongoing	GRNC
Project documentation			
Implementation Plan			
Refine and finalize document	3/27/06	3/29/06	PM, ITPM,DocSpec, GRNC
Submit to client for approval	3/30/06	3/30/06	PM
Distribute	3/31/06	4/3/06	PM
Project & System User Manuals			
Field system/CBT manual			
Edit current document	3/20/06	4/21/06	PM, ITPM,DocSpec
Submit to client for approval	4/24/06	4/26/06	PM, MIDNR
Distribute	5/1/06	5/1/06	PM
Call Center Training Manual			
Refine and finalize document	4/17/06	4/21/06	PM, ITPM,DocSpec, GRNC
Submit to client for approval	4/24/06	4/26/06	PM, MIDNR
Distribute	5/1/06	5/1/06	PM
COOP/Disaster Recovery Plan			
Revise and finalize document	4/17/06	5/1/06	PM, ITPM,DocSpec,ITD, GRNC
Submit to client for approval	5/2/06	5/2/06	PM, MIDNR
Distribute	5/15/06	5/15/06	PM
Payment Portal Integration			
Requirements Analysis	3/20/06	3/29/06	Dir IT, Mgr IT, LSWD, PM, MIDNR
Design	4/3/06	4/14/06	Dir IT, Mgr IT, LSWD, PM, MIDNR
Development	4/17/06	4/26/06	Dir IT, Mgr IT, LSWD, PM, MIDNR



<u>Task</u>	<u>Start</u>	<u>End</u>	<u>Responsibility</u>
Testing	4/26/06	4/28/06	Dir IT, Mgr IT, LSWD, PM, MIDNR
Deployment	5/1/06	5/1/06	Dir IT, Mgr IT, LSWD, PM, MIDNR
ReserveSuite Financial Reporting			
Edit Reporting Procedures	3/20/06	3/29/06	PM, Acctg,MIDNR
Develop and Approve Reporting Package	4/3/06	4/26/06	PM,MIDNR,Acctg,IT
Staffing			
Calculate Call Center Staff	6/5/06	6/14/06	PM,GRNC,GM
Recruiting - GRNC			
Advertise open positions	6/16/06	6/30/06	HR
Review and Screen Applications / Resumes	7/3/06	7/7/06	HR,PM,Sup
Hiring - GRNC			
Interview and test applicant	7/10/06	7/14/06	HR,PM,Sup
Perform reference checks	7/17/06	7/21/06	HR
Extend offers	7/24/06	7/28/06	HR
Schedule and Conduct New Hire Orientations	8/1/06	8/4/06	HR
Training			
Call Center staff			
GRNC Operations Staff Train in Cumberland	6/26/06	6/30/06	Tr,PM, Call Center Manager, GRNC
Supervisor Training	6/26/06	6/26/06	Tr,PM, Call Center Manager, GRNC
Reservations Specialists - GRNC	8/7/06	8/18/06	Tr,PM, Call Center Manager, GRNC
Client staff-Software/Customer Service Training			
Big Rapids, MI	5/1/06	5/2/06	Tr,PM,Sup,MIDNR
Lansing, MI	5/3/06	5/5/06	Tr,PM,Sup,MIDNR
Roscommon, MI	5/8/06	5/9/06	Tr,PM,Sup,MIDNR
Petoskey, MI	5/10/06	5/12/06	Tr,PM,Sup,MIDNR
Escanaba, MI	5/15/06	5/16/06	Tr,PM,Sup,MIDNR
Ironwood, MI	5/17/06	5/18/06	Tr,PM,Sup,MIDNR
Call Center, IVR/CTI Application - GRNC			
Design	4/3/06	4/14/06	PM, ITPM,Telco,IT, GRNC
Develop	4/17/06	5/17/06	IT,Telco, GRNC
SQA, IV&V Testing	5/8/06	5/17/06	SQA
General facilities and equipment - GRNC			
Designate / detail project area	4/3/06	4/3/06	PM,GM, GRNC
Order / Install Furniture & Equipment - GRNC			
Order Seats, Workstations, PCs, Telephony Equipment	4/3/06	5/3/06	PM,GM, GRNC
Install Seats, Workstations, PCs, Telephony Equipment	5/3/06	5/17/06	IT,Telco, GRNC
Call Center Channel / Telecommunications - GRNC			
Establish toll-free numbers	4/3/06	4/3/06	IT,Telco, GRNC
Order T-1s	4/3/06	4/24/06	IT,Telco, GRNC
Transfer - Respong	6/5/06	7/28/06	IT,Telco, GRNC
Acquire - Order from Telephone Company	3/27/06	3/31/06	IT,Telco, GRNC
Order T-1s	4/3/06	4/24/06	IT,Telco, GRNC
IVR /CTI Setup	4/3/06	4/14/06	IT,Telco, GRNC
PBX/ACD setup	4/3/06	4/14/06	IT,Telco, GRNC
TDD	5/3/06	5/9/06	IT,Telco, GRNC
Hold time setup	6/5/06	6/8/06	IT,Telco, GRNC
Music	6/5/06	6/8/06	IT,Telco, GRNC
Recorded Announcements	6/6/06	6/8/06	IT,Telco, GRNC



<u>Task</u>	<u>Start</u>	<u>End</u>	<u>Responsibility</u>
Install / load workstations	5/3/06	5/17/06	IT, Telco, GRNC
Telestrat IDVR setup	6/12/06	6/26/06	IT, Telco, GRNC
Test Call Center	8/21/06	8/26/06	IT, Telco, GRNC
Conduct Bi-weekly Status Meetings with Call Center Subcontractor	3/28/06	ongoing	PM, VP Ops, ImpT, Telco, Training Mgr, IT Mgr, GRNC
Define Data Transfer Requirements for Inventory & Transactions			
Inventory Management from Field			
Requirement Gathering	4/27/06	5/6/06	PM, Dir IT, Mgr IT, Data Mgr, MIDNR
Requirement Analysis	5/9/06	5/13/06	Dir IT, Mgr IT, LSWD, MIDNR
Sign off	5/16/06	5/20/06	PM, Dir IT, Mgr IT, MIDNR
Design	5/23/06	5/27/06	Dir IT, Mgr IT, LSWD, QA
Development	5/30/06	6/10/06	Lead Software Developers
Testing	6/13/06	6/17/06	LSWD QA, Data Manager
Training - Administrative Level	6/20/06	6/24/06	MIDNR, Park Managers, Training Mgr, PM, Supervisors
Deployment	6/27/06	6/28/06	LSWD, PM, Mgr IT, MIDNR
Smart Redirection			
Requirement Gathering	3/13/06	3/24/06	PM, Dir IT, Mgr IT, MIDNR
Requirement Analysis	3/27/06	4/3/06	MIDNR, Dir IT, Mgr IT, LWSD
Sign off	4/3/06	4/5/06	PM, MIDNR
Design	4/6/06	4/27/06	Dir IT, Mgr IT, LSWD
Development	4/27/06	5/22/06	Lead Software Developers
Testing	5/22/06	5/31/06	LSWD, QA
Training	6/5/06	6/7/06	Reservation Specialists, Training Mgr, PM
Deployment	6/12/06	6/13/06	LSWD, PM, Mgr IT, MIDNR
Client / Field sites			
Client Test			
Call Center, Accounting Applications	4/20/06	4/24/06	PM, MIDNR
Client Approval			
Call Center, Accounting Applications	4/24/06	4/26/06	MIDNR
GO LIVE			
GRNC Call Center			
25-50% Reservation Call Volume Allocation	9/5/06		
100% Reservation Call Volume Allocated	10/2/06		

Plan (4.305.1.1 InfoSpherix Response)

An overall plan must be developed as a basis for executing subsequent steps as the project progresses. Essential to the process of this item is the preparation of a sound approach and project plan to attaining the objectives of the project and for testing them. All administered campground/parks/harbors sale channels will be tested by the Contractor to the DNRs' satisfaction prior to going to production.

InfoSpherix compliance: InfoSpherix's Project Manager is responsible for coordinating, documenting, and ensuring the on-time delivery of all project activities and outcomes. A key part of this role is communicating with DNR to clearly establish what the State's expectations are and how DNR and InfoSpherix can best work together to accomplish them. Our PMs use Microsoft Project to help plan and track tasks, milestones, deadlines, deliverables, and resources for project design, development, and implementation. This tool outlines, in detail, all key milestones the project must achieve in order to A) launch successfully and B) maintain cohesiveness to the arranged timeline. All campground/park/harbor inventories, down to the seasonal operational schedules and the amenities offered during each season, will be reviewed and checked for accuracy by the InfoSpherix's Project Manager and the DNR staff. This ensures continuity of communication and flow of data both to the State and the Contractor. InfoSpherix believes that this is the only way to guarantee seamless and accurate inventory integration and software review.



PROJECT CONTROL:

Project Control (4.305.1.2 InfoSpherix Response)

InfoSpherix prides itself in its ability to run this project in a turnkey fashion that relieves much of the burden otherwise borne by DNR, even while following DNR direction in the spirit of partnership.

Figure 40: Project Control

Project Control Requirement	InfoSpherix Compliance
a. The Contractor will carry out this project under the direction and control of the DNR.	✓ InfoSpherix understands and will comply with this requirement. We have developed an excellent working relationship with DNR, which we will maintain in the upcoming contract.
b. Although there will be continuous liaison with the Contractor team, the client agency's project director will conference biweekly as a minimum, with the Contractor's project manager for the purpose of reviewing progress and providing necessary guidance to the Contractor in solving problems which arise.	✓ InfoSpherix understands and will comply with this requirement. We currently conduct biweekly teleconferences to review project status and progress, and to discuss and solve any problems.
c. The Contractor will submit brief written biweekly summaries of progress which outline the work accomplished during the reporting period; work to be accomplished during the subsequent reporting period; problems, real or anticipated, which should be brought to the attention of the client agency's project director; and notification of any significant deviation from previously agreed-upon work plans.	✓ InfoSpherix's Project Manager will prepare and provide these reports to DNR, as he has in the current contract.
d. Within five (5) working days of the award of the contract, the Contractor will submit to the DNR, Parks & Recreation Bureau project director for final approval a work plan. This final implementation plan must include the following:	✓ The Project Manager will submit an implementation plan for approval that will include, among other tasks and items, the following checked items:
(1) The Contractor's project organizational structure.	✓
(2) The Contractor's staffing table with names and title of personnel assigned to the project. This must be in agreement with staffing of accepted proposal. Necessary substitutions due to change of employment status and other unforeseen circumstances may only be made with prior approval of the State.	✓
(3) The project breakdown showing sub-projects, activities and tasks, and resources required and allocated to each.	✓
(4) The time-phased plan in the form of a graphic display, showing each event, task, and decision point in your work plan.	✓
The Contractor must have the resources and capacity to fulfill the requirements as described in this document. Creative and innovative techniques and products may be needed to fulfill the requirements of this project.	✓ InfoSpherix has brought creative, innovative techniques and technologies to the Michigan CRS project, such as ReserveSuite and satellite links from the field, as well as the State's new request for a Michigan-based call center, and will continue to search for ways to improve the project.
1. CONTRACTOR'S LIAISON & REPRESENTATIVES: The Contractor shall designate its' official Liaison Representative	✓ InfoSpherix's Project Manager, Joe Snyder, and National Account Managers, Dave Detar



Project Control Requirement	InfoSpherix Compliance
<p>and one alternate representative to the DNR for the purpose of administering all systems and services specified in the Contract. These representatives must be employees of the Contractor. Other key Contractor personnel charged with the administration of major segments of related systems and services must also be identified to the DNR. The Contractor's Liaison Representative or alternate representative shall meet periodically with PRB to discuss the operation of the system. The Contractor must pay the cost of all salaries and wages, lodging, travel, food, etc. for its' employee(s) regarding such meetings.</p>	<p>and Erick Likens, will perform these liaison duties. These InfoSpherix employees are all veterans of the reservations business and familiar with the Michigan CRS.</p>
<p>2. <u>SYSTEM ADMINISTRATORS:</u> a. <u>Contractor Systems Administrator Responsibilities:</u></p>	<p>✓ InfoSpherix's systems administrator will be responsible for performing and documenting the following tasks, as checked:</p>
<p>Monitor CRS systems operations as they relate to the processing of reservations by reservation center staff.</p>	<p>✓</p>
<p>Report system problems to the DNR Contract Administrator.</p>	<p>✓</p>
<p>Oversee the training of operators and other systems personnel as system enhancements are introduced.</p>	<p>✓</p>
<p>Make corrections to the database resulting from such things as insufficient fund checks and declined credit cards as directed by DNR.</p>	<p>✓</p>
<p>Provide software support to the DNR and Contract Administrators.</p>	<p>✓</p>
<p>Supervise the Technical Support Help Desk.</p>	<p>✓</p>
<p>Develop and provide CRS enhancements, as they become available.</p>	<p>✓</p>
<p>Provide and host the central server.</p>	<p>✓</p>
<p>Assist the DNR in loading historical data into the central server.</p>	<p>✓</p>
<p>Provide database management.</p>	<p>✓</p>
<p>Test CRS upgrades and distribute them to all campgrounds when testing has been completed to the DNRs' satisfaction.</p>	<p>✓</p>
<p>Create user I.D.'s and passwords.</p>	<p>✓</p>
<p>Establish the central database and adjust the system and application settings.</p>	<p>✓</p>
<p>Enter and revise campground opening and closing dates as needed.</p>	<p>✓</p>
<p>Establish and maintain all individual campground parameters within the CRS server application; i.e., operating dates, site types, etc.</p>	<p>✓</p>



Project Control Requirement	InfoSpherix Compliance
Set up CRS and Park Database test areas.	✓
Adjust the number of sites available for each campground as necessary.	✓
Back up all system and data files.	✓
Provide hardware maintenance	✓

1.302 REPORTS

REPORTS (1.302) (4.305.2. InfoSpherix Response)

Standard reporting: The quality and relevancy of InfoSpherix's project reporting is one of its major strengths as a CRS contractor, and one of the primary reasons why we have become the fastest growing provider in the market. After contract award, InfoSpherix will meet with the DNR Project Team to decide if new reports should be developed and provided, in what formats, on what schedule, and in what delivery channel. InfoSpherix can provide reports in hard copy, in electronic file submittals, or through web access to ReserveSuite's reporting modules. We also will provide a number of authorized DNR users with an OLAP reporting tool so that they can produce ad hoc queries and reports online.

InfoSpherix's ReserveSuite system comes with an integral, easy-to-use "Query and Reporting" feature that enables field personnel, managers and others (including accounting staff) to access the data on a real-time basis. One of ReserveWorld's greatest strengths is its ability to provide a full range of reports for Call Center Operations, Field Site Operations, Accounting, and Administrative Functions. Accounting and administrative users will be able to run reports for individual facilities or for the entire system. The DNR's accounting and administrative users will be connected in real time to the centralized database, affording the most accurate, up-to-the-moment reports. As part of its field training program, InfoSpherix will train the DNR accounting office. We will provide logins and passwords, demonstrate how to access and run the reports, how the reports reconcile, and all other related accounting functions. Field users will find the reports easy to run and use. Nearly all of our reports allow the user to enter the date range so the reports can be run daily, weekly, monthly, or at other intervals at the user's discretion. Field users can query the database by customer name, telephone number, customer account number, reservation ID number, and site number. And, with the field sites connected to the centralized database, all reports will be generated in real time – providing up-to-the-moment data.

Financial Reporting Module: The DNR Project Manager and Comptroller's Office will be given access to the financial reporting module. Personnel authorized by DNR will be given a login enabling them to access the database through the financial reporting module and as well as the field module. The financial reporting module contains reports that can be pulled for a selected date range and for all parks or a particular park. This module also provides the ability to view reservations / walkup registrations.

Field Reporting Module: The DNR Project Manager and Comptroller's Office will be given access to the field reporting module. The field module provides access to additional financial reports that will be utilized by park personnel to reconcile their cash drawers as well as sale and use reports that reflects sales from all sales channels. All personnel accessing these modules will be trained so that ReserveSuite is utilized to its full potential.

Status of Reservations and Cancellations: The Verify/Cancel screen provides reservation status information along with pertinent customer information for any and all reservations made under a specific customer ID #. The reservation details include arrival and departure dates, campground, site information, nightly rate paid and if a discount was used. Using the same query function, field users can identify canceled reservations, which are shown as canceled, voided, auto-canceled and void-canceled, and early departure. A quick system query will return all reservations associated with a particular customer ID, regardless of the reservation status.

Customer account information: Field users can utilize one or more of the following fields to search for a customer's reservation record: customer ID#, customer's first and/or last name, or zip code. The results will show all matching names. The user can then select the appropriate customer from the drop down box. When



the corresponding customer is selected, the user will select “OK” and be directed to the verify/cancel screen to review the customer’s reservation records.

Arrival list reflecting daily and future arrivals: The field user has the ability to generate the arrival report sorted by customer’s last name or by the site type. The arrival report defaults to the current date but allows users to select a different date or date range. Additionally, once the arrival report has been generated, it can be sorted by clicking on any of the blue column headers. A sample arrival list is shown in the following figure.

Call Center Module: The DNR Project Manager will receive an administrative version of the call center software. This version allows administrative staff to access, generate and print financial and reservation reports. The reports can be run by staff for an individual park or for the entire system. Additionally, the reports allow the user to enter the date range so the reports can be run daily, weekly, monthly, or any period, at the user’s discretion. As with the remote site software, the software provided to the DNR Project Manager will be connected in real time to the centralized database. This will provide up-to-the second reports. Additionally, as part of its training program, InfoSpherix will also provide training to the DNR administrative staff. We will provide logins and passwords, demonstrate how to access and run the reports, how the reports reconcile, and all other related functions.

Business Objects Tool: The DNR Project Manager and Comptroller’s Office will be given access to the Business Objects tool. In addition to standard reports, ReserveSuite allows ad hoc reports to be generated using Business Objects, a third-party business intelligence tool, which allows users to formulate their own queries using simple drag-and-drop operations. InfoSpherix will train selected DNR representatives on the use of Business Objects. We will provide a login and password and demonstrate how to access and run the reports. InfoSpherix’s helpdesk/technical personnel provide assistance to clients in generating ad hoc reports whenever it is needed. InfoSpherix can also support DNR’s need for ad hoc queries by creating standard queries (for data that needs to be retrieved repeatedly) and storing them as universe objects. The end-users can then use these objects to retrieve data for various time frames.

 **Also see:** For sample reports, please see Appendix 3.

4.305.2.1 Program Performance Compliance Reports

InfoSpherix is dedicated to full compliance with performance standards for the Michigan CRS. Our systems and management personnel ensure comprehensive monitoring and documentation of the performance of all aspects of the system. The reports provided to DNR by InfoSpherix’s Project Manager will cover all required areas, as related in the following table:

Figure 41: Performance Report

Performance Report Requirements	InfoSpherix Compliance
The following reports must be provided to the Parks and Recreation Bureau Office by the Contractor.	
A. Weekly Report: Report which shows the following data for each day that the reservation service is operated. Cumulative fiscal year to date totals should be at the bottom of each report. This report must be provided on Monday for the preceding Sunday through Saturday.	✓ InfoSpherix provides weekly reports covering all of the required data as follows:
1. Agent staffing report (by hour) (switch)	✓ Nortel Symposium
2. Telephone Service Factor: % of accepted calls answered within an average of 20 seconds by a live agent. (switch)	✓ Nortel Symposium
3. Average hold time. (switch)	✓ Nortel Symposium
4. Number of abandoned calls and average abandoned time rate (average and longest abandoned time) (switch)	✓ Nortel Symposium
5. Average call length (combined and by operator) (switch)	✓ Nortel Symposium



Performance Report Requirements	InfoSpherix Compliance
6. OCDR report listing monthly total number of ring busies and total number of consumer phone numbers receiving ring busies (attempts per phone number included) (network) (As available from the long distance carrier as designated by the DNR)	✓ Telephone service provider
7. Average monthly abandoned/ring busy rate = Abandoned + ring busies (network) Total Completed Calls (As available from the long distance carrier designated by DNR)	✓ Nortel Symposium + telephone service provider
8. T1.5 percentage bandwidth utilization report (if available) (network)	✓ Telephone service provider
Switch reports to be listed daily with weekly summations.	✓ Nortel Symposium
B. <u>Special Reports</u> : Additional data may be required by DNR for planning or unforeseen circumstances. The Contractor must cooperate with the DNR to provide such information and reports.	
1. Switch reports, or subsets of such reports that can be reasonably provided by the Contractor will be provided to DNR at no additional cost.	✓ Nortel Symposium
2. The actual costs for network reports will be borne by DNR. Cost and availability of such reports will depend on the long distance carrier designated by DNR.	✓ InfoSpherix understands and will work with DNR to assimilate this data into the overall project reporting package.
3. Analysis reports outside the realm of network and switch reports will be provided as available.	✓ InfoSpherix will work with DNR to analyze performance data generated by other systems, such as WebTrends (used to measure website visitation and performance), SpaceNet monitoring reports for the satellite network, and Magic Service Desk reports for monitoring Help Desk activity.

Figure 42: Reports and Schedule

Reports/Schedule Requirement	InfoSpherix Compliance
1. Campsite Confirmation Each Reservation -for each reservation confirmed:	✓ InfoSpherix complies. Each customer is sent a confirmation card by mail (if reservation is made through the Call Center) or an e-mail confirmation (for those made through the Internet).
2. Cabin Confirmation Each Reservation	✓ InfoSpherix complies
3. Campsite Cancellation As Required	✓ InfoSpherix complies
4. Cabin Cancellation As Required	✓ InfoSpherix complies
5. Camper Daily Arrival Report Daily (7:00 AM) -reservations due in that day	✓ InfoSpherix complies. ReserveSuite's arrival report can be generated by Park Staff any time for a particular campground or all campgrounds within a park. This report can be generated for a single day or a date range to 15 days. It defaults to current date but can be changed. It contains Park/Campground customer's name, name of



Reports/Schedule Requirement	InfoSpherix Compliance
	the occupant, site name/number, reservation dates, camping unit and amount pending if any. Occupancy report lists the campsites occupied for a date range and availability report lists available campsites for a date range selected.
6. 15 Day Projected Arrival As Required	✓ InfoSpherix complies
7. Cabin Daily Arrival Report Daily (7:00 AM) -reservations due in that day	✓ InfoSpherix complies
8. Cabin Monthly Projected Arrival Required As	✓ We will customize the report to run "by month."
9. Camper Exit Report Daily (7:00 AM)	✓ InfoSpherix complies. ReserveSuite provides this report as a part of Check-in/Out module. The "Due Out" screen lists all the campers who will be leaving on a selected date. This report can be retrieved at any time by Park Staff. It provides real time information. It lists Camper name, reservation number, site name/number etc. Report could be sorted on any of the fields in the report.
10. Cabin Exit Report Daily (7:00 AM)	✓ InfoSpherix complies
11. Campground Status Report Daily (7:00 AM)	✓ InfoSpherix complies. ReserveSuite's field application includes an 'Occupancy Report' that provides the information requested as part of Campground Status report. It can be generated for a single campground or all campgrounds in a park. It includes name of the campground, site name or site type, occupant name, vehicle license plate number, camping unit, number of occupants, departure date. The Report could be sorted by user by any of these fields by clicking on the field name shown in blue in attached picture. Additional fields can be added to this report if necessary.
12. Daily Sales Summary Daily or as Required -by product for each facility regardless of point of sale	✓ InfoSpherix complies
13. Remittance Report Weekly (Mon.) - (for Mail System) - for all revenue accounts regardless of the point of sale Daily - (for Automated System)	✓ InfoSpherix complies
14. Reconciliation Report Weekly (Mon.) -for all revenue accounts regardless of the point of sale	✓ InfoSpherix complies
15. Activity Report Monthly -attendance figures and revenue, by facility	✓ InfoSpherix complies. There are various reports available in the reporting module of the field application that provide activity and usage information. One such report is Campground Use report. This report provides usage details such as number of camper nights, number of campers, number of total reservations/registrations, revenue collected etc. This report can be generated for a particular campground or all campgrounds within a park for specified date range. Information about cancellations is a part of Cancellation report



Reports/Schedule Requirement	InfoSpherix Compliance
	and can be added to usage report as a part of customization. Also currently this report does not include information about customers turned away, but can be added as part of customization.
16. Occupancy Report by facility	✓ InfoSpherix complies
17. Reservation System Report Yearly -track use of the reservation system	✓ InfoSpherix complies. ReserveSuite provides financial and non-financial reports that can be used to get different kinds of statistical and financial information such as campground use, occupancy reports could be used to find out the campground utilization. Cancellation and Refund reports can be used to find out no-shows and number of cancellation etc. These reports can be generated for an individual facility or entire system for a specified date range. We are in the process of building "Smart Redirection" module within ReserveSuite, which will track referrals, reservation refusals, number of redirections, etc.
18. Bad Check Report Monthly -track customers who submit NSF checks	✓ InfoSpherix complies
19. Bad Credit Card Report Monthly - track customers who use bad credit cards	✓ InfoSpherix complies
20. Calendar of Events Weekly	✓ InfoSpherix can supply this through customization.
21. Shortage/Overage Report Summary Weekly -track shortages and overages by park and employee	✓ InfoSpherix complies
22. Special Reports As Required -to be accessible by DNR management through query	✓ InfoSpherix complies. In addition to standard reports, ReserveSuite allows ad hoc reports to be generated using Business Objects, a third-party business intelligence tool, which allows users to formulate their own queries using simple drag-and-drop operations.
23. Audit Report Yearly -to be prepared for independent audit by an outside agency -must have weekly access to the auditable information	✓ InfoSpherix complies
24. Zip/Postal Code Frequency Report As Required	✓ InfoSpherix complies
25. Participant Group Frequency Report As Required	✓ InfoSpherix will customize the system to comply with this.
26. Customer List As Required	✓ InfoSpherix will comply. ReserveSuite records customer specific information and information about overnight facility utilization by customers in database, which can be used by DNR for promotions, satisfaction surveys and statistics. Currently ReserveSuite's reporting module does not include a report detailing the information requested here. InfoSpherix will develop this report through customization.
27. Credit Voucher/Refunds As Required	✓ Cash/Check Refund Report: This report is a summary by park of



Reports/Schedule Requirement	InfoSpherix Compliance
	refunds that need to be issued for those customers paying by cash or check.
28. Operator Journal As Required	✓ InfoSpherix complies
29. Inventory Report As Required	✓ InfoSpherix complies
30. Voided Reservation Report As Required	✓ This report is available in a detailed and summary format. The detailed report shows all voided reservations by day for the date range selected.
31. Code Table As Required	✓ InfoSpherix complies
32. Adjustment Payment Report As Required	✓ Adjustments Report: This report shows details of all adjustments for the date range selected.
33. End of Year Report Yearly	✓ InfoSpherix complies

DNR Files Access

The DNR staff must have access to all ACD reports between the hours of 8:00 AM and 5:00 PM Eastern Time, Monday through Friday.

✓ **InfoSpherix compliance:** InfoSpherix will comply with this requirement.

1.4 Project Management

1.401 ISSUE MANAGEMENT

ISSUE MANAGEMENT (1.401) (4.306.1. InfoSpherix Response)

There are no outstanding issues currently in place. Once the system is in place, all issues should be brought to the DNR Contract Administrator to work through to resolution.

✓ **InfoSpherix compliance:** InfoSpherix recognizes the importance of continual meaningful communication with the client. To that end, InfoSpherix's Project Manager will convey to the Contract Administrator, via daily phone conversations or e-mail correspondence, any outstanding issues that warrant attention and appropriate steps for resolution. It is only through effective communication that mutually agreeable resolution can be brought to any issues, no matter the size or relative importance.

★ **InfoSpherix advantage:** InfoSpherix's Project Management and support teams have proven in the current contract that our Company offers DNR a responsive, productive, working partnership. It is this partnership, rather than just contracted software, hardware, and call center seats, that is responsible for the current and future success of the Michigan CRS program. In conducting regular biweekly meetings and both planned and ad hoc discussions and work sessions, InfoSpherix and DNR have created an environment in which the program can flourish. The following table shows the improvements that InfoSpherix has made to the Michigan CRS over the past years.

Year	InfoSpherix's Michigan CRS Highlights
2000	Contract Awarded to InfoSpherix – In addition to the contractual requirements, InfoSpherix has provided all of the following in support of our commitment and dedication to the Michigan DNR project:
2001	<ul style="list-style-type: none"> • Implemented weekly conference calls. • Emailed Daily Internal Statistic Reports to MIPRB. • Redesigned MICRS website • Performed a Security Audit on networks. • Leased lines added for Merchant Bank Account. • Customer service staff conducted courtesy calls during camping season. • Performed connectivity review. • Added URL for MIPRB for easier access to end-of-year reports. • Waived significant Phase II costs.



Year	InfoSpherix's Michigan CRS Highlights
2001-2002	<ul style="list-style-type: none"> • Waived Phases III & IV costs. • Reduced hourly software development rates.
2002	<ul style="list-style-type: none"> • Corporate Commitment trip made by CFO and VP of Operations. • Developed occupancy report for holiday weekends and made available via webpage. • Upgraded all facilities with satellite connectivity and web based field application. • Relocated field training to local college computer labs for enhanced in-park training experience. • Conducted pre-season tour of all MICRS harbors.
2003	<ul style="list-style-type: none"> • Corporate Commitment trip made by CFO and VP of Operations. • Began deploying wireless hardware for floating dock connections. • Added tally printers to enhance overall system. • Reduced per night reservation fee.
2002-2003	<ul style="list-style-type: none"> • Adjusted and upgraded wireless connections to harbors t—made numerous trips to perform this task.
2003-2004	<ul style="list-style-type: none"> • Corporate Commitment trip made by CFO and VP of Operations. • Made numerous field application enhancements to include: <ul style="list-style-type: none"> • simplified site changes. • Improved extended stay process. • Improved Check-in/out functionality. • Enhanced call center application to include: <ul style="list-style-type: none"> • shopping cart. • global search. • calendar search, etc. • Again, reduced software development hourly rate.
2004	<ul style="list-style-type: none"> • Corporate Commitment trip made by CFO and VP of Operations. • Stand alone version of POS application deployed. • Conversion from ICVerify to WebAuth.
2005	<ul style="list-style-type: none"> • Corporate Commitment trip made by CEO and VP of Operations. • Map based reservations – public website. • Again, reduced software development hourly rate.

1.402 RISK MANAGEMENT

RISK MANAGEMENT (1.402) (4.306.2. InfoSpherix Response)

The major risks facing this project is the ability to have a call center in place that can handle a tremendous shift in call volume from month to month, day to day, and hour to hour. In addition, having a high speed network that can process real time updating from the field is critical. These components and the finished system must be implemented before the 2006 reservation season begins in November 2005.

✦ **InfoSpherix advantage:** InfoSpherix's system has been proven to handle the shifting call volumes of this project, and is already in place. In addition to flexible call center infrastructure, we already have a high speed network in place and the application environment to support the real time updating for the field locations that is required. Our Implementation Plan will ensure a smooth transfer of reservations calls to GRNC's Michigan-based call center only after full and successful testing. These capabilities virtually eliminate DNR's risk, should it choose InfoSpherix for the contract award.

1.403 CHANGE MANAGEMENT

The following format will be used to document all requested changes:

CHANGE AUTHORIZATION REQUEST

Contract No. 071B0000634

Change Authorization Request No. 6

General

This Change Authorization Request is subject to all terms and conditions of the Reservation System contract between the Contractor and the State of Michigan. Except as expressly specified herein, all terms and conditions of the Contract shall remain in full force and effect upon execution of this request. This request is



not valid until all parties sign it, the Issuing Office (Department of Management and Budget, Purchasing Operations) prepares a Contract Change Notice and the Department of Natural Resources / Department of Information Technology issues a Purchase Order.

Description of Change

The purpose of this change is to modify the reservation system application by adding the attached enhancements per request of Michigan DNR.

(Detailed information is attached.)

Costs

XXX hours of programming @ \$XXX/hour = \$XX,XXX

Impact on Contract (\$ and Schedule)

Increase: \$

Decrease: \$

Extend contract period

Add/modify deliverables

Other

Signatures

Contractor

By: _____

Title: _____

Date: _____

DNR Contract Administrator

By: _____

Title: _____

Date: _____

Vendors who provide products or services prior to the issuance of a Contract Change Notice by the DMB Office of Purchasing Operations, risk non-payment for the out-of-scope/pricing products and/or services.

CHANGE MANAGEMENT (1.403) (4.306.3 InfoSpherix Response)

InfoSpherix will carefully follow the change management approach given in the RFP, at the direction of DNR.

Change Request Process and Versioning

Throughout development, implementation, operation, and modification of a project, InfoSpherix provides the client with excellent performance through the use of:

- Detailed implementation plans and timelines.
- Qualified technical experts assigned to functional teams.
- A single point of contact with the client.
- Clearly defined life cycle protocols for software development and modification.
- Proprietary Business Process Templates to coordinate timely responses to needs.

Problem log process / troubleshooting: InfoSpherix uses a troubleshooting methodology that categorizes each incoming problem report into one of multiple categories and triggers a corresponding escalation process. Problem categories for one of our projects, for example, cover telecom infrastructure, connectivity, public Web site, web-based field application, call center application, database, and LAN/Infrastructure. The problem is further ranked as *emergency*, *immediate*, or *regular*, each of which has a specific threshold and definition. For



each category we name a primary and secondary contact, and the responsible manager, all of whom can be contacted on site or by pager.

Change request process: The change request process is based on a similar methodology and uses a proprietary Business Process Template (BPT) to respond to all technology-related requests, needs, and changes, which include requests for customized reports, changes to the data elements, modifications of hardware, etc.

Versioning and change control: InfoSpherix uses industry-standard version control software like PVCS and SourceSafe to maintain the congruency between version release process. The version control process has been configured for a three-level release number with the first level denoting a major release, the second level representing a minor release and the third level used for bug fixes/patches.

The change rollout is handled through two different sets of procedures, one used for web-based applications (thin client) and the other for client-server (fat client) architecture.

For the thin-client, the database/application repository is updated on the centralized server and/or server-cluster and the changes become available immediately. In this kind of a scenario the database and application changes are synchronized through a centralized clock to take place at the same time. For fat-client systems, it is a more detailed process involving a manual synchronization between all stakeholders (application users). This process involves rolling out the self-extracting executable files for new release to all stakeholders, synchronizing the executable extraction at each site either simultaneously or in a serialized manner, bringing down the system for the duration of database changes and then bringing up all sites with the new release.

InfoSpherix uses a three-tier versioning protocol that is supported by our version control systems. The versioning scheme is,

- CC.MM.RR
 - CC – Two digits depicting the cycle of the project, (i.e., DD for development, TA for alpha test, TB for beta test and PP for production.)
 - MM – Two digits, depicting the major release version.
 - RR – Two digits, depicting the minor release or bug fix patch.

InfoSpherix uses one of the two version control software tools, Visual SourceSafe or PVCS. From the design phase, each new project is parsed through one of the change management tools, and the access to individual modules/code-sets is allowed only through a check-in/check-out process to ensure the consistency of labeling scheme. To ensure that the approved version of the software is transferred to the production environment, the change management tools are configured to generate labeling sequences based on the aforementioned protocol. A strict hierarchy is maintained to escalate from one level to the next, e.g., a source code can not jump from a “DD” state to “PP” state without going through the “TA” and “TB” states. Introducing Magic InfoSpherix Desk software the InfoSpherix operational environment provides for the foundation of ITIL Standard Service Delivery for our clients. What this means to our Customers is a standard and consistent approach to how we handle incidents, how we identify problems and how changes are implemented to correct the root cause of those problems. With Magic we will be able to ensure that incidents reported by the field locations are handled in a timely manner and escalated when necessary. The Change Management application within Magic is used to manage, coordinate and document all changes to the InfoSpherix production environment. This discipline on how changes are implemented results in a much more stable production environment since changes are only implemented when they are approved by all stakeholders, properly tested and scheduled. With Magic changes will be installed when expected – no surprises. Magic will also allow InfoSpherix to streamline and formalize many customer facing processes such as the replacement of defective field equipment or the ordering of receipt paper. Eventually the customer will have the ability to interact with the Field Site Support group via the Magic web interface and be able to track their issues as they are being worked.

1.5 Acceptance

1.501 CRITERIA

The following criteria will be used by the State to determine Acceptance of the Services and/or Deliverables provided under this SOW.

Acceptance of the Contractor’s bid will be based on the Contractor’s ability and past experience with all aspects of this contract in order to meet the requirements of the contract. Merely forming



relationships with multiple subcontractors does not meet the requirements of the contract unless the partnership has successfully provided multiple turn-key solutions for other major camping and harbor reservation operations. In addition, the level of support that the Contractor is prepared to make available to this contract, i.e. dedicated resources vs. a shared pool of resource specialists, will be significant factors in the general acceptance of the Contractor's bid.

Acceptance for the call center will be based on the Contractor's ability and past experience with providing a major call center operation and their ability to meet the call center standards identified in the contract.

Acceptance of the application will be based on the flexibility of the applications and sales channels in meeting the DNR's needs.

Acceptance of change requests will be based on meeting the requirements identified in the request. A small group of field staff will conduct user acceptance testing on the modifications in meeting the request. This team will continue to work with the Contractor until the requested modifications meet the Change Request document. Any issues that cannot be resolved by this process will be raised to the DNR contract administrator.

1.502 FINAL ACCEPTANCE

Final Acceptance is completed when the DNR contract administrator signs off.

1.6 Compensation and Payment

Contract Pricing

This contract contains a detailed breakdown of the one time and ongoing costs of the contract. The DNR may remove certain line items in order to save the State money by removing or performing certain tasks internally. **See Article 1, Attachment A for Contract Pricing Schedule.**

During the contract period the Contractor will be compensated **for all services rendered** based **solely** upon the following:

The Contractor shall be paid a fixed, unit price (no percentages or sliding scales) as bid in their price proposal for every net camper night and cancellations thereof recorded and paid for through the Contractor's automated system. For clarification purposes only, a net camper night is a single campsite occupied for a night and paid for either at the central call center, Internet, or at the park. A reservation that has been paid for and then subsequently been cancelled would have zero net camper nights. The Contractor would be compensated for the "reserved – then – cancelled" reservation solely through the negotiated flat fee for cancellations. Such unit price shall only apply to PRB administered campgrounds and harbors. This unit price bid shall be the only vehicle of compensation for the Contractor. The Contractor shall not be compensated via the unit price bid until the Contractor's central system is functioning and begins accepting and processing reservations.

It is understood and agreed that the Contractor's full and complete payment and reimbursement for all services required and/or implied by this document are completely and fully listed in this document. Unless specifically stated to the contrary in this document, the contract shall assume that the Contractor shall pay all costs related to the administration of this contract.

The Contractor shall provide a bill to the DNR by the 10th of each month, which documents all compensations, owed the Contractor for the previous month. The State shall pay all such invoices in accordance with the State's standard payment procedure as specified in Public Act #279 of 1984.

Specific details of invoices and payments may be agreed upon between the Contract Administrator and the Contractor after the proposed Contract Agreement has been signed and accepted by both the Contractor and the Director of Purchasing, Department of Management & Budget.



1.7 Additional Terms and Conditions Specific to this SOW

1.701 FURTHER AGREEMENTS

A. Contractor's Liaison Representative:

The Contractor shall designate its' official Liaison Representative and one alternate representative to the DNR for the purpose of administering all systems and services specified in the contract. These representatives must be employees of the Contractor. Other key Contractor personnel charged with supervision over major segments of related systems and services must also be identified to the DNR.

B. Service:

The State of Michigan reserves the right to modify this service during the course of this contract by changing the location(s) to be serviced, number of days of service to be performed, tasks, and/or addition, deletion, or reduction of tasks to be performed, and/or any other modifications deemed necessary. Any changes in pricing proposed by the Contractor resulting from the proposed changes shall be subject to acceptance by the State. In the event prices are not mutually agreeable, the state shall have the right to have such changes implemented by another Contractor. Such implementations and related systems must be compatible with the Contractor's automated system.

C. Systems Failure and Complaints:

The Contractor shall advise the Parks & Recreation Bureau regarding potential problems and failures that have occurred such as equipment failures, delays due to unexpected overloads, significant public confusion and/or complaints, or any other difficulty which may result in significant complaints or systems failure beyond 15 minutes in length. All serious complaints and/or problems will be reported to the appropriate park-recreation area manager and the PRB office in Lansing, MI at the earliest possible moment. The Contractor shall use all reasonable methods within its means to resolve public complaints.

D. The DNR retains the right to establish or close any and all campgrounds and to establish and/or adjust the capacity of all campgrounds. The adding of parks and/or campgrounds to the system is a part of the contracted services and does not constitute any contracted price changes or any additional charges for the connectivity, call center (as specified in CALL CENTER), Internet (as specified in INTERNET), hardware (as specified in HARDWARE), or training of staff (as specified in TRAINING). The system shall be able to provide for the expansion of locations to a level that can support 250 locations and 20,000 campsites within the time period of the contract. From May 15 through September 15 of each year of the contract period, PRB agrees not to reduce the number of sites / slips available for public use below 10,000 except if such reduction should be required because of circumstances beyond the control of PRB. Such circumstances may include, but are not limited to: natural disaster, civil disturbance or other disasters beyond the control of the DNR.

E. Processing Reservations For Camping/Cabins:

The Contractor will process all camping/cabin reservations in accordance with policies established by PRB. Reservations will be processed for all PRB administered campgrounds by the Contractor except that PRB will continue to process reservations for youth group organization campgrounds and for groups which exceed 50 camps. DNR reserves the right to process cabin reservations independently of the Contractor's system at certain state parks and recreation areas. The Contractor will not process any Outdoor Center reservations nor will the Contractor receive any compensation for camper nights accrued through Outdoor Center use.

F. Transition to a New Contract:

When the point is reached where a transition must be made from one Contractor to another, the current Contractor will fully cooperate in allowing the DNR and/or new Contractor full access to all databases, systems and facilities necessary for the transfer of all software and data information systems from its systems and equipment to the new operator's systems and equipment. Copies of the reservation database as well as all technical information necessary for transition to the new operating platform will be transferred to the new InfoSpherix platform immediately following Contract signature. The actual transition would likely



take place during the 90-day period prior to the termination of the previous contract. Although the Contractor will not be expected to incur any costs required to make such a transition other than to operate its' systems and equipment to allow for a complete and timely transition, the Contractor will provide such service at no added charge.

G. Transition to a New Contractor:

When the point is reached where a transition must be made from one Contractor to another, the current Contractor will fully cooperate in allowing the DNR and/or new Contractor full access to all databases, systems and facilities necessary for the transfer of all software and data information systems from its systems and equipment to the new operator's systems and equipment. Copies of the reservation database as well as all technical information necessary for transition to the new operating platform will be made available to the DNR and/or new Contractor 6 (six) months prior to the expiration date of the contract. The actual transition would likely take place during the 90-day period prior to the termination of the contract. Although the Contractor will not be expected to incur any costs required to make such a transition other than to operate its' systems and equipment to allow for a complete and timely transition, the Contractor will provide such service at no added charge.

1.702 Disclosure of CONTRACT Assistance

The Vendor shall notify the State in its bid proposal, if it, or any of its subcontractors, or its officers or directors have assisted with the drafting of this CONTRACT, either in whole, or in part. This includes the conducting or drafting of surveys designed to establish a system inventory, and/or arrive at an estimate for the value of the solicitation.

The Vendor shall provide a listing of all materials provided to the State by the Contractor, or by the State to the Contractor, containing information relevant to this CONTRACT, including, but not limited to: questionnaires, requirements lists, budgetary figures, assessments, white papers, presentations, CONTRACT draft documents. The Vendor shall provide a list of all individuals within the State with whom any of their personnel, and/or subcontractors' personnel has discussed this CONTRACT or any portion of this CONTRACT.

The following constitutes a list of actions that would preclude the developer/co-developer of a Request for Proposal (CONTRACT) from bidding on an CONTRACT. This list is not comprehensive, and the State reserves the right to disqualify any Vendor, if the State determines that the Vendor has used its position (whether as an incumbent Vendor, or as a Contractor hired to assist with the CONTRACT development, or as a Vendor offering assistance gratis), to gain a leading edge on the competitive solicitation:

- The CONTRACT development results in a "unique solution," having proprietary influence for the benefit of the developer, or a very limited source list. The resulting CONTRACT must be of a nature that displays neutrality and fairness; any implication of impropriety will preclude the developer from participating in the ensuing bid process.
- Retaining information assembled or compiled for the development of the CONTRACT by the developer. The Contractor must share all pertinent information assembled for the CONTRACT development, by making such information equally and fully available to all potential bidders, via the DMB Purchasing Operations Buyer.
- The use of information assembled that would lead to an early response to the CONTRACT by the CONTRACT developer. This includes, but is not limited to: assessments, surveys, white papers, CONTRACT draft documents, questionnaires, requirements lists, budgetary figures, presentations, notes from conversations with State personnel, and any other form of information resulting in a competitive advantage.

1.703 Extended Purchasing

Reserved



1.704 ADDITIONAL INFORMATION

A. PROJECT TIME TABLE:

February, 2006: Contract in Place

August, 2005: Begin taking reservations for January 2006 for central and Internet, under extension of previous Contract, and begin taking reservations through new Contract system February, 2006.

B. SUPPORTING INFORMATION:

A. Transaction Load Estimates

Call Center Call Volume 2001 = 380,586 calls
2002 = 402,723 calls
2003 = 367,612 calls

Actual Reservations for 2001 = 390,103
2002 = 422,282
2003 = 449,842

Cancellations for 2001 = 51,374
2002 = 59,983
2003 = 63,110

Net Camp-nights for 2001 = 985,422
2002 = 1,065,178
2003 = 1,105,477

Internet Reservations for 2001 = 40,066 net
2002 = 52,881 net
2003 = 72,728 net

Field Walk-Ins for 2001 = 181,141
2002 = 205,281
2003 = 200,349

**Article 1, Attachment A****Cost Proposal**

All rates quoted in this cost proposal will be for the duration of the 3-year contract period.

Pricing for Unit priced contracts:

The Park & Harbor systems currently charge a non-refundable reservation fee of \$2.00. Additional costs are as follows:

1. **Reservation night unit price bid: \$2.50 /unit (unit = net camper night).**
2. It is estimated that there are 1.1 million reservation nights per year.
Therefore, $\$2.50 \times 1.1 \text{ million} = \$2,750,000$ for processing reservations for CRS per year.
3. Cancellations for camping unit price bid: \$5.00/unit (unit = transaction and not net camper night).
4. Cancellations for harbors unit price bid: \$10.00/unit as above.
5. It is estimated that there are 43,200 camping cancellations per year.
Therefore, $\$7 \times 43,200 = \$302,400$ for processing camping cancellations for CRS per year.
6. It is estimated that are 2,100 harbor cancellations per year.
Therefore, $\$10 \times 2,100 = \$21,000$ for processing harbor cancellations for CRS per year.
7. Total bid per year using estimated quantities = \$3,073,400.

If DNR/PRB exercises the option years, InfoSpherix will continue with the same unit prices listed above.

Article 2 – General Terms and Conditions**2.0 Introduction****2.001 GENERAL PURPOSE**

The Contract is for providing a turn-key Central Reservation System solution for the State of Michigan. Orders will be issued directly to the Contractor by DNR/DIT on the Purchase Order Contract Release Form. Bids are due and will be publicly identified at the time noted on the Invitation To Bid (ITB) Form.

2.002 ISSUING OFFICE AND Contract ADMINISTRATOR

The Contract is issued by Purchasing Operations, State of Michigan, Department of Management and Budget, hereinafter known as Purchasing Operations, for the Department of Natural Resources / Department of Information Technology, hereinafter known as the DNR. Where actions are a combination of those of Purchasing Operations and the State agencies, the authority will be known as the State.

Purchasing Operations is the sole point of contact in the State with regard to all procurement and contractual matters relating to the commodities and/or services described herein. **Purchasing Operations is the only office authorized to negotiate, change, modify, amend, alter, clarify, etc., the specifications, terms, and conditions of the Contract. Purchasing Operations will remain the SOLE POINT OF CONTACT throughout the procurement process.**

Contractor proceeds at its own risk if it takes negotiation, changes, modification, alterations, amendments, clarification, etc., of the specifications, terms, or conditions of the contract from any individual or office other than Purchasing Operations and the listed contract administrator



All communications covering this procurement must be addressed to contract administrator indicated below:

Department of Management and Budget
Purchasing Operations
Attn: Steve Motz
2nd Floor, Mason Building
P.O. Box 30026
Lansing, Michigan 48909
(517) 241-3215
motzs@Michigan.gov

2.003 NOTICE

Any notice given to a party under this Contract must be written and shall be deemed effective, if addressed to such party as addressed below upon (i) delivery, if hand delivered; (ii) receipt of a confirmed transmission by facsimile if a copy of the notice is sent by another means specified in this section; (iii) the third (3rd) Business Day after being sent by U.S. mail, postage pre-paid, return receipt requested; or (iv) the next Business Day after being sent by a nationally recognized overnight express courier with a reliable tracking system.

2.004 CONTRACT TERM

The term of this Contract will be for three (3) years and will commence with the issuance of a Contract. This will be approximately March, 2006 through March, 2009.

Option. The State reserves the right to exercise **2** one-year options, at the sole option of the State. Contractor performance, quality of products, price, cost savings, and the Contractor's ability to deliver on time are some of the criteria that will be used as a basis for any decision by Purchasing Operations to exercise an option year.

Extension. At the sole option of the State, the contract may also be extended. Contractor performance, quality of products, price, cost savings, and the Contractor's ability to deliver on time are some of the criteria that will be used as a basis for any decision by Purchasing Operations to exercise an option year.

Written notice will be provided to the Contractor within 3 years, provided that the State gives the Contractor a preliminary written notice of its intent to extend at least 90 days before the contract expires. The preliminary notice does not commit the Government to an extension. If the Government exercises this option, the extended contract shall be considered to include this option clause.

2.005 GOVERNING LAW

The Contract shall in all respects be governed by, and construed in accordance with, the laws of the State of Michigan. By signing this agreement, vendor consents to personal jurisdiction in the state of Michigan. Any dispute arising herein shall be resolved in the State of Michigan.

2.006 APPLICABLE STATUTES

The following statutes, rules, and laws are applicable to the performance of this contract; some statutes are reflected in the clauses of this contract. This list is NOT exhaustive.

MI Uniform Commercial Code (MIUCC) MCL 440. (All sections unless otherwise altered by agreement)

MI OSHA MCL §§ 408.1001 – 408.1094

Freedom of Information Act (FIOA) MCL §§ 15.231, et seq.

Natural Resources and Environmental Protection Act MCL §§ 324.101, et seq.

MI Consumer Protection Act MCL §§ 445.901 – 445.922



Laws relating to wages, payments of wages, and fringe benefits on state projects MCL §§ 408.551 – 408.558, 408.471 – 408.490, 1965 PA 390.
Department of Civil Service Rules and regulations
Elliot Larsen Civil Rights Act MCL §§ 37.2201, et seq.
Persons with disabilities Civil Rights Act MCL §§ 37.1101, et seq.
MCL §§ 423.321, et seq.
MCL § 18.1264 (law regarding debarment)
Davis-Bacon Act (DBA) 40 USCU §§ 276(a), et seq.
Contract Work Hours and Safety Standards Act (CWHSSA) 40 USCS § 327, et seq.
Business Opportunity Act for Persons with Disabilities MCL §§ 450.791 – 450.795
Rules and regulations of the Environmental Protection Agency
Internal Revenue Code
Rules and regulations of the Equal Employment Opportunity Commission (EEOC)
The Civil Rights Act of 1964, USCS Chapter 42
Title VII, 42 USCS §§ 2000e et seq.
The Americans with Disabilities Act (ADA), 42 USCS §§ 12101 et seq.
The Age Discrimination in Employment Act of 1967 (ADEA), 29 USCS §§ 621, 623 et seq.
The Old Workers Benefit and Protection Act of 1990 (OWBPA), 29 USCS §§ 626, et seq.
The Family Medical Leave Act of 1993 (FMLA), 29 USC §§ 651 et seq.
The Fair Labor Standards Act (FLSA), 29 USC §§ 201 et seq.
Pollution Prevention Act of 1990 (PPA) 42 U.S.C. §13106
Sherman Act, 15 U.S.C.S. § 1 et seq.
Robinson-Patman Act, 15 U.S.C.S. § 13 et seq.
Clayton Act, 15 U.S.C.S. § 14 et seq.

2.007 RELATIONSHIP OF THE PARTIES

The relationship between the State and the Contractor is that of client and independent Contractor. No agent, employee, or servant of the Contractor or any of its subcontractors shall be or shall be deemed to be an employee, agent, or servant of the State for any reason. The Contractor will be solely and entirely responsible for its acts and the acts of its agents, employees, servants and subcontractors during the performance of this Contract.

2.008 HEADINGS

Captions and headings used in the Contract are for information and organization purposes. Captions and headings, including inaccurate references, do not, in any way, define or limit the requirements or terms and conditions of this Contract.

2.009 MERGER

This document constitutes the complete, final, and exclusive agreement between the parties. All other prior writings and negotiations are ineffective.

2.010 SEVERABILITY

Each provision of the Contract shall be deemed to be severable from all other provisions of the Contract and, if one or more of the provisions of the Contract shall be declared invalid, the remaining provisions of the Contract shall remain in full force and effect.

2.011 SURVIVORSHIP

Any provisions of the Contract that impose continuing obligations on the parties including, but not limited to the Contractor's indemnity and other obligations shall survive the expiration or cancellation of the Contract for any reason.

2.012 NO WAIVER OF DEFAULT

The failure of a party to insist upon strict adherence to any term of the Contract shall not be considered a waiver or deprive the party of the right thereafter to insist upon strict adherence to that term or any other term of the Contract.

**2.013 PURCHASE ORDERS**

Orders for delivery of commodities and/or services may be issued directly DNR/DIT through the issuance of a Purchase Order Form referencing this Contract (Blanket Purchase Order) agreement and the terms and conditions contained herein. Contractor is asked to reference the Purchase Order Number on all invoices for payment.

2.1 Vendor/Contractor Obligations**2.101 ACCOUNTING RECORDS**

The Contractor and all subcontractors shall maintain all pertinent financial and accounting records and evidence pertaining to the Contract in accordance with generally accepted principles of accounting and other procedures specified by the State of Michigan. Financial and accounting records shall be made available, upon request, to the State of Michigan, its designees, or the Michigan Auditor General at any time during the Contract period and any extension thereof, and for three years from expiration date and final payment on the Contract or extension thereof.

2.102 NOTIFICATION OF OWNERSHIP

The Contractor shall make the following notifications in writing:

1. When the Contractor becomes aware that a change in its ownership or officers has occurred, or is certain to occur, that could result in changes in the valuation of its capitalized assets in the accounting records, the Contractor shall notify Purchasing Operations within 30 days.
2. The Contractor shall also notify the Purchasing Operations within 30 days whenever changes to asset valuations or any other cost changes have occurred or are certain to occur as a result of a change in ownership or officers.

The Contractor shall:

1. Maintain current, accurate, and complete inventory records of assets and their costs;
2. Provide Purchasing Operations or designated representative ready access to the records upon request;
3. Ensure that all individual and grouped assets, their capitalized values, accumulated depreciation or amortization, and remaining useful lives are identified accurately before and after each of the Contractor's ownership or officer changes; and
4. Retain and continue to maintain depreciation and amortization schedules based on the asset records maintained before each Contractor ownership or officer change.

2.103 SOFTWARE COMPLIANCE

The vendor warrants that all software for which the vendor either sells or licenses to the State of Michigan and used by the State prior to, during or after the calendar year 2000, includes or shall include, at no added cost to the State, design and performance so the State shall not experience software abnormality and/or the generation of incorrect results from the software, due to date oriented processing, in the operation of the business of the State of Michigan.

The software design, to insure year 2000 compatibility, shall include, but is not limited to: data structures (databases, data files, etc.) that provide 4-digit date century; stored data that contain date century recognition, including, but not limited to, data stored in databases and hardware device internal system dates; calculations and program logic (e.g., sort algorithms, calendar generation, event recognition, and all processing actions that use or produce date values) that accommodates same century and multi-century formulas and date values; interfaces that supply data to and receive data from other systems or organizations that prevent non-compliant dates and data from entering any State system; user interfaces



(i.e., screens, reports, etc.) that accurately show 4 digit years; and assurance that the year 2000 shall be correctly treated as a leap year within all calculation and calendar logic.

2.104 IT STANDARDS

1. EXISTING TECHNOLOGY STANDARDS. The Contractor will adhere to all existing standards as described within the comprehensive listing of the State's existing technology standards at <http://michigan.gov/dit>.
2. PM METHODOLOGY STANDARDS. The State has adopted a standard documented Project Management Methodology (PMM) for use on all Information Technology (IT) based projects. This policy is referenced in the document titled "Project Management Methodology" – DMB Administrative Guide Procedure 1380.02 issued June 2000. Vendors may obtain a copy of this procedure, as well as the State of Michigan Project Management Methodology, from the Department of Information Technology's website at <http://www.michigan.gov/projectmanagement>.

The Contractor shall use the State's PPM to manage State of Michigan Information Technology (IT) based projects. The Requesting agency will provide the applicable documentation and internal agency processes for the methodology. If the vendor requires training on the methodology, those costs shall be the responsibility of the vendor, unless otherwise stated.

3. ADHERENCE TO PORTAL TECHNOLOGY TOOLS. The State of Michigan, Department of Information Technology, has adopted the following tools as its Portal Technology development efforts:
 - Vignette Content Management and personalization Tool
 - Inktomi Search Engine
 - E-Pay Payment Processing Module (see APPENDIX 7 section APP-D PAYPOINT INTEGRATION GUIDE FOR CREDIT CARD AUTHORIZATION).
 - Websphere Commerce Suite for e-Store applications

Vendors must use the Portal Technology Tools to implement web content management and deployment efforts for agencies. Tools used for web-based application development must work in conjunction with Vignette and Inktomi. The interaction with Vignette and Inktomi must be coordinated with the Department of Information Technology, Enterprise Application Services Office, e-Michigan Web Development team.

Under special circumstances the Contractor can use alternate tools but they must submit an explanation and an exception request to the DNR/DIT for evaluation and approval of each alternate tool by DIT's Enterprise Application Services Office e-Michigan Web Development team prior to any implementation.

2.105 PERFORMANCE AND RELIABILITY EVALUATION (PARE)

When the State requires that a performance and reliability evaluation (PARE) is to be performed, the standard of performance for the PARE will be closely monitored during the acceptance period.

In the event that the PARE is for components only, all references to systems (processors) should be changed to components.

The Performance and Reliability Evaluation will consist of two phases.

PHASE I

The first phase shall be comprised of a specification compliance review of the equipment provided by the vendor. Such equipment shall be checked for total compliance with all required performance specifications of the Contract. In the event that the State determines



that any component or feature of the delivered equipment or software does not comply with the mandatory performance specifications of the Contract, the State shall so notify the Contractor, allowing 14 calendar days for rectification by the Contractor. Should the Contractor be unable to rectify the deficiency, the State reserves the right to require the Contractor to correct or replace the underperforming hardware/software, or bring in another Contractor to assist them in resolving the issue, at no cost to the State. Should the equipment and software pass the specification conformance review, the equipment shall enter Phase II of the PARE.

PHASE II

a. Determination of System Readiness

- 1) Prior to the PARE, a committee of three persons will be formed to evaluate the system's performance on a daily basis. The committee will consist of one Contractor representative and two State personnel.
- 2) The PARE will begin on the installation dates when the Contractor certifies that that the system is fully deployed. During the PARE:

All rerun times resulting from equipment failure and preventive maintenance shall be excluded from the performance hours.

- 1) All reconfiguration and reload time shall be excluded from the performance hours.
- 2) If files are destroyed as a result of a problem with Contractor equipment and must be rebuilt, the time required to rebuild the files will be considered "down-time" for the system.
- 3) If the Contractor requests access to failed equipment and the State refuses, then such maintenance will be deferred to a mutually agreeable time and the intervening time will not count against the PARE.
- 4) A functional benchmark demonstration will be run for the PARE Committee to confirm that the fully deployed system is capable of performing the same functions that were demonstrated. This run must be completed to the satisfaction of the PARE Committee.

STANDARD OF PERFORMANCE

- a. The performance period (a period of thirty consecutive calendar days) shall commence on the date the system has been fully deployed. It is not required that one thirty day period expire in order for another performance period to begin.
- b. If each component operates at an average level of effectiveness of 95 percent or more for a period of 30 consecutive days from the commencement date of the performance period, it shall be deemed to have met the State's standard of performance period. The State shall notify the Contractor in writing of the successful completion of the performance period. The average effectiveness level is a percentage figure determined by dividing the total operational use time by the total operational use time plus associated down-time. In addition, the system shall operate in substantial conformance with the Contractor's published specifications applicable to such system on the date of this Agreement. Equipment & Components added by amendment to this contract shall operate in conformance with the Contractor's published specifications applicable to such equipment & components at the time of such amendment.
- c. During the successful performance period, all rerun time resulting from equipment failure and preventive maintenance time shall be excluded from the performance period hours. All reconfigurations and reload time shall be excluded from the



performance hours. Equipment & component failure down-time shall be measured by those intervals during the performance period between the time that the Contractor is notified of equipment or component failure and the time that the equipment/component is returned to the State in operating condition.

- d. During the successful performance period, a minimum of 80 hours of operational use time on each component will be required as a basis for computation of the average effectiveness level. However, in computing the effectiveness level, the actual number of operational use hours shall be used when in excess of the minimum stated above.
- e. No more than one hour will accrue to the performance hours during any one wall-clock hour.
- f. Equipment & components shall not be accepted by the State and no charges will be paid by the State until the standard of performance is met. (The exceptions for this project, are the transaction and cancellation fees for transactions completed through the contact center prior to full system deployment. For these transactions, the fees will be paid, but if the standards of performance are not met, liquidated damages shall be assessed according to the terms identified in Article 2, Section 2.703.)
- g. When a system involves on-line machines, which are remote to the basic installation, the required effectiveness level shall apply separately to each component in the system.
- h. Promptly upon successful completion of the performance period, the State shall notify the Contractor in writing of acceptance of the equipment and components, and authorize the monthly payments to begin on the first day of the successful performance period.
- i. If successful completion of the performance period is not attained within 90 days of the date of full system deployment, the State shall have the option of terminating the Contract, or continuing the performance tests. The State's option to terminate the contract shall remain in effect until such time as a successful completion of the performance period is attained. The Contractor shall be liable for all outbound preparation and shipping costs for contracted items returned under this clause.
- j. The PARE will be complete when the system has met the required effectiveness level for the prescribed time period.

2.106 PREVAILING WAGE

The rates of wages and fringe benefits to be paid each class of individuals employed by the Contractor, its subcontractors, their subcontractors, and all persons involved with the performance of this contract in privity of contract with the Contractor shall not be less than the wage rates and fringe benefits established by the Michigan Department of Consumer and Industry Service, Bureau of Safety and Regulation, Wage/Hour Division schedule of occupational classification and wage rates and fringe benefits for the local where the work is to be performed. The term Contractor shall include all general Contractors, prime Contractors, project managers, trade Contractors, and all of their Contractors or subcontractors and persons in privity of contract with them.

The Contractor, its subcontractors, their subcontractors, and all persons involved with the performance of this contract in privity of contract with the Contractor shall keep posted on the work site, in a conspicuous place, a copy of all wage rates and fringe benefits as prescribed in the contract. You must also post, in a conspicuous place, the address and telephone number of the Michigan Department of Consumer and Industry Services, the office responsible for enforcement



of the wage rates and fringe benefits. You shall keep an accurate record showing the name and occupation of the actual wage and benefits paid to each individual employed in connection with this contract. This record shall be available to the State upon request for reasonable inspection.

If any trade is omitted from the list of wage rates and fringe benefits to be paid to each class of individuals by the Contractor, it is understood that the trades omitted shall also be paid not less than the wage rate and fringe benefits prevailing in the local where the work is to be performed.

2.107 PAYROLL AND BASIC RECORDS

Payrolls and basic records relating to the performance of this contract shall be maintained by the Contractor during the course of the work and preserved for a period of 3 years thereafter for all laborers and mechanics working at the site of the work. Such records shall contain the name, address, and social security number of each such worker, his or her correct classification, hourly rates of wages paid (including rates of contributions or costs anticipated for bona fide fringe benefits or cash equivalents thereof of the types described in section 1(b)(2)(B) of the Davis-Bacon Act), daily and weekly number of hours worked, deductions made, and actual wages paid. Contractors employing apprentices or trainees under approved programs shall maintain written evidence of the registration of apprenticeship programs and certification of trainee programs, the registration of the apprentices and trainees, and the ratios and wage rates prescribed in the applicable programs.

The Contractor shall submit a copy of all payrolls to the Contract Administrator upon request. The payrolls submitted shall set out accurately and completely all of the information required to be maintained as indicated above.

The Prime Contractor is responsible for the submission of copies of payrolls by all subcontractors upon request from the Contract Administrator

The Contractor or subcontractor shall permit the Contract Administrator or representatives of the Contract Administrator or the State of Michigan to interview employees during working hours on the job.

If the Contractor or subcontractor fails to submit required records or to make them available, the Contract Administrator may, after written notice to the Contractor, take such action as may be necessary to cause the suspension of any further payment. Furthermore, failure to submit the required records upon request or to make such records available may be grounds for debarment.

2.108 COMPETITION IN SUB-CONTRACTING

The Contractor shall select subcontractors (including suppliers) on a competitive basis to the maximum practical extent consistent with the objectives and requirements of the contract.

2.109 CALL CENTER DISCLOSURE

Vendor and/or all subcontractors involved in the performance of this contract providing call or contact center services to the State of Michigan must disclose the location of its call or contact center services to inbound callers. Failure to disclose this information shall be a material breach of this agreement.

2.2 Contract Performance

2.201 TIME IS OF THE ESSENCE

Contractor/Vendor is on notice that time is of the essence in the performance of this contract. Late performance will be considered a material breach of this contract, giving the State a right to invoke all remedies available to it under this contract.

To insure smooth transition, seamless to agency customers, the system must be capable of processing reservations, according to the Contract standards, by October 1, 2005 via the contact center (internet and phone), and be fully deployed by March 1, 2006.

**2.202 CONTRACT PAYMENT SCHEDULE**

All invoices should reflect net reservations and cancellations. Specific details of invoices and payments will be agreed upon between the Contract Administrator and the Contractor after the proposed Contract Agreement has been signed and accepted by both the Contractor and the Director of Purchasing Operations, Department of Management & Budget. This activity will occur only upon the specific written direction from Purchasing Operations. There is no payment expected from or expense to the State for setting up the system. All revenue is generated from reservation transactions.

The specific payment schedule for the Contract will be mutually agreed upon by the State and the Contractor(s). The schedule should show payment amount and should reflect actual work done by the payment dates, less any penalty cost charges accrued by those dates. As a general policy statements shall be forwarded to the designated representative by the 15th day of the following month.

2.203 POSSIBLE PROGRESS PAYMENTS

The Government may make progress payments to the Contractor when requested as work progresses, but not more frequently than monthly, in amounts approved by the Contract Administrator, after negotiation. Contractor must show verification of measurable progress at the time of requesting progress payments.

**2.204 POSSIBLE PERFORMANCE-BASED PAYMENTS (Actual performance rendered)
Reserved****2.205 ELECTRONIC PAYMENT AVAILABILITY**

Electronic transfer of funds is available to State Contractors. Vendor is required register with the State of Michigan Office of Financial Management so the State can make payments related to this Contract electronically at www.cpexpress.state.mi.us. Senate Bill 850 / Public Act 533 of 2004, requires all payments be transitioned over to EFT by October, 2005.

**2.206 PERFORMANCE OF WORK BY CONTRACTOR
Reserved****2.3 Contract Rights and Obligations****2.301 INCURRING COSTS**

The State of Michigan is not liable for any cost incurred by the Contractor prior to signing of the Contract. The State fiscal year is October 1st through September 30th. The Contractor(s) should realize that payments in any given fiscal year are contingent upon enactment of legislative appropriations. Total liability of the State is limited to terms and conditions of the Contract.

2.302 CONTRACTOR RESPONSIBILITIES

The Contractor will be required to assume responsibility for all contractual activities, whether or not that Contractor performs them. Further, the State will consider the Contractor to be the sole point of contact with regard to contractual matters, including payment of any and all charges resulting from the anticipated Contract. If any part of the work is to be subcontracted, the Contract must include a list of subcontractors, including firm name and address, contact person and a complete description of work to be subcontracted. The State reserves the right to approve subcontractors and to require the Contractor to replace subcontractors found to be unacceptable. The Contractor is totally responsible for adherence by the subcontractor to all provisions of the Contract. Any change in subcontractors must be approved by the State, in writing, prior to such change.

2.303 ASSIGNMENT AND DELEGATION

The Contractor shall not have the right to assign this Contract, to assign its rights under this contract, or delegate any of its duties or obligations under the Contract to any other party (whether by operation of law or otherwise), without the prior written consent of the State. Any purported assignment in violation of this Section shall be null and void. Further, the Contractor may not assign the right to receive money due under the Contract without the prior written consent of the Director of Purchasing Operations.



The Contractor shall not delegate any duties or obligations under the Contract to a subcontractor other than a subcontractor named and approved in the bid unless the Director of Purchasing Operations has given written consent to the delegation.

Bidder must obtain the approval of the Director of Purchasing Operations before using a place of performance that is different from the address that bidder provided in the bid.

2.304 TAX PAYMENT

Contractors are expected to collect and pay all applicable federal, state, and local employment taxes, as well as those defined in Section 3.510, for all persons involved in the resulting Contract.

The State may refuse to award a contract to any vendor who has failed to pay any applicable state taxes. The State may refuse to accept vendor's bid, if vendor has any outstanding debt with the State of Michigan. Prior to any award, the State will verify whether vendor has any outstanding debt with the State.

Vendor hereby certifies that all applicable state taxes are paid as of the date of bid submission, and that vendor owes no outstanding debt to the State of Michigan.

2.305 INDEMNIFICATION

General Indemnification

To the fullest extent permitted by law, the Contractor shall indemnify, defend and hold harmless the State, its departments, divisions, agencies, sections, commissions, officers, employees and agents, from and against all losses, liabilities, penalties, fines, damages and claims (including taxes), and all related costs and expenses (including reasonable attorneys' fees and disbursements and costs of investigation, litigation, settlement, judgments, interest and penalties), arising from or in connection with any of the following:

1. Any claim, demand, action, citation or legal proceeding against the State, its employees and agents arising out of or resulting from (1) the product provided or (2) performance of the work, duties, responsibilities, actions or omissions of the Contractor or any of its subcontractors under this Contract.
2. Any claim, demand, action, citation or legal proceeding against the State, its employees and agents arising out of or resulting from a breach by the Contractor of any representation or warranty made by the Contractor in the Contract;
3. Any claim, demand, action, citation or legal proceeding against the State, its employees and agents arising out of or related to occurrences that the Contractor is required to insure against as provided for in this Contract;
4. Any claim, demand, action, citation or legal proceeding against the State, its employees and agents arising out of or resulting from the death or bodily injury of any person, or the damage, loss or destruction of any real or tangible personal property, in connection with the performance of services by the Contractor, by any of its subcontractors, by anyone directly or indirectly employed by any of them, or by anyone for whose acts any of them may be liable; provided, however, that this indemnification obligation shall not apply to the extent, if any, that such death, bodily injury or property damage is caused solely by the negligence or reckless or intentional wrongful conduct of the State;



5. Any claim, demand, action, citation or legal proceeding against the State, its employees and agents which results from an act or omission of the Contractor or any of its subcontractors in its or their capacity as an employer of a person.

Patent/Copyright Infringement Indemnification

To the fullest extent permitted by law, the Contractor shall indemnify, defend and hold harmless the State, its employees and agents from and against all losses, liabilities, damages (including taxes), and all related costs and expenses (including reasonable attorneys' fees and disbursements and costs of investigation, litigation, settlement, judgments, interest and penalties) incurred in connection with any action or proceeding threatened or brought against the State to the extent that such action or proceeding is based on a claim that any piece of equipment, software, commodity or service supplied by the Contractor or its subcontractors, or the operation of such equipment, software, commodity or service, or the use or reproduction of any documentation provided with such equipment, software, commodity or service infringes any United States or foreign patent, copyright, trade secret or other proprietary right of any person or entity, which right is enforceable under the laws of the United States. In addition, should the equipment, software, commodity, or service, or the operation thereof, become or in the Contractor's opinion be likely to become the subject of a claim of infringement, the Contractor shall at the Contractor's sole expense (i) procure for the State the right to continue using the equipment, software, commodity or service or, if such option is not reasonably available to the Contractor, (ii) replace or modify the same with equipment, software, commodity or service of equivalent function and performance so that it becomes non-infringing, or, if such option is not reasonably available to Contractor, (iii) accept its return by the State with appropriate credits to the State against the Contractor's charges and reimburse the State for any losses or costs incurred as a consequence of the State ceasing its use and returning it.

Code Indemnification

To the extent permitted by law, the Contractor shall indemnify, defend and hold harmless the State from any claim, loss, or expense arising from Contractor's breach of the No Surreptitious Code Warranty.

Indemnification Obligation Not Limited

In any and all claims against the State of Michigan, or any of its agents or employees, by any employee of the Contractor or any of its subcontractors, the indemnification obligation under the Contract shall not be limited in any way by the amount or type of damages, compensation or benefits payable by or for the Contractor or any of its subcontractors under worker's disability compensation acts, disability benefits acts, or other employee benefits acts. This indemnification clause is intended to be comprehensive. Any overlap in sub clauses, or the fact that greater specificity is provided as to some categories of risk, is not intended to limit the scope of indemnification under any other sub clause.

Continuation of Indemnification Obligation

The duty to indemnify will continue in full force and affect notwithstanding the expiration or early termination of the Contract with respect to any claims based on facts or conditions, which occurred prior to termination.

Indemnification Procedures

The procedures set forth below shall apply to all indemnity obligations under this Contract.

- (a) After receipt by the State of notice of the action or proceeding involving a claim in respect of which it will seek indemnification, the State shall promptly notify Contractor of such claim in writing and take or assist Contractor in taking, as the case may be, any reasonable action to avoid the imposition of a default judgment against Contractor. No failure to so notify Contractor shall relieve Contractor of its indemnification obligations



except to the extent that Contractor can demonstrate damages attributable to such failure. Within ten (10) days following receipt of written notice from the State relating to any claim, Contractor shall notify the State in writing whether Contractor agrees to assume control of the defense and settlement of that claim (a "Notice of Election"). After notifying Contractor of a claim and prior to the State receiving Contractor's Notice of Election, the State shall be entitled to defend against the claim, at Contractor's expense, and Contractor will be responsible for any reasonable costs incurred by the State in defending against the claim during such period.

- (b) If Contractor delivers a Notice of Election relating to any claim: (i) the State shall be entitled to participate in the defense of such claim and to employ counsel at its own expense to assist in the handling of such claim and to monitor and advise the State about the status and progress of the Defense; (ii) Contractor shall, at the request of the State, demonstrate to the reasonable satisfaction of the State, Contractor's financial ability to carry out its defense and indemnity obligations under this Contract; (iii) Contractor shall periodically advise the State about the status and progress of the defense and shall obtain the prior written approval of the State before entering into any settlement of such claim or ceasing to defend against such claim and (iv) to the extent that any principles of Michigan governmental or public law may be involved or challenged, the State shall have the right, at its own expense, to control the defense of that portion of such claim involving the principles of Michigan governmental or public law. Notwithstanding the foregoing, the State may retain control of the defense and settlement of a claim by written notice to Contractor given within ten (10) days after the State's receipt of Contractor's information requested by the State pursuant to clause (ii) of this paragraph if the State determines that Contractor has failed to demonstrate to the reasonable satisfaction of the State Contractor's financial ability to carry out its defense and indemnity obligations under this Section. Any litigation activity on behalf of the State of Michigan, or any of its subdivisions pursuant to this Section, must be coordinated with the Department of Attorney General. In the event the insurer's attorney represents the State pursuant to this Section, the insurer's attorney may be required to be designated as a Special Assistant Attorney General by the Attorney General of the State of Michigan.
- (c) If Contractor does not deliver a Notice of Election relating to any claim of which it is notified by the State as provided above, the State shall have the right to defend the claim in such manner as it may deem appropriate, at the cost and expense of Contractor. If it is determined that the claim was one against which Contractor was required to indemnify the State, upon request of the State, Contractor shall promptly reimburse the State for all such reasonable costs and expenses.

2.306 LIMITATION OF LIABILITY

The Contractor's liability for damages to the State shall be limited to two times the total Contract Value. The foregoing limitation of liability shall not apply to claims for infringement of United States patent, copyright, trademarks or trade secrets; to claims for personal injury or damage to property caused by the gross negligence or willful misconduct of the Contractor; to claims covered by other specific provisions of this Contract calling for liquidated damages; to Contractor's indemnification obligations (2.305); or to court costs or attorney's fees awarded by a court in addition to damages after litigation based on this Contract.

The State's liability for damages to the Contractor shall be limited to the value of the Contract.

2.307 CONTRACT DISTRIBUTION

Purchasing Operations shall retain the sole right of Contract distribution to all State agencies and local units of government unless other arrangements are authorized by Purchasing Operations.

**2.308 FORM, FUNCTION, AND UTILITY**

If the Contract is for use of more than one State agency and if the good or service provided under this Contract do not meet the form, function, and utility required by a State agency, that agency may, subject to State purchasing policies, procure the good or service from another source.

2.309 ASSIGNMENT OF ANTITRUST CAUSE OF ACTION

For and in consideration of the opportunity to submit a quotation and other good and valuable consideration, the bidder hereby assigns, sells and transfers to the State of Michigan all rights, title and interest in and to all causes of action it may have under the antitrust laws of the United States or this State for price fixing, which causes of action have accrued prior to the date of payment and which relate solely to the particular goods, commodities, or services purchased or procured by this State pursuant to this transaction.

2.310 INSURANCE

Liability Insurance

(a) Liability Insurance

The Contractor is required to provide proof of the minimum levels of insurance coverage as indicated below. The purpose of this coverage shall be to protect the State from claims which may arise out of or result from the Contractor's performance of services under the terms of this Contract, whether such services are performed by the Contractor, or by any subcontractor, or by anyone directly or indirectly employed by any of them, or by anyone for whose acts they may be liable.

The Contractor waives all rights against the State of Michigan, its departments, divisions, agencies, offices, commissions, officers, employees and agents for recovery of damages to the extent these damages are covered by the insurance policies the Contractor is required to maintain pursuant to this Contract.

All insurance coverages provided relative to this Contract/Purchase Order are PRIMARY and NON-CONTRIBUTING to any comparable liability insurance (including self-insurances) carried by the State.

The insurance shall be written for not less than any minimum coverage specified in this Contract or required by law, whichever is greater.

The insurers selected by Contractor shall have an A.M. Best rating of A or better, or as otherwise approved in writing by the State, or if such ratings are no longer available, with a comparable rating from a recognized insurance rating agency. All policies of insurance required in this Contract shall be issued by companies that have been approved to do business in the State.

See http://www.mi.gov/cis/0.1607.7-154-10555_22535---.00.html.

Where specific limits are shown, they are the minimum acceptable limits. If Contractor's policy contains higher limits, the State shall be entitled to coverage to the extent of such higher limits.

Before the Contract is signed by both parties or before the purchase order is issued by the State, the Contractor must furnish to the Director of Purchasing Operations, certificate(s) of insurance verifying insurance coverage ("Certificates"). The Certificate must be on the standard "accord" form or equivalent. **THE CONTRACT OR PURCHASE ORDER NO. MUST BE SHOWN ON THE CERTIFICATE OF INSURANCE TO ASSURE CORRECT FILING.** All Certificate(s) are to be prepared and submitted by the Insurance Provider. All Certificate(s) shall contain a provision indicating that coverages afforded under the policies WILL NOT BE CANCELLED, MATERIALLY CHANGED, OR NOT RENEWED without THIRTY (30) days prior written notice, except for ten (10) days for non-payment of premium, having been given to the Director of Purchasing Operations, Department of Management and Budget. The notice must include the Contract or Purchase Order number affected



and be mailed to: Director, Purchasing Operations, Department of Management and Budget, P.O. Box 30026, Lansing, Michigan 48909. Failure to provide evidence of coverage, may, at the State's sole option, result in this Contract's termination.

The Contractor is required to pay for and provide the type and amount of insurance checked below:

1. Commercial General Liability with the following minimum coverage:
\$2,000,000 General Aggregate Limit other than Products/Completed Operations
\$2,000,000 Products/Completed Operations Aggregate Limit
\$1,000,000 Personal & Advertising Injury Limit
\$1,000,000 Each Occurrence Limit
\$500,000 Fire Damage Limit (any one fire)

The Contractor must list the State of Michigan, its departments, divisions, agencies, offices, commissions, officers, employees and agents as ADDITIONAL INSUREDS on the Commercial General Liability certificate. The Contractor also agrees to provide evidence that insurance policies contain a waiver of subrogation by the insurance company.

2. If a motor vehicle is used to provide services or products under this Contract, the Contractor must have vehicle liability insurance on any auto including owned, hired and non-owned vehicles used in Contractor's business for bodily injury and property damage as required by law.

The Contractor must list the State of Michigan, its departments, divisions, agencies, offices, commissions, officers, employees and agents as ADDITIONAL INSUREDS on the vehicle liability certificate. The Contractor also agrees to provide evidence that insurance policies contain a waiver of subrogation by the insurance company.

3. Workers' compensation coverage must be provided in accordance with applicable laws governing the employees and employers work activities in the state of the Contractor's domicile. If the applicable coverage is provided by a self-insurer, proof must be provided of approved self-insured authority by the jurisdiction of domicile. For employees working outside of the state of qualification, Contractor must provide appropriate certificates of insurance proving mandated coverage levels for the jurisdictions where the employees' activities occur.

Any certificates of insurance received must also provide a list of states where the coverage is applicable.

The Contractor also agrees to provide evidence that insurance policies contain a waiver of subrogation by the insurance company. This provision shall not be applicable where prohibited or limited by the laws of the jurisdiction in which the work is to be performed.

4. Employers liability insurance with the following minimum limits:
\$100,000 each accident
\$100,000 each employee by disease
\$500,000 aggregate disease

5. Employee Fidelity, including Computer Crimes, insurance naming the State as a loss payee, providing coverage for direct loss to the State and any legal liability of the State arising out of or related to fraudulent or dishonest acts committed by the employees of Contractor or its Subcontractors, acting alone or in collusion with others, in a minimum amount of one million dollars (\$1,000,000.00) with a maximum deductible of fifty thousand dollars (\$50,000.00).

6. Umbrella or Excess Liability Insurance in a minimum amount of ten million dollars (\$10,000,000.00), which shall apply, at a minimum, to the insurance required in Subsection 1 (Commercial General Liability) above.



7. Professional Liability (Errors and Omissions) Insurance with the following minimum coverage: three million dollars (\$3,000,000.00) each occurrence and three million dollars (\$3,000,000.00) annual aggregate.

8. Fire and Personal Property Insurance covering against any loss or damage to the office space used by Contractor for any reason under this Contract, and the equipment, software and other contents of such office space, including without limitation, those contents used by Contractor to provide the Services to the State, up to the replacement value thereof, where such office space and its contents are under the care, custody and control of Contractor. Such policy shall cover all risks of direct physical loss or damage, including without limitation, flood and earthquake coverage and coverage for computer hardware and software. The State shall be endorsed on the policy as a loss payee as its interests appear.

(b) Subcontractors

Except where the State has approved in writing a Contractor subcontract with other insurance provisions, Contractor shall require all of its Subcontractors under this Contract to purchase and maintain the insurance coverage as described in this Section for the Contractor in connection with the performance of work by those Subcontractors. Alternatively, Contractor may include any Subcontractors under Contractor's insurance on the coverage required in this Section. Subcontractor(s) shall fully comply with the insurance coverage required in this Section. Failure of Subcontractor(s) to comply with insurance requirements does not limit Contractor's liability or responsibility.

(c) Certificates of Insurance and Other Requirements

Contractor shall furnish to the Office of Purchasing Operations certificate(s) of insurance verifying insurance coverage or providing satisfactory evidence of self-insurance as required in this Section (the "Certificates"). Before the Contract is signed, and not less than 20 days before the insurance expiration date every year thereafter, the Contractor shall provide evidence that the State and its agents, officers and employees are listed as additional insureds under each commercial general liability and commercial automobile liability policy. In the event the State approves the representation of the State by the insurer's attorney, the attorney may be required to be designated as a Special Assistant Attorney General by the Attorney General of the State of Michigan.

Contractor shall maintain all required insurance coverage throughout the term of the Contract and any extensions thereto and, in the case of claims-made Commercial General Liability policies, shall secure tail coverage for at least three (3) years following the expiration or termination for any reason of this Contract. The minimum limits of coverage specified above are not intended, and shall not be construed, to limit any liability or indemnity of Contractor under this Contract to any indemnified party or other persons. Contractor shall be responsible for all deductibles with regard to such insurance. If Contractor fails to pay any premium for required insurance as specified in this Contract, or if any insurer cancels or significantly reduces any required insurance as specified in this Contract without the State's written consent, at the State's election (but without any obligation to do so) after the State has given Contractor at least thirty (30) days written notice, the State may pay such premium or procure similar insurance coverage from another company or companies; and at the State's election, the State may deduct the entire cost (or part thereof) from any payment due Contractor, or Contractor shall pay the entire cost (or any part thereof) upon demand by the State.

2.311 TRANSITION ASSISTANCE

If this Contract is not renewed at the end of this term, or is canceled prior to its expiration, for any reason, the Contractor must provide for up to **180 days** after the expiration or cancellation of this Contract, all reasonable transition assistance requested by the State, to allow for the expired or canceled portion of the Services to continue without interruption or adverse effect, and to facilitate the orderly transfer of such services to the State or its designees. Such transition assistance will be deemed by the parties to be governed by the terms and conditions of this Contract,



(notwithstanding this expiration or cancellation) except for those Contract terms or conditions that do not reasonably apply to such transition assistance. The State shall pay the Contractor for any resources utilized in performing such transition assistance at the most current rates provided by the Contract for Contract performance.

2.312 WORK PRODUCT

Work Products shall be considered works made by the Contractor for hire by the State and shall belong exclusively to the State and its designees, unless specifically provided otherwise by mutual agreement of the Contractor and the State. If by operation of law any of the Work Product, including all related intellectual property rights, is not owned in its entirety by the State automatically upon creation thereof, the Contractor agrees to assign, and hereby assigns to the State and its designees the ownership of such Work Product, including all related intellectual property rights. The Contractor agrees to provide, at no additional charge, any assistance and to execute any action reasonably required for the State to perfect its intellectual property rights with respect to the aforementioned Work Product.

Notwithstanding any provision of this Contract to the contrary, any preexisting work or materials including, but not limited to, any routines, libraries, tools, methodologies, processes or technologies (collectively, the "Development Tools") created, adapted or used by the Contractor in its business generally, including any and all associated intellectual property rights, shall be and remain the sole property of the Contractor, and the State shall have no interest in or claim to such preexisting work, materials or Development Tools, except as necessary to exercise its rights in the Work Product. Such rights belonging to the State shall include, but not be limited to, the right to use, execute, reproduce, display, perform and distribute copies of and prepare derivative works based upon the Work Product, and the right to authorize others to do any of the foregoing, irrespective of the existence therein of preexisting work, materials and Development Tools, except as specifically limited herein.

The Contractor and its subcontractors shall be free to use and employ their general skills, knowledge and expertise, and to use, disclose, and employ any generalized ideas, concepts, knowledge, methods, techniques or skills gained or learned during the course of performing the services under this Contract, so long as the Contractor or its subcontractors acquire and apply such information without disclosure of any confidential or proprietary information of the State, and without any unauthorized use or disclosure of any Work Product resulting from this Contract. The State recognizes that the application **itself, outside of** the database of DNR material, will be considered preexisting work.

2.313 PROPRIETARY RIGHTS

A. Data & Software Ownership

DATA OWNERSHIP AND USE:

The Contractor will not deny to the Parks & Recreation Bureau up-to-date access to all current and past databases regarding the campers and organizations in the databases and all other information and data entered into the databases by both the Contractor and the DNR related to this contract. All such information and data are the sole property of the DNR and shall not be sold or made available to any person or entity without the written authorization of the DNR, Parks & Recreation Bureau. No files are to be purged from the central server without the written approval of the Parks & Recreation Bureau. The Contractor shall not use state park reservation related data for any other purpose other than to administer the Michigan state park camping - reservation program.

Software License

Contractor grants to the State a non-exclusive, royalty-free, site-wide, irrevocable, license to use the Software and related documentation according to the terms and conditions of this



Contract. For the purposes of this license, "site-wide" includes any participating location regardless of its physical location.

2.314 WEBSITE INCORPORATION

State expressly states that it will not be bound by any content on the Contractor's website, even if the Contractor's documentation specifically referenced that content and attempts to incorporate it into any other communication, unless the State has actual knowledge of such content and has expressly agreed to be bound by it in a writing that has been manually signed by an authorized representation of the State.

2.4 Contract Review and Evaluation

2.401 CONTRACT COMPLIANCE INSPECTOR

Upon receipt at Purchasing Operations of the properly executed Contract Agreement(s), the person named below will be allowed to oversee the Contract performance on a day-to-day basis during the term of the Contract. However, overseeing the Contract implies **no authority to negotiate, change, modify, clarify, amend, or otherwise alter the terms, conditions, and specifications of such Contract(s). That authority is retained by Purchasing Operations.** The Contract Compliance Inspector for this project is:

Bill Pemble
Department of Natural Resources
Grants, Contracts, and Customer System
530 West Allegan St.
Lansing, MI 48933
pemblew@michigan.gov

2.402 PERFORMANCE REVIEWS

Purchasing Operations in conjunction with the DNR may review with the Contractor their performance under the Contract. Performance reviews shall be conducted quarterly, semi-annually or annually depending on Contractor's past performance with the State. Performance reviews shall include, but are not limited to, quality of products/services being delivered and provided, timeliness of delivery, percentage of completion of orders, the amount of back orders, status of such orders, accuracy of billings, customer service, completion and submission of required paperwork, the number of substitutions and the reasons for substitutions, and other requirements of the Contract.

Upon a finding of poor performance, which has been documented by Purchasing Operations, the Contractor shall be given an opportunity to respond and take corrective action. If corrective action is not taken in a reasonable amount of time as determined by Purchasing Operations, the Contract may be canceled for default. Delivery by the Contractor of unsafe and/or adulterated or off-condition products to any State agency is considered a material breach of Contract subject to the cancellation provisions contained herein.

2.403 AUDIT OF CONTRACT COMPLIANCE/ RECORDS AND INSPECTIONS

(a) Inspection of Work Performed. The State's authorized representatives shall at all reasonable times and with ten (10) days prior written request, have the right to enter Contractor's premises, or any other places, where the Services are being performed, and shall have access, upon reasonable request, to interim drafts of Deliverables or work-in-progress. Upon ten (10) Days prior written notice and during business hours, the State's representatives shall be allowed to inspect, monitor, or otherwise evaluate the work being performed and to the extent that such access will not interfere or jeopardize the safety or operation of the systems or facilities. Contractor must provide all reasonable facilities and assistance for the State's representatives, so long as no security, labor relations policies and propriety information policies are violated.



- (b) Examination of Records. No more than once per year, Contractor agrees that the State, including its duly authorized representatives, until the expiration of seven (7) years following the creation of the material (collectively, the "Audit Period"), shall, upon twenty (20) days prior written notice, have access to and the right to examine and copy any of Contractor's books, records, documents and papers pertinent to establishing Contractor's compliance with the terms and conditions of the Contract and with applicable laws and rules, including the State's procurement rules, regulations and procedures, and actual performance of the Contract for the purpose of conducting an audit, examination, excerpt and/or transcription but the State shall not have access to any information deemed confidential to Contractor to the extent such access would require such confidential information to become publicly available. This provision also applies to the books, records, accounts, documents and papers, in print or electronic form, of any parent, affiliated or subsidiary organization of Contractor, or any Subcontractor of Contractor performing services in connection with the Contract.
- (c) Retention of Records. Contractor shall maintain at least until the end of the Audit Period all pertinent financial and accounting records (including time sheets and payroll records, and information pertaining to the Contract and to the Services, equipment, and commodities provided under the Contract) pertaining to the Contract in accordance with generally accepted accounting principles and other procedures specified in this Section. Financial and accounting records shall be made available, upon request, to the State at any time during the Audit Period. If an audit, litigation, or other action involving Contractor's records is initiated before the end of the Audit Period, the records must be retained until all issues arising out of the audit, litigation, or other action are resolved or until the end of the Audit Period, whichever is later.
- (d) Audit Resolution. If necessary, the Contractor and the State shall meet to review each audit report promptly after issuance. The Contractor will respond to each audit report in writing within thirty (30) days from receipt of such report, unless a shorter response time is specified in such report. The Contractor and the State shall develop and agree upon an action plan to promptly address and resolve any deficiencies, concerns, and/or recommendations in such audit report.
1. Errors. If the audit demonstrates any errors in the statements provided to the State, then the amount in error shall be reflected as a credit or debit on the next invoice and in subsequent invoices until the amount is paid or refunded in full. However, a credit or debit may not be carried for more than four (4) quarterly statements. If a balance remains after four (4) quarterly statements, then the remaining amount will be due as a payment or refund within forty-five (45) days of the last quarterly statement that the balance appeared on or termination of the contract, whichever is earlier.
 2. In addition to other available remedies, the difference between the payment received and the correct payment amount is greater than ten (10%), then the Contractor shall pay all of the reasonable costs of the audit.

2.405 Future Bidding Preclusion

Contractor acknowledges that, to the extent the RFP resulting in this contract, involved the creation, research, investigation or generation of a future RFP, it may be precluded from bidding on the subsequent RFP. The State reserves the right to disqualify any bidder if the State determines that the bidder has used its position (whether as an incumbent Contractor, or as a Contractor hired to assist with the RFP development, or as a Vendor offering free assistance) to gain a leading edge on the competitive RFP.

**2.5 Quality and Warranties****2.501 PROHIBITED PRODUCTS**

The State will not accept salvage, distressed, outdated or discontinued merchandise. Shipping of such merchandise to any State agency, as a result of an order placed against the Contract, shall be considered default by the Contractor of the terms and conditions of the Contract and may result in cancellation of the Contract by the State. The brand and product number offered for all items shall remain consistent for the term of the Contract, unless Purchasing Operations has approved a change.

2.502 RESERVED**2.503 RESERVED****2.504 GENERAL WARRANTIES****2.505 CONTRACTOR WARRANTIES**

The Contract will contain customary representations and warranties by the Contractor, including, without limitation, the following:

1. The Contractor will perform all services in accordance with high professional standards in the industry;
2. The Contractor will use adequate numbers of qualified individuals with suitable training, education, experience and skill to perform the services;
3. The Contractor will use its best efforts to use efficiently any resources or services necessary to provide the services that are separately chargeable to the State;
4. The Contractor will use its best efforts to perform the services in the most cost effective manner consistent with the required level of quality and performance;
5. The Contractor will perform the services in a manner that does not infringe the proprietary rights of any third party;
6. The Contractor will perform the services in a manner that complies with all applicable laws and regulations;
7. The Contractor has duly authorized the execution, delivery and performance of the Contract;
8. The Contractor is capable in all respects of fulfilling and shall fulfill all of its obligations under this contract.
9. The contract appendices, attachments, and exhibits identify all equipment and software services necessary for the deliverable(s) to perform and operate in compliance with the contract's requirements.
10. The Contractor is the lawful owner or licensee of any Deliverable licensed or sold to the state by Contractor or developed by Contractor under this contract, and Contractor has all of the rights necessary to convey to the state the ownership rights or license use, as applicable, of any and all Deliverables.
11. If, under this Contract, Contractor procures any equipment, software or other Deliverable for the State (including equipment, software and other Deliverables manufactured, re-marketed or otherwise sold by Contractor under Contractor's name), then in addition to Contractor's other responsibilities with respect to such items as set forth in this Contract, Contractor shall



assign or otherwise transfer to the State or its designees, or afford the State the benefits of, any manufacturer's warranty for the Deliverable.

12. The contract signatory has the power and authority, including any necessary corporate authorizations, necessary to enter this contract, on behalf of Contractor.
13. The Contractor is qualified and registered to transact business in all locations where required.
14. Neither the Contractor nor any Affiliates, nor any employee of either, has, shall have, or shall acquire, any contractual, financial, business, or other interest, direct or indirect, that would conflict in any manner or degree with Contractor's performance of its duties and responsibilities to the State under this Contract or otherwise create an appearance of impropriety with respect to the award or performance of this Agreement. Contractor shall notify the State within two (2) days of any such interest that may be incompatible with the interests of the State.
15. All financial statements, reports, and other information furnished by Contractor to the State as part of its response to the ITB or otherwise in connection with the award of this Contract fairly and accurately represent the business, properties, financial condition, and results of operations of Contractor as of the respective dates, or for the respective periods, covered by such financial statements, reports, other information. Since the respective dates or periods covered by such financial statements, reports, or other information, there have been no material adverse changes in the business, properties, financial condition, or results of operations of Contractor. All written information furnished to the State by or behalf of Contractor in connection with this Contract, including its bid, is true, accurate, and complete, and contains no untrue statement of material fact or omits any material fact necessary to make such information not misleading.

2.506 STAFF

The State reserves the right to approve the Contractor's assignment of Key Personnel to this project and to recommend reassignment of personnel deemed unsatisfactory by the State.

The Contractor shall not remove or reassign, without the State's prior written approval any of the Key Personnel until such time as the Key Personnel have completed all of their planned and assigned responsibilities in connection with performance of the Contractor's obligations under this Contract. The Contractor agrees that the continuity of Key Personnel is critical and agrees to the continuity of Key Personnel. Removal of Key Personnel without the written consent of the State may be considered by the State to be a material breach of this Contract. The prohibition against removal or reassignment shall not apply where Key Personnel must be replaced for reasons beyond the reasonable control of the Contractor including but not limited to illness, disability, resignation or termination of the Key Personnel's employment.

2.507 SOFTWARE WARRANTIES

(a) Performance Warranty

The Contractor represents and warrants that Deliverables, after Final Acceptance, will perform and operate in compliance with the requirements and other standards of performance contained in this Contract (including all descriptions, specifications and drawings made a part of the Contract) for a period of ninety (90) days. In the event of a breach of this warranty, Contractor will promptly correct the affected Deliverable(s) at no charge to the State.

(b) No Surreptitious Code Warranty



The Contractor represents and warrants that no copy of licensed Software provided to the State contains or will contain in any Self-Help Code or any Unauthorized Code as defined below. This warranty is referred to in this Contract as the "No Surreptitious Code Warranty."

As used in this Contract, "Self-Help Code" means any back door, time bomb, drop dead device, or other software routine designed to disable a computer program automatically with the passage of time or under the positive control of a person other than the licensee of the software. Self-Help Code does not include Software routines in a computer program, if any, designed to permit an owner of the computer program (or other person acting by authority of the owner) to obtain access to a licensee's computer system(s) (e.g. remote access via modem) for purposes of maintenance or technical support.

As used in this Contract, "Unauthorized Code" means any virus, Trojan horse, spyware, worm or other Software routines or components designed to permit unauthorized access to disable, erase, or otherwise harm software, equipment, or data; or to perform any other such actions. The term Unauthorized Code does not include Self-Help Code.

In addition, Contractor will use up-to-date commercial virus detection software to detect and remove any viruses from any software prior to delivering it to the State.

(c) Calendar Warranty

The Contractor represents and warrants that all software for which the Contractor either sells or licenses to the State of Michigan and used by the State prior to, during or after the calendar year 2000, includes or shall include, at no added cost to the State, design and performance so the State shall not experience software abnormality and/or the generation of incorrect results from the software, due to date oriented processing, in the operation of the business of the State of Michigan.

The software design, to insure calendar year rollover compatibility, shall include, but is not limited to: data structures (databases, data files, etc.) that provide 4-digit date century; stored data that contain date century recognition, including, but not limited to, data stored in databases and hardware device internal system dates; calculations and program logic (e.g., sort algorithms, calendar generation, event recognition, and all processing actions that use or produce date values) that accommodates same century and multi-century formulas and date values; interfaces that supply data to and receive data from other systems or organizations that prevent non-compliant dates and data from entering any State system; user interfaces (i.e., screens, reports, etc.) that accurately show 4 digit years; and assurance that the year 2000 shall be correctly treated as a leap year within all calculation and calendar logic.

(d) Third-party Software Warranty

The Contractor represents and warrants that it will disclose the use or incorporation of any third-party software into the Deliverables. At the time of Delivery, the Contractor shall provide in writing the name and use of any Third-party Software, including information regarding the Contractor's authorization to include and utilize such software. The notice shall include a copy of any ownership agreement or license that authorizes the Contractor to use the Third-party Software.

2.508 EQUIPMENT WARRANTY

To the extent Contractor is responsible under this Contract for maintaining equipment/system(s), Contractor represents and warrants that it will maintain such equipment/system(s) in good operating condition and will undertake all repairs and preventive maintenance in accordance with the applicable manufacturer's recommendations for the period specified in this Contract.



The Contractor represents and warrants that the equipment/system(s) shall be in good operating condition and shall operate and perform to the requirements and other standards of performance contained in this Contract, when installed, at the time of Final Acceptance by the State, and for a period of one (1) year commencing upon the first day following Final Acceptance.

The Contractor will provide spare PC's that are stored on location for the most in demand locations (approximately 15) that are fully loaded and ready to be swapped into production in the event of a failed pc. For all other locations, the Contractor shall adjust, repair or replace all equipment that is defective or not performing in compliance with the Contract within 7 days of the notification from a given location. The Contractor shall assume all costs for replacing parts or units and their installation including transportation and delivery fees, if any.

The Contractor shall provide a toll-free telephone number to allow the State to report equipment failures and problems to be remedied by the Contractor.

The Contractor agrees that all warranty service it provides under this Contract shall be performed by original equipment manufacturer (OEM) trained, certified and authorized technicians.

The Contractor shall act as the sole point of contact for warranty service. The Contractor warrants that it shall pass through to the State any and all warranties obtained or available from the original equipment manufacturer, including any replacement, upgraded, or additional equipment warranties.

All warranty work shall be performed on the State of Michigan worksite(s).

2.509 PHYSICAL MEDIA WARRANTY

Contractor represents and warrants that each licensed copy of the Software provided by the Contractor is free from physical defects in the media that tangibly embodies the copy. This warranty does not apply to defects discovered more than thirty (30) days after that date of Final Acceptance of the Software by the State. This warranty does not apply to defects arising from acts of Excusable Failure. If the Contractor breaches this warranty, then the State shall be entitled to replacement of the non-compliant copy by Contractor, at Contractor's expense (including shipping and handling).

2.6 Breach of Contract

2.601 BREACH DEFINED

Failure to comply with articles, sections, or subsections of this agreement, or making any false statement in this agreement will be considered a material breach of this agreement giving the state authority to invoke any and all remedies available to it under this agreement.

In addition to any remedies available in law and by the terms of this contract, if the Contractor breaches Sections 2.508, 2.509, or 2.510, such a breach may be considered as a default in the performance of a material obligation of this contract.

2.602 NOTICE AND THE RIGHT TO CURE

In the event of a curable breach by the Contractor, the State shall provide the Contractor written notice of the breach and a time period to cure said breach described in the notice. This section requiring notice and an opportunity to cure shall not be applicable in the event of successive or repeated breaches of the same nature or if the State determines in its sole discretion that the breach poses a serious and imminent threat to the health or safety of any person or the imminent loss, damage or destruction of any real or tangible personal property.

2.603 EXCUSABLE FAILURE

1. Neither party shall be liable for any default or delay in the performance of its obligations under the Contract if and to the extent such default or delay is caused, directly or indirectly,



- by: fire, flood, earthquake, elements of nature or acts of God; riots, civil disorders, rebellions or revolutions in any country; the failure of the other party to perform its material responsibilities under the Contract (either itself or through another Contractor); injunctions (provided the injunction was not issued as a result of any fault or negligence of the party seeking to have its default or delay excused); or any other cause beyond the reasonable control of such party; provided the non-performing party and its subcontractors are without fault in causing such default or delay, and such default or delay could not have been prevented by reasonable precautions and cannot reasonably be circumvented by the non-performing party through the use of alternate sources, workaround plans or other means, including disaster recovery plans. In such event, the non-performing party will be excused from any further performance or observance of the obligation(s) so affected for as long as such circumstances prevail and such party continues to use its best efforts to recommence performance or observance whenever and to whatever extent possible without delay provided such party promptly notifies the other party in writing of the inception of the excusable failure occurrence, and also of its abatement or cessation.
2. If any of the above enumerated circumstances substantially prevent, hinder, or delay performance of the services necessary for the performance of the State's functions for more than 14 consecutive days, and the State determines that performance is not likely to be resumed within a period of time that is satisfactory to the State in its reasonable discretion, then at the State's option: (a) the State may procure the affected services from an alternate source, and the State shall not be liable for payments for the unperformed services under the Contract for so long as the delay in performance shall continue; (b) the State may cancel any portions of the Contract so affected and the charges payable hereunder shall be equitably adjusted to reflect those services canceled; or (c) the Contract will be canceled without liability of the State to the Contractor as of the date specified by the State in a written notice of cancellation to the Contractor. The Contractor will not have the right to any additional payments from the State as a result of any excusable failure occurrence or to payments for services not rendered as a result of the excusable failure condition. Defaults or delays in performance by the Contractor which are caused by acts or omissions of its subcontractors will not relieve the Contractor of its obligations under the Contract except to the extent that a subcontractor is itself subject to any excusable failure condition described above and the Contractor cannot reasonably circumvent the effect of the subcontractor's default or delay in performance through the use of alternate sources, workaround plans or other means.

2.7 Remedies

2.701 CANCELLATION

The State may cancel this Contract without further liability or penalty to the State, its departments, divisions, agencies, offices, commissions, officers, agents, and employees for any of the following reasons:

1. Material Breach by the Contractor. In the event that the Contractor breaches any of its material duties or obligations under the Contract, which are either not capable of or subject to being cured, or are not cured within the time period specified in the written notice of breach provided by the State, or pose a serious and imminent threat to the health and safety of any person, or the imminent loss, damage or destruction of any real or tangible personal property, the State may, having provided written notice of cancellation to the Contractor, cancel this Contract in whole or in part, for cause, as of the date specified in the notice of cancellation.

In the event that this Contract is cancelled for cause, in addition to any legal remedies otherwise available to the State by law or equity, the Contractor shall be responsible for all costs incurred by the State in canceling the Contract, including but not limited to, State administrative costs, attorneys fees and court costs, and any additional costs the State may



incur to procure the services required by this Contract from other sources. All excess re-procurement costs and damages shall not be considered by the parties to be consequential, indirect or incidental, and shall not be excluded by any other terms otherwise included in the Contract.

In the event the State chooses to partially cancel this Contract for cause charges payable under this Contract will be equitably adjusted to reflect those services that are cancelled.

In the event this Contract is cancelled for cause pursuant to this section, and it is therefore determined, for any reason, that the Contractor was not in breach of contract pursuant to the provisions of this section, that cancellation for cause shall be deemed to have been a cancellation for convenience, effective as of the same date, and the rights and obligations of the parties shall be limited to that otherwise provided in the Contract for a cancellation for convenience.

2. Cancellation For Convenience By the State. The State may cancel this Contract for its convenience, in whole or part, if the State determines that such a cancellation is in the State's best interest. Reasons for such cancellation shall be left to the sole discretion of the State and may include, but not limited to (a) the State no longer needs the services or products specified in the Contract, (b) relocation of office, program changes, changes in laws, rules, or regulations make implementation of the Contract services no longer practical or feasible, and (c) unacceptable prices for additional services requested by the State. The State may cancel the Contract for its convenience, in whole or in part, by giving the Contractor written notice 30 days prior to the date of cancellation. If the State chooses to cancel this Contract in part, the charges payable under this Contract shall be equitably adjusted to reflect those services that are cancelled.
3. Non-Appropriation. In the event that funds to enable the State to effect continued payment under this Contract are not appropriated or otherwise made available. The Contractor acknowledges that, if this Contract extends for several fiscal years, continuation of this Contract is subject to appropriation or availability of funds for this project. If funds are not appropriated or otherwise made available, the State shall have the right to cancel this Contract at the end of the last period for which funds have been appropriated or otherwise made available by giving written notice of cancellation to the Contractor. The State shall give the Contractor written notice of such non-appropriation or unavailability within 30 days after it receives notice of such non-appropriation or unavailability.
4. Criminal Conviction. In the event the Contractor, an officer of the Contractor, or an owner of a 25% or greater share of the Contractor, is convicted of a criminal offense incident to the application for or performance of a State, public or private Contract or subcontract; or convicted of a criminal offense including but not limited to any of the following: embezzlement, theft, forgery, bribery, falsification or destruction of records, receiving stolen property, attempting to influence a public employee to breach the ethical conduct standards for State of Michigan employees; convicted under State or federal antitrust statutes; or convicted of any other criminal offense which in the sole discretion of the State, reflects upon the Contractor's business integrity.
5. Approvals Rescinded. The State may terminate this Contract without further liability or penalty in the event any final administrative or judicial decision or adjudication disapproves a previously approved request for purchase of personal services pursuant to Constitution 1963, Article 11, section 5, and Civil Service Rule 7. Termination may be in whole or in part and may be immediate as of the date of the written notice to Contractor or may be effective as of the date stated in such written notice.

**2.702 RIGHTS UPON CANCELLATION****A. Rights and Obligations Upon Termination**

- (1) If this Contract is terminated by the State for any reason, Contractor shall (a) stop all work as specified in the notice of termination, (b) take any action that may be necessary, or that the State may direct, for preservation and protection of Deliverables or other property derived or resulting from this Contract that may be in Contractor's possession, (c) return all materials and property provided directly or indirectly to Contractor by any entity, agent or employee of the State, (d) in the event that the Contractor maintains title in equipment and software that is intended to be transferred to the State at the termination of the Contract, Contractor will transfer title in, and deliver to, the State, unless otherwise directed, all Deliverables and other Developed Materials intended to be transferred to the State at the termination of the Contract and which are resulting from the Contract (which shall be provided to the State on an "As-Is" basis except to the extent the amounts paid by the State in respect of such items included compensation to Contractor for the provision of warranty services in respect of such materials), and (e) take any action to mitigate and limit any potential damages, or requests for Contractor adjustment or termination settlement costs, to the maximum practical extent, including terminating or limiting as otherwise applicable those subcontracts and outstanding orders for material and supplies resulting from the terminated Contract.
- (2) In the event the State terminates this Contract prior to its expiration for its own convenience, the State shall pay Contractor for all charges due for Services provided prior to the date of termination and, if applicable, as a separate item of payment pursuant to this Contract, for partially completed Deliverables, on a percentage of completion basis. All completed or partially completed Deliverables prepared by Contractor pursuant to this Contract shall, at the option of the State, become the State's property, and Contractor shall be entitled to receive equitable fair compensation for such Deliverables. Regardless of the basis for the termination, the State shall not be obligated to pay, or otherwise compensate, Contractor for any lost expected future profits, costs or expenses incurred with respect to Services not actually performed for the State.
- (3.) If any such termination by the State is for cause, the State shall have the right to set-off against any amounts due Contractor the amount of any damages for which Contractor is liable to the State under this Contract or pursuant to law or equity.
- (4.) Upon a good faith termination, the State shall have the right to assume, at its option, any and all subcontracts and agreements for services and materials provided under this Contract, and may further pursue completion of the Services under this Contract by replacement contract or otherwise as the State may in its sole judgment deem expedient.

B. Termination Assistance

If the Contract (or any Statement of Work issued under it) is terminated for any reason before the scheduled expiration date, Contractor agrees to provide for up to two-hundred seventy (270) calendar days after the termination all reasonable termination assistance requested by the State to facilitate the orderly transfer of such Services to the State or its designees in a manner designed to minimize interruption and adverse effect. Such termination assistance will be deemed by the parties to be governed by the terms and conditions of the Contract (notwithstanding its termination) other than any terms or conditions that do not reasonably apply to such termination assistance. The State shall compensate Contractor for such termination assistance at the same rates and charges set forth in the Contract on a time and materials basis in accordance with the Labor Rates



indicated within Contractors pricing section. If the Contract is terminated by Contractor under **Section 20**, then Contractor may condition its provision of termination assistance under this Section on reasonable assurances of payment by the State for such assistance, and any other amounts owed under the Contract.

C. Reservation of Rights

Any termination of the Contract or any Statement of Work issued under it by a party shall be with full reservation of, and without prejudice to, any rights or remedies otherwise available to such party with respect to any claims arising prior to or as a result of such termination.

D. End of Contract Transition

In the event the Contract is terminated, for convenience or cause, or upon expiration, the Contractor agrees to comply with direction provided by the State to assist in the orderly transition of equipment, services, software, leases, etc. to the State or a third party designated by the State. In the event of termination or the expiration of the Contract, the Contractor agrees to make all reasonable efforts to effect an orderly transition of services within a reasonable period of time that in no event will exceed 270 calendar days. These efforts shall include, but are not limited to, the following:

- (1) Personnel - The Contractor shall work with the State, or a specified third party, to develop a transition plan setting forth the specific tasks and schedule to be accomplished by the parties, to effect an orderly transition. The Contractor shall allow as many personnel as practicable to remain on the job to help the State, or a specified third party, maintain the continuity and consistency of the services required by the Contract. In addition, during or following the transition period, in the event the State requires the Services of the Contractor's subcontractors, as necessary to meet its needs, Contractor agrees to reasonably, and with good-faith, work with the State to use the Services of Contractor's subcontractors.
- (2) Knowledgeable Personnel. Contractor will make available to the State or a Third Party Provider knowledgeable personnel familiar with the operational processes and procedures used to deliver products and services to the State. The Contractor personnel will work with the State or third party to help develop a mutually agreeable transition plan, work to transition the process of ordering, shipping and invoicing equipment and services to the State.
- (3) Information - The Contractor agrees to provide reasonable detailed specifications for all Services needed by the State, or specified third party, to properly provide the services required under the Contract. The Contractor will also provide any licenses required to perform the Services under the Contract.
- (4) Software. - The Contractor shall reasonably assist the State in the acquisition of any Contractor software required to perform the Services under the Contract. This shall include any documentation being used by the Contractor to perform the Services under the Contract. If the State transfers any software licenses to the Contractor, those licenses shall, upon expiration of the Contract, transfer back to the State at their current revision level.
- (5) Payment - If the transition results from a termination for any reason, reimbursement shall be governed by the termination provisions of the Contract. If the transition results from expiration, the Contractor will be reimbursed for all reasonable transition costs (i.e. costs incurred within the agreed period after Contract expiration that result from transition operations). The hourly rates or fixed price to be charged will be agreed upon prior to the work commencing.



- (6) Single Point of Contact. Contractor will maintain a Single Point of Contact (SPOC) for the State after termination of the Contract until all product and service obligations have expired.

E. Transition out of this Contract

- (1) In the event that this Contract is terminated, dissolved, voided, rescinded, nullified, or otherwise rendered unenforceable, the Contractor agrees to perform the following obligations, and any others upon which the State and the Contractor agree:
 - (i) Cooperating with any Contractors, vendors, or other entities with which the State contracts to meet its telecommunication needs, for at least two hundred and seventy (270) days after the termination of this Contract;
 - (ii) Reserved.
 - (iii) Providing the State with all asset management data generated from the inception of this Contract through the date on which this Contract is terminated, in a comma-delimited format unless otherwise required by the Program Office;
 - (iv) Reconciling all accounts between the State and the Contractor;
 - (v) Allowing the State to request the winding up of any pending or ongoing projects at the price to which the State and the Contractor agreed at the inception of the project;
 - (vi) Freezing all non-critical software changes;
 - (vii) Notifying all of the Contractor's subcontractors of procedures to be followed during the transition out phase;
 - (viii) Assisting with the communications network turnover, if applicable;
 - (ix) Assisting in the execution of a parallel operation until the effective date of termination of this Contract
 - (x) Answering questions regarding post-migration services;
 - (xi) Delivering to the State any remaining owed reports and documentation still in the Contractor's possession.
- (2) In the event that this Contract is terminated, dissolved, voided, rescinded, nullified, or otherwise rendered unenforceable, the State agrees to perform the following obligations, and any others upon which the State and the Contractor agree:
 - (i) Reconciling all accounts between the State and the Contractor;
 - (ii) Completing any pending post-project reviews.

2.703 LIQUIDATED DAMAGES

- A. The State and the Contractor hereby agree to the specific standards set forth in this Contract. It is agreed between the Contractor and the State that the actual damages to the State as a result of Contractor's failure to provide promised services would be difficult or impossible to determine with accuracy. The State and the Contractor therefore agree that liquidated damages as set out herein shall be a reasonable approximation of the damages that shall be suffered by the State as a result thereof. Accordingly, in the event of such damages, at the written direction of the State, the Contractor shall pay the State the indicated amount as liquidated damages, and not as a penalty. Amounts due the State as liquidated damages, if not paid by the Contractor within fifteen (15) days of notification of assessment, may be deducted by the State from any money payable to the Contractor pursuant to this Contract. The State will notify the Contractor in writing of any claim for liquidated damages pursuant to this paragraph on or before the date the State deducts such sums from money payable to the Contractor. No delay by the State in assessing or collecting liquidated damages shall be construed as a waiver of such rights.
- B. The Contractor shall not be liable for liquidated damages when, in the opinion of the State, incidents or delays result directly from causes beyond the control and without the fault or



negligence of the Contractor. Such causes may include, but are not restricted to, acts of God, fires, floods, epidemics, and labor unrest; but in every case the delays must be beyond the control and without the fault or negligence of the Contractor.

C. Liquidated damages will be assessed as follows:

This contract has been established to provide reservation services to people who wish to make reservation for a stay at one of Michigan State parks or harbors. The Contractor's failure to comply with various provisions of the Contract may cause untimely delays and/or significant inconveniences to campers as well as to the Department. Should the Contractor fail to comply with the provisions of this Contract specified below, the Contractor shall pay to the DNR the Liquidated Damages as specified below, upon notice by the State's Contract Administrator.

Upon documentation of violation, the State Contract Administrator shall advise the Contractor in writing of such damage(s). The damage(s) shall be paid to the State by one of the following methods. The method used shall be the option of the State.

1. Cash payment within 10 calendar days of notice.
2. Deduction from payment(s) owed the Contractor by the State from the first payment(s) due the Contractor after notice of liquidated damages has been given the Contractor.

This system of damages is not intended to be in lieu of the Contractor performing according to the contract provisions. Multiple violations may be grounds for immediate termination of the contract by the State. Also, extreme violations shall be cause for the State to terminate the contract immediately. The State reserves the right to waive penalties.

Should the Contractor not be able to comply with contract requirements because of damage caused by natural disasters or because of changes and/or maintenance work being performed to the reservation or communication systems by others over which the Contractor has no control, the Contractor shall not be subject to liquidated damages or strict adherence to other performance factors that may be impacted by such conditions. All planned shut downs or slow downs of the reservation system must have the prior approval of the State's Contract Administrator.

Liquidated damages, if assessed by the contract administrator, will be enforced under the provisions of this contract as follows:

\$250.00 PER HOUR / INSTANCE / OR ACTION RESULTING IN NON-COMPLIANCE:

- Failure to notify PRB of a planned shutdown with less than 7 business days notification.
- Failure to operate CRS for the required minimum hours.
- Failure to operate after hours message.
- Failure to provide TDD.
- Failure to operate Help Desk for the required minimum hours.
- Failure to meet Help Desk Response Times for Emergencies.

\$5000.00 PER WEEK / RESULTING IN NON-COMPLIANCE:

- Failure to meet service factors of 80% average or better PER WEEK.
- Failure to meet PER WEEK average wait time of less than 30 seconds.
- Failure to meet the average abandoned call rate PER WEEK.
- Failure to meet the 99.5% of Up time for call center, field, or Internet sales channel PER WEEK.

The DNR will provide the Contractor a written notice of warning stipulating a number of days which a failure to comply with the contract provisions must be resolved. If fixed within the given time frame and



a pattern of non-compliance has not been established the need for liquidated damages will be re-assessed.

2.704 STOP WORK

1. The State may, at any time, by written stop work order to the Contractor, require that the Contractor stop all, or any part, of the work called for by this Contract for a period of up to 90 days after the stop work order is delivered to the Contractor, and for any further period to which the parties may agree. The stop work order shall be specifically identified as such and shall indicate that it is issued under this section. Upon receipt of the stop work order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the stop work order during the period of work stoppage. Within the period of the stop work order, the State shall either:
 - a) Cancel the stop work order; or
 - b) Cancel the work covered by the stop work order as provided in the cancellation section of this Contract.
2. If a stop work order issued under this section is canceled or the period of the stop work order or any extension thereof expires, the Contractor shall resume work. The State shall make an equitable adjustment in the delivery schedule, the contract price, or both, and the Contract shall be modified, in writing, accordingly, if:
 - a) The stop work order results in an increase in the time required for, or in the Contractor's costs properly allocable to the performance of any part of this Contract; and
 - b) The Contractor asserts its right to an equitable adjustment within 30 days after the end of the period of work stoppage; provided, that if the State decides the facts justify the action, the State may receive and act upon a proposal submitted at any time before final payment under this Contract.
3. If the stop work order is not canceled and the work covered by the stop work order is canceled for reasons other than material breach, the State shall allow reasonable costs resulting from the stop work order in arriving at the cancellation settlement.
4. If a stop work order is not canceled and the work covered by the stop work order is canceled for material breach, the State shall not allow, by equitable adjustment or otherwise, reasonable costs resulting from the stop work order.

An appropriate equitable adjustment may be made in any related contract of the Contractor that provides for adjustment and is affected by any stop work order under this section. The State shall not be liable to the Contractor for loss of profits because of a stop work order issued under this section.

2.705 SUSPENSION OF WORK

The Contract Administrator may order the Contractor, in writing, to suspend, delay, or interrupt all or any part of the work of this contract for the period of time that the Contract Administrator determines appropriate for the convenience of the Government.

If the performance of all or any part of the work is, for an unreasonable period of time, suspended, delayed, or interrupted (1) by an act of the Contract Administrator in the administration of this contract, or (2) by the Contract Administrator's failure to act within the time specified in this contract (or within a reasonable time if not specified), an adjustment shall be made for any increase in the cost of performance of this contract (excluding profit) necessarily caused by the unreasonable suspension, delay, or interruption, and the contract modified in writing accordingly. However, no adjustment shall be made under this clause for any suspension, delay, or interruption



to the extent that performance would have been so suspended, delayed, or interrupted by any other cause, including the fault or negligence of the Contractor, or for which an equitable adjustment is provided for or excluded under any other term or condition of this contract.

A claim under this clause shall not be allowed:

- (1) For any costs incurred more than 20 days before the Contractor shall have notified the Contract Administrator in writing of the act or failure to act involved (but this requirement shall not apply as to a claim resulting from a suspension order); and
- (2) Unless the claim, in an amount stated, is asserted in writing as soon as practicable after the termination of the suspension, delay, or interruption, but not later than the date of final payment under the contract.

2.8 Changes, Modifications, and Amendments

2.801 APPROVALS

The Contract may not be modified, amended, extended, or augmented except by a writing executed by the parties hereto, and any breach or default by a party shall not be waived or released other than in writing signed by the other party.

2.802 TIME EXTENTIONS

Time extensions for contract changes will depend upon the extent, if any, by which the changes cause delay in the completion of the various elements of performance as described in the statement of work. The change order granting the time extension may provide that the contract completion date will be extended only for those specific elements related to the changed work and that the remaining contract completion dates for all other portions of the work will not be altered. The change order also may provide an equitable readjustment of liquidated damages under the new completion schedule.

2.803 MODIFICATION

Purchasing Operations reserves the right to modify this contract at any time during the contract term. Such modification may include changing the locations to be serviced, additional locations to be serviced, method or manner of performance of the work, number of days service is to be performed, addition or deletion of tasks to be performed, addition or deletion of items, and/or any other modifications deemed necessary. Any changes in pricing proposed by the Contractor resulting from the proposed changes are subject to acceptance by the State. Changes may be increases or decreases. **IN THE EVENT PRICES ARE NOT ACCEPTABLE TO THE STATE, THE CONTRACT SHALL BE SUBJECT TO COMPETITIVE BIDDING BASED UPON THE NEW SPECIFICATION.**

The State reserves the right to add an item(s) that is not described on the item listing and is available from the Contract vendor. The item(s) may be included on the Contract, only if prior written approval has been granted by Purchasing Operations.

2.804 AUDIT AND RECORDS UPON MODIFICATION

DEFINITION: records includes books, documents, accounting procedures and practices, and other data, regardless of whether such items are in written form, electronic form, or in any other form

Contractor shall be required to submit cost or pricing data with the pricing of any modification of this contract to the Contract Administrator in Purchasing Operations. Data may include accounting records, payroll records, employee time sheets, and other information the state deems necessary to perform a fair evaluation of the modification proposal. Contract Administrator or authorized representative of the state shall have the right to examine and audit all of the Contractor's records, including computations and projections, related to:



1. The proposal for modification;
2. The discussions conducted on the proposal, including those related to negotiation;
3. Pricing of the modification; or
4. Performance of the modification.

Contractor shall make available at its office at all reasonable times the materials described in the paragraphs above.

If this contract is completely or partially terminated, the records relating to the work terminated shall be made available for 3 years after any resulting final termination settlement.

2.805 CHANGES

- (a) The Contract Administrator may, at any time, without notice to the sureties, if any, by written order designated or indicated to be a change order, make changes in the work within the general scope of the contract, including changes:
 - (1) In the specifications (including drawings and designs);
 - (2) In the method or manner of performance of the work;
 - (3) In the Government-furnished facilities, equipment, materials, services, or site; or
 - (4) Directing acceleration in the performance of the work.
- (a) Any other written or oral order (which, as used in this paragraph (b), includes direction, instruction, interpretation, or determination) from the Contract Administrator that causes a change shall be treated as a change order under this clause; Provided, that the Contractor gives the Contract Administrator written notice stating:
 - (1) The date, circumstances, and source of the order; and
 - (2) That the Contractor regards the order as a change order.
- (b) Except as provided in this clause, no order, statement, or conduct of the Contract Administrator shall be treated as a change under this clause or entitle the Contractor to an equitable adjustment.

**APPENDIX 1****Comprehensive Quality Control Plan****Purpose**

The purpose of this Comprehensive Quality Assurance Plan is to establish the standards, measures, approaches, and resources needed to ensure that InfoSpherix provides consistent, error-free, “world class” service to the MIDNR and its customers for the duration of the contract.

Scope

This Plan covers the organization and members of InfoSpherix’s proposed MIDNR Quality Assurance Team, the tools that the QA Team and project personnel will use to conduct measurements and evaluations for the purpose of quality assurance, the standards and measures InfoSpherix will apply to the MIDNR, our QA approach for every quality measure and facet of the project, and our approach to client communication and QA reporting. We cover QA measures and approaches for all facets of the project, including:



- ReserveSuite CRS
- Call Center
- Website
- Field Sites
- Help Desk
- Data Management
- Financial Management
- Reporting
- Marketing
- Project Management

Approach

InfoSpherix has always recognized the importance of quality services to our clients. Ensuring high quality service and performance for every project task is part of our overall commitment to providing first-class project management.

Focus

InfoSpherix's Comprehensive Quality Assurance Plan ensures that our services effectively and efficiently meet the needs of clients and their customers through ongoing process evaluation and improvement activities. Known as continuous quality improvement, this approach is based on the following assumptions:

- To be successful, quality assurance activities must be supported by, and include, the active involvement of all Company members, from leadership to line staff.
- To be effective, a quality assurance program must be dynamic and ongoing.
- To be meaningful, quality assurance activities must also be managed and must be applied in a consistent manner.

InfoSpherix Comprehensive Quality Assurance Plan is designed to provide continuous quality improvement through an organized, participatory approach to process review and change.

Planning and Evaluation

At InfoSpherix, we conduct ongoing planning and regular evaluation of our Comprehensive Quality Assurance Plan, and revise it as necessary to maintain the effectiveness of services. We carry out the following planning and evaluation activities:

- We review policies and procedures, management activities, and organization functions to ensure that they meet local, State, Federal, and international regulation and accreditation standards.
- We evaluate customer service to determine whether it meets expectations and standards of the company, its clients, and their customers.
- We routinely monitor and evaluate professional competency and practices of InfoSpherix staff and follow up with appropriate education and/or training.
- We identify professional liability, risk management, and disaster preparedness issues and resolve them through assessment, monitoring, and appropriate training.

Continuous Improvement

InfoSpherix's QA process is designed to manifest continuous improvement by focusing on a cycle of four steps:

1. **Prevent:** covers all processes involved in setting up a program that can meet the required standards and prevent errors, including system design & testing, staff sizing and training, documenting processes, etc.
2. **Inspect:** covers all processes involved in monitoring and evaluating activities and deliverables to identify errors, and measure them in relation to established standards.



3. **Correct:** involves processes to communicate and correct identified errors.
4. **Adjust:** involves making carefully considered changes to system design, staff size, training process, etc., so that we can (go back to #1) prevent errors at a greater rate than before.

Organization

QA Team Independence and Authority

InfoSpherix has assembled a QA Team with representatives at the highest level of the organization to ensure that the MIDNR receives the greatest possible degree of project-independent oversight and quality assurance. The team also has expertise covering all aspects of the MIDNR project, providing truly comprehensive QA oversight.

QA Tools

In this section we describe many of the tools that InfoSpherix's QA Team and project support staff will use to conduct their activities.

System monitoring tools

Call Center – Nortel's Symposium provides the call routing, reporting and real-time monitoring of our telephony environments. It comes packaged with a wide array of monitors that allow us to monitor all ACD queues, agent performance and all of the classic measurements such as abandon rates, handle times and speed of answer. The reporting that comes with Symposium is very robust. It comes with a standard set of reports that can be modified to suit the user's needs. The Symposium Web interface extends this monitoring and reporting capability to the users web browser. The web application also allows for data from multiple PBXs to be displayed on the same monitor. For contracts that exist in multiple Centers this is helpful in monitoring the overall performance of the contract.

Nortel's Graphical Realtime Display (GRTD) is used to monitor Call Center performance as well. This tool can report on the same measurements as Symposium but does it in a graphical manner that can be adjusted to the user's needs. For example, ACD queues can be displayed in very large fonts so that they become visible to a large audience. GRTD can also be configured with audible alarming based on user defined thresholds. This allows for timely corrective action in case queues are building or the number of agents logged in drops too low. Our PBX maintenance vendor uses proprietary software to proactively monitor our PBXs. This monitoring takes place 24x7x365 and has automatic notifications built in if there are any issues with the switch or the voice circuits terminated on the switch. This allows for very fast response at all times to any problems which greatly improve the Mean Time to Repair (MTTR) for voice problems. The software has the intelligence to recognize the criticality of the alarms it receives and automatic dispatches are configured for those that merit such a response.

Web Applications – Web Applications are monitored via IPCheck, a product from Paessler. It sends alarms if there are errors. IPCheck provides extensive logging, which assists in analyzing the performance of the Web Applications. We have IPCheck installed in two locations from a network perspective. The first is attached to a cable modem completely external to the InfoSpherix network. This allows us to see what the typical performance of our sites is over the internet. The second is internal to our network and is used to quickly identify server-based issues that require attention.

Our LAN/WAN systems are monitored by WhatsUpGold. This product generates alarms if the LAN/WAN systems are down or degraded. It has the ability to track all system resources. This makes identification of issues with CPU, memory or disk resources simple.

Web statistics are created using AWStats and published for client viewing. The following list is a subset of the items we track via AWStats:

- Distinct visitors to our sites
- The number of hits by site
- The average amount of time visitors spend per visit
- The most popular pages
- The referring web page prior to visiting our site
- Geographically where our visitors are located

The information gathered from AWStats is used to help evaluate our server farms as well as to determine potential changes to the design of the site.

Network – CiscoWorks is a comprehensive, web-based network management solution that provides monitoring, configuration and management tools. CiscoWorks includes:



- WhatsUp Gold – A set of Web-based SNMP management tools providing auto-discovery and mapping of network devices, graphical real-time monitoring for troubleshooting network issues and analyzing historical network trends
- Resource Manager – Provides the tools needed to manage the network devices including configuration, software image management and syslog analysis.
- CiscoView – A web-based tool that provides a graphical display of the status of Cisco devices.

SolarWind's Engineer Edition provides a wide set of tools that are useful for network troubleshooting and fault isolation. Included with this product are tools for monitoring network utilization, resource utilization on network devices as well as tools for troubleshooting network-related issues.

Staff monitoring tools

In Iron River, GRNC uses Telestrat IDVR – Records all calls using an open architecture SQL database to manage the compressed mp3 files. The elegance of this solution in the Nortel area is clear. It is the only solution that does not require conferencing or dialogic based server (or similar) architecture. The IDVR is a fully functional card that replaces the phone card directly in the switch. One card supports 16 phones. The added feature of this hybrid card is an Ethernet port which potentially collects every call into the IDVR data server. A DVD player attached to the server acts a backup to the massive file directly created by capturing every call. By capturing every call we are in an ideal position to listen to any complaint and easily listen to a sampling of calls without having to wait for an agent to receive a call. Call scoring is done via specialized forms with the intention to coach, train, reprimand, continue coach, and finally dismiss. We try to give an agent every opportunity to shape up and look forward to showing agents great calls as examples of a job well done.

In Cumberland, **Click2Coach** from Envision is used as a Quality Assurance tool for training agents. It records the voice portion of the contacts as well as the agent interaction with the PC and supporting applications. This allows for review of the entire contact and coaching on the verbal interaction and determines how effective the agent was in utilizing the computer based tools provided. Review of the contacts can be done from the user's PC and requires no special hardware. Click2Coach provides customizable review forms that are used when reviewing the contacts. The calls evaluated are flagged as such in the system and are stored for historical purposes.

Task management tools

Remedy's Magic ServiceDesk is the product that is used within the Information Technology organization to manage work flows. It is marketed by BMC Software; its primary uses are described below:

- **Incident Management:** Incident Management is accomplished via The Magic Service Desk application. Clients are able to submit trouble tickets (Incidents) via Magic's web interface. These Incidents are automatically routed to the proper support group for resolution. Email notifications are sent to alert technicians when an Incident has been assigned to them. Incidents that are not handled in set timeframes are automatically escalated by Magic so that more resources, both technical and managerial, can be applied to the problem. The initiator of the Incident always has access to the most current information on the Incident and is notified by Magic automatically when the Incident is resolved. Magic Incidents flow into Magic's Problem Management module.
- **Problem Management:** Our Problem Management objective is to get at the root cause of Incidents and install permanent fixes. Magic's Problem Management allows us to assign Incidents to Problems. This organizes our incidents so that we can first quantify the real impact of a problem, that is, how many tickets were opened. This provides the details needed to analyze problems so that the root cause can be identified. The root cause identified must by definition solve the cause of the problem for all the incidents that were associated with the problem. Often, root cause analysis leads to changes that need to be made to the production environment. These changes need to be managed properly. To do this, we use the Change Management module from Magic.
- **Change Management:** Change Management is the gate into the Production Turnover process. Our Change Management objective is to ensure that all changes to our production environments are documented, tested, scheduled and implemented with zero defects and with no surprises for our clients. Magic's Change Management applications automates many of the tasks associated with properly managed changes. If the Request for Change (RFC) is to fix something identified in Problem Management the Problem within Magic will be linked to the RFC. This provides an audit trail, then all



the way from an individual Incident through the application of a permanent fix to correct it. When a RFC is entered into Magic the pre-defined stakeholders for the target of the change are automatically notified that the RFC has been entered. Magic is configured to know who has approval authority for the component being changed. For every RFC we require:

- Concurrence by the Approvers that the RFC should be implemented
- A Change Advisory Board (CAB) review of the RFC
- Detailed test plans and test results
- Detailed, step by step implementation plans
- Detailed, step-by-step recovery plans that completely restore the environment back to its state before the RFC was implemented.

Magic coordinates and manages all of this for us in a way that ensures that RFCs are only implemented when properly built and approved.

GRNC uses Intuit Track-IT for internal incident tracking and resolution. GRNC will call InfoSpherix help line for InfoSpherix related problems and use track-IT to support internal issues. Track-IT assigns techs, manages results and tracks time stamps at different aspects of the ticket.

Work Force Management: We use a variety of tools to assist us in effectively predicting our workforce staffing needs. The tools vary from locally developed spreadsheet applications for smaller, less complicated contracts to enterprise products such as **Blue Pumpkin** for larger complex contracts. GRNC will use Blue Pumpkin at its Michigan call center. Blue Pumpkin allows for the automatic uploading of call details from the PBX into its database. It uses that detailed call history when determining the staffing needs for the future. It allows for the creation of what-if scenarios with different scheduling strategies to help us be very precise and efficient in scheduling the right number of Agents to handle projected workloads. The output from Blue Pumpkin is a very detailed schedule that takes into account such shrinkage factors as lunches and breaks, miscellaneous “off air” time for various reasons, vacations and meetings. The application provides a compliance capability so that managers can, at an agent level, verify that all agents are meeting the “Ready to take calls” objectives. Blue Pumpkin truly takes the guesswork out of scheduling for large call centers.

Software Quality Assurance tools

IBM Rational

Industry leader in software configuration management and SDLC methodology.

IBM Rational Robot v2003.06: Scripting application that employs SQA Basic language.

1. Validate UI functionality by executing verification points for control properties.
2. Verify changes across builds for forms and fields as either intentional or defects.
3. Validate accuracy of data written to the database by processing “verification points” specific to data.

IBM Rational Test Manager v2003.06: Hierarchical organizational utility employed to organize the IBM Rational Test Plan and related test cases based on the requirements and the business rules defined by stakeholders.

1. Associated test cases within test plans are derived from the requirements of the target application. Test cases may be directly linked with requirements that are stored externally and may also be associated with manual and \ or automated test scripts that ensure proper execution across builds.
2. Testers may execute scripts that require pre or post-conditions while recording metrics that detail performance and reliability. Results are stored within a unique data repository for each test run and may be re-accessed anytime to see results at a glance.

QA Processes

Based on ISO and InfoSpherix quality standards, InfoSpherix has developed a well-defined and documented quality system referred to as the Comprehensive Quality Assurance Plan (“QA Plan”). The goal of the QA Plan is to ensure that our services meet InfoSpherix standards as well as our customers’ quality standards by creating comprehensive, repeatable processes that are followed, audited, and continuously improved upon.

InfoSpherix uses a document control system that ensures all employees can access the latest revisions of procedures and work instructions. Only authorized personnel have the ability to read, edit and/or approve the processes. If changes are necessary, the change request is communicated to the “owner” of the process and upon approval, the changes are communicated and training takes place for those individuals who utilize the process.



A core InfoSpherix value is that it is the responsibility of senior management to ensure quality throughout our organization. This directive starts with our CEO and is carried out at all levels of the company through communication of our corporate and projects specific quality objectives as well as our quality policy and mission statement.

- **QUALITY POLICY:** As providers of service, we will do the right thing the first time for all customers, external or internal.
- **MISSION STATEMENT:** To provide total solutions that improve our customers' productivity through the application and management of computer technologies and business processes. We will continually strive to develop our employees and improve InfoSpherix's services in order to deliver results that exceed our customers' expectations while achieving superior returns for our shareholders through dedication and hard work.

InfoSpherix's QA Coordinator (QAC) reports to senior management. The QAC provides information to senior management on the following items: provides status of Comprehensive QA Plan as it relates to quality, oversees all internal, customer and external audits, maintains document control and corrective/preventative action system. The QA Coordinator is dedicated to all of InfoSpherix's quality efforts and provides quality orientation for all new hires and in-depth training for managers. The QAC also conducts internal audits quarterly and annually. The QAC also oversees customer audits to assess compliance in areas such as security, process control, testing and disaster recovery. Employee involvement is critical to the success of our **Comprehensive QA Plan**. All new employees attend a two-day orientation that educates them on InfoSpherix policies, our mission, goals and outlines each employee's individual quality responsibilities. Managers define project specific training requirements for each position to ensure that employees are qualified for positions, and training records of each individual employee are maintained online. All employees are encouraged to communicate ideas for process improvements to their manager or the QAC and share possible solutions. This includes employee responsibility to notify managers immediately if they determine services provided to our clients do not meet the customer's or InfoSpherix's quality expectations. Cross-functional and cross-level committees work toward improving communication, process methodology and process efficiency. InfoSpherix has a formal Corrective Action System (CAS) in place to document significant issues affecting customer and employee satisfaction and opportunities for improvement as a result of audits or project analysis. When a Corrective Action Request (CAR) is issued, the CAR assignee must identify the root cause, submit a short and long term plan to solve non-compliance and show evidence of completion of the issued CAR. The CAR requester and QAC then verify all evidence provided and review for effectiveness of the solution.

Internal Audit Process

The Internal Audit Team consists of employees from various departments trained in, and experienced with InfoSpherix's Comprehensive QA Plan. Internal audits are held quarterly and the audit plan includes a process-based approach that contains a sample of processes from the Comprehensive QA Plan, audit trails from previous audits, any areas of concern and corrective actions. Internal auditing is an important activity that allows departments to continuously improve its processes. The Internal Audit Team's primary function is to highlight deficiencies, discrepancies, or inaccuracies within the Comprehensive QA Plan. Objective evidence is required and collected during audits to show that processes are being maintained and followed. In addition, this team also determines if there are any opportunities for improvement, which are documented in our Corrective Action Request database.

The QAC oversees this process and reports results of the internal audits and corrective action status. The QAC also reviews our quality objectives and process metrics with senior management once a month in the formal management review meeting.

Continuous Improvement Methodology

In the complex and ever changing customer service support industry it is imperative that focus on quality and continuous improvement be paramount in the management of any call center operation. The following sections elaborate on some of the key practices that InfoSpherix follows in order to ensure the highest levels of satisfaction and efficiency within our operations.

Process Improvement Model

InfoSpherix's focus on industry-best practices results in many ongoing business improvements for our clients. Our QA Coordinator (QAC) is responsible for driving process improvement through our organization. Improvement is considered a standard operating procedure and is inherent in everyone's job description and performance evaluation. Process improvements are identified through a variety of techniques including:



- Best Business Practices
- Data Analysis and Trending
- Focus Groups
- Post Launch Review
- Review and Redesign

Continuous improvement is a key priority with all quality assurance programs. InfoSpherix's Help Desk support professionals apply our expertise, best-in-class methodologies and state-of-the-art technologies to help MIDNR in aligning its business support services to meet the needs of today and tomorrow.

Our continuous improvement model focuses on InfoSpherix's approach to identifying improvement opportunities, assessing the improvement's value to the stakeholders, implementing improvement initiatives and then auditing and measuring the results. Our model facilitates a continuous improvement culture within InfoSpherix.

Through our ISO compliant process, we apply best practices to provide a support program that meets MIDNR requirements today, and is continuously enhanced for the future. Using InfoSpherix's Comprehensive QA Plan methodology, we constantly review critical success elements in each of our support programs to ensure customer satisfaction.

Best Business Practices

InfoSpherix defines a best business practice as a proven practical application and repeatable business process that delivers value to our customers in terms of efficiency, productivity and cost. InfoSpherix has incorporated a Best Business Practice Process into its standard delivery culture. The process identifies, qualifies, implements and audits best practices. The premise behind the process is to capture what works well (or what does not), eliminate redundancy or recreation of similar processes, and incorporate lessons learned from our diverse customer base.

Incorporated in InfoSpherix's Comprehensive QA Plan is a process for customer expectations and requirements. Key expectation levels and types include, but are not limited, to performance capabilities, services, support activities, product, and / or service characteristics. The key to customer satisfaction is a focus of continuous improvement activities with a detailed knowledge and understanding of MIDNR expectations and requirements, providing critical information for setting strategic imperatives and key processes to be measured.

Review and Redesign

InfoSpherix's Project Management Team and QA Team are trained to take proactive measures to increase user satisfaction and reduce overall support costs. Review and Redesign is a method used to proactively identify continuous improvement opportunities within our delivery models. InfoSpherix leverages our support team's extensive knowledge and experience along with analytical tools to determine the root cause of recurring incident types. Using the Comprehensive QA Plan approach in tracking key metrics, InfoSpherix can quickly identify trends and perform a root cause analysis session with the support team and key MIDNR contacts to implement resolutions. Through InfoSpherix's review and redesign process, our PM Team will review all procedures, training and statistical data that support the services being delivered. This analysis will serve as a methodology to identify areas for further efficiency gains and process improvements. In addition, as one of our best business practices, the Project Manager tracks significant events that impact contact volumes or service levels. Events can include, but are not limited to, outages in the MIDNR environment, new software product or version releases, or new hardware. Again, using a root cause analysis approach, the support team can identify resolutions and work with MIDNR to minimize the impact of various events. Our data modeling approach provides drill-down capabilities to the component level that identify root causes. Proactive measures and long-term fixes can then be applied to increase end-user satisfaction and reduce overall support costs.

Focus Groups

In addition to the above initiatives, InfoSpherix holds regularly scheduled meetings with various functional support groups. For example, weekly or monthly meetings are held with MIDNR representatives, InfoSpherix technicians, resource technicians, project trainers, and operational analysts. Topics range from identifying individual, project or company training needs to quality issues. These focus teams require the participation of those who are closest to MIDNR. Key members will also participate in some of the process improvement initiatives listed on the previous pages.



Process Improvement Examples

Process improvements many times include the automation of tasks and procedures. The following bullets are some highlights of our best practice activities that we have initiated and implemented with other customers:

- Development of targeted training modules resulting in shorter call processing time
- Use of “training moments” as an immediate fix to reduce error and re-work costs
- Suggested reformatting a customer-developed call tracking database that resulted in less agent processing time
- Development of special error reports that highlight areas to focus additional attention and training
- Maintaining centralized files avoiding duplicate or invalid version
- Centralizing training
- Development of the knowledge bases for intuitive use; resulting in more efficient use (less agent time)
- Leverage knowledge bases across projects
- Leverage documentation including: checklists, launch plans, timelines, and cost matrices
- Continuously improve recruiting testing processes
- Cross-training of agents improving utilization
- Implementation of fax-back and fax-response services
- Leverage after-hours overflow team

These are examples of how InfoSpherix has implemented continuous improvement methodologies to drive value to a partner while reducing their overall support costs. There are many process improvement opportunities within every organization and InfoSpherix takes pride in its ability to implement improvements that reduce our customers' costs.

Performance Monitoring

InfoSpherix's Performance Monitoring best practice is implemented globally as one vehicle for assessing the quality of InfoSpherix's delivery. InfoSpherix's approach to ensure quality performance of our customer service and Help Desk resources is to align performance measures with business objectives and then to encourage its staff to exceed those objectives. InfoSpherix's performance management process requires the establishment of clear performance expectations, the tracking and trending of actual performance against those expectations and then employing coaching techniques that support achievement of performance targets.

Customized performance expectations are established for each managed service delivery model that map performance to achieve stakeholders' business objectives. Performance targets typically focus on balancing Customer Satisfaction, Employee Satisfaction, Service Delivery and Overall Value. InfoSpherix's Performance Scorecard is used to measure performance targets at individual technician and team levels. The practice is dynamic in nature so that specific transactions, incident topics or support processes can be assessed. Also evaluated are core incident handling fundamentals and project specific incident dynamics. Core incident handling fundamentals include: Greeting, Active Listening, Re-stating, Gathering Information, Troubleshooting, Using Knowledge Resources, Applying the Solution and Closing the Interaction. Sample project-specific incident dynamics include following project-specific processes and utilizing updated support information. InfoSpherix's performance monitoring includes utilizing its ACD switch to record telephone calls for silent monitoring, assessing the critical components of a ticket via an incident audit, and reviewing the quality level of email responses sent to support users.

Results documented in the Performance Scorecard are reviewed on a weekly basis to analyze actual performance against goals in a variety of ways. Through weekly one-on-one sessions, operational management and individual technicians review performance and facilitate coaching sessions to identify exceptional achievement and to offer guidance in improving performance. Through a weekly metrics meeting forum, the operational management team reviews trends in each metric and, where applicable, initiates root cause analysis activities to develop solutions that affect metrics showing negative trends. Additionally, InfoSpherix Comprehensive QA Plan team meets weekly to review program status, share best practices and identify opportunities for improvement. Within InfoSpherix's operations, InfoSpherix assigns the functional responsibility of performance monitoring to the QA Coordinator (QAC). In addition to performance monitoring, the QAC function has tactical responsibility for measuring performance trends in all aspects of quality assurance.



Customer Satisfaction Methods

Client satisfaction and dissatisfaction is measured in a number of ways. From 60 to 90 days after a new program is launched, InfoSpherix asks for client feedback via a detailed satisfaction benchmark assessment. This document is reviewed in a meeting of internal personnel to gauge InfoSpherix's success and challenges during the start up of new business. On an ongoing basis, our Project Manager is charged with ensuring client satisfaction and handling any issues that arise. He will perform quarterly in-depth reviews with the client, specifically targeting the following areas: technology, quality, responsiveness, delivery and cost. The overall satisfaction level is also addressed. InfoSpherix requests feedback and asks to be rated in each category. Our clients are asked to complete routine client satisfaction surveys that address each functional area within InfoSpherix and an overall satisfaction level. Within each individual program, key performance indicators are established. In essence, these are the most important operational metrics and represent our monthly performance report card for our client. Each metric has associated goals, limits and an appropriate data source. In addition, InfoSpherix measures end-user satisfaction and dissatisfaction in a variety of ways specific to each support program. Typically, phone, e-mail or mail surveys on a statistically significant sampling of end-users are performed. The components of each survey are tailored to the specific project. We generally address satisfaction with caller wait times, courtesy of the agent, and the quality of the response received. We also measure satisfaction based on unsolicited calls, letters and e-mails we may receive from end-users. The number and type of escalations that occur on a program also measure dissatisfaction.

Survey Methods

InfoSpherix will work with MIDNR to determine the best method for conducting customer satisfaction surveys. Although InfoSpherix is capable of administering postal mail, e-mail and outbound phone surveys, we believe the best solutions for MIDNR will be through targeted surveys through the Website and IVR. The web survey would target those users who have experience with the Help Desk and may provide valuable feedback. An outbound e-mail is created and targeted at the selected audience and a user would simply have to click on the link in the e-mail to access the web site and complete the survey. InfoSpherix can provide a link to complete a survey on the www.recreation.gov home page that users may complete at their convenience. These unsolicited surveys can be made available on the web and compiled each month. We can also set up a survey on the IVR so that callers can be routed to a module that allows them to use either the telephone keypad or voice recognition to record answers.

Frequency of Surveying

The frequency at which surveys are conducted is also MIDNR-specific and is tailored to meet your needs. A common practice is to survey a random sample percentage (20%-50%) of users who have had an incident closed within a given period of time. We have the ability to schedule surveys to occur when a ticket is closed, at the end of the week, monthly, bi-annually, and annually. Our experience is that the more time that has elapsed from a user's experience with support, the less likely a user will provide feedback and the less tangible the results will be. In addition to having an unsolicited support survey available via the Support Portal, InfoSpherix can also place a product suggestion / enhancement link as well for unsolicited feedback from end-users on MIDNR-specific applications, products or services. InfoSpherix will utilize our Support Portal for hosting on-line feedback. Our Project Managers typically use MS Word or Excel to track e-mails, letters or escalated phone calls.

Call Center Customer Service Quality Assurance

The call center, including both the Reservations staff and the Customer Service Desk, is especially influential in developing the public reputation of a consumer-oriented project like the MIDNR. Having operated call centers since 1976, InfoSpherix and GRNC have developed and implemented a thorough quality assurance program dedicated to maximizing the effectiveness of the person-to-person contacts that are at the heart of customer service.

Our Quality Assurance program: At InfoSpherix, both the contract supervisors and the Quality Assurance Coordinator are responsible for providing QA on call center Agents. This is accomplished by remote and live monitoring programs. At the beginning of each month, the QA Coordinator assigns each supervisor a specific number of Agents to be evaluated. The supervisors as well as the QA Coordinator complete two sheets (evaluations) of feedback on every Agent. A total of four sheets are required for each Agent per month. Each call is evaluated in eleven categories, including information provided to each caller, verification of reservation information, and any needed referrals. We further evaluate the Agents' accurate use of available resources, telephone manners and language, questioning and listening skills. A score of 90% or better is required to



maintain an acceptable level of customer service. Those Agents who receive a grade of 89% or lower are counseled by a supervisor or the QA Coordinator. In some instances, additional training may be required.

Side-by-side monitoring: In addition to our remote and live monitoring programs, the QA reviewer may also do call sharing with an Agent. The reviewer will sit with the Agent and listen while the Agent answers calls. This gives the reviewer the ability to offer suggestions as to how the call could have been handled more effectively if that is the case.

Test calls are another tool that can be used for Quality Assurance. These are calls that are placed by the reviewer to the call center contact. The reviewer goes through the steps of making a reservation, asking the Agent specific questions in order to make sure the proper procedure is followed for that call.

Quality Assurance surveys can also be used. Those Agents on the specified customer service line are asked to complete between three and five surveys per week. During a call to a customer service line, the caller is asked by the Agent a series of questions relating to the specific call in which the reservation was made. Responses are graded numerically from 1-5, with 5 being excellent and 1 being poor. Additionally, Agency representatives have the option of placing a call to the call center and doing their own monitoring of incoming calls.

Quality assurance as a way of doing business: *InfoSpherix's approach to the reservation business is centered on quality. In a call center environment, quality is in large part defined by the fact that every call is handled promptly and efficiently with an absolute minimum of wait time, excessive queues, abandons, or busy outs. Since adherence to consistent performance standards is our standard operating procedure, we have established our own internal standards, developed in accordance with industry benchmarks that we apply to all of our projects. We have quality controls and monitoring methods that ensure that those standards are met. Having provided customer contact services for 30 years, InfoSpherix recognizes the need to provide a system that delivers service for our clients that meets or exceeds their expectations for quality.*

Agent monitoring: As described above, Agent monitoring is an essential part of InfoSpherix's QA program. Monitoring can be done in several ways, depending on the needs of the client:

- **Side-by-side monitoring** in which a supervisor directly observes the call.
- **Directed monitoring** in which Agents' calls are monitored internally on a scheduled basis via Click2Coach.
- **Remote monitoring** in which we provide our clients with the ability to access recorded calls from the convenience of their own offices via Click2Coach (currently used by two clients).

In our Cumberland CRS facility, we use between 12 and 14 staff (quality control administrator, supervisors and trainer) to perform our onsite monitoring.

Performance statistics monitoring: Call center performance statistics can be monitored in real time by using Nortel's Meridian MAX Management Information System (MIS). For clients who require this, InfoSpherix will permit read-only access to the ACD via Virtual Private Network (VPN) or other secured connection method. To ensure the confidentiality of our clients' data, we partition the statistical data so that each client can only access the information relevant to its contract.

Remote monitoring: To implement a solution that would allow the MIDNR Administrator to remotely monitor live contacts at the CRS call center, InfoSpherix would incorporate Envision Telephony's **Click2Coach™** (www.click2coach.com). This web-enabled software toolkit allows clients to monitor voice and data in an integrated fashion without having to leave their desktops. **Click2Coach** transparently and seamlessly integrates the telephone conversation and computer data at the call center's PBX.

Click2Coach is divided into three distinct functionality-based process segments:

- **Supervisors**
 - Automatically schedules Agent recording. The scheduling could be based on call type (every Program "A" call), percentage (every 5th call) or time of the day (every 2nd call from 8 a.m. to 11 a.m. and every 4th call thereafter).
 - Evaluate interactions and provide real-time, on-line feedback to the Agents.
- **Agents**
 - Receive feedback/training material via browser-based Click2Coach™ Agent.
 - Record on demand difficult calls or other calls for self-evaluation.



- **Clients**

- Remotely monitor/record Agent interactions.
- Provide real-time, on-line feedback/evaluation to Agents.
- Customize interaction recordings for future training needs.
- Monitor the queue strength for the project.

This solution does not require that the remote user have any specialized client-side software on the PC other than a relatively recent browser (anything after IE 4.0 or Netscape 4.0). The browser-based nature of the software also ensures that the only connectivity charge being incurred by the remote user is the cost of local ISP. As stated above, we also use Click2Coach for our own internal monitoring as well. As stated above, call center performance statistics can be monitored in real-time using Nortel's Meridian MAX Management Information System (MIS). InfoSpherix will allow read-only access to the system via VPN or other secure connection method. We will make Click2Coach available to MIDNR if you require this feature for remote monitoring. The frequency and scheduling of monitoring depends on the project. However, we usually see that each of our reservation Agents is monitored once per week. Four individual evaluations are completed per month by the Agents' supervisor and/or trainer. However, new hires are monitored more frequently than veterans since it is important to ensure that they are developing the requisite skills needed for success as a reservations Agent. In the event an Agent's performance does not meet our high standards of performance, we administer additional evaluations, and counseling if necessary, until the Agent's performance is up to par. Global Response will follow the same quality assurance program as InfoSpherix with some minor, but compatible, technical differences. The differences being: GRNC uses Telestrat IDVR vs. Click2Coach. Both systems record calls. IDVR records all calls Click2Coach records on a scheduled basis. Click2Coach also records screens; IDVR is scheduled to record screens in 1st quarter of 2006. IDVR records in compressed mp3 format. It is normal and customary to send samplings of these files to customers for their own considerations. Files are sent via secure FTP site for customer pickup.

GRNC uses Nortel VOIP phones and third party solutions for remote monitoring of agent calls. VOIP phones provide supervisory monitoring keys exactly as if you were on premise. GRNC can supply a black box that attaches to the Internet and a Nortel 2616 phone that attaches to the black box. Programming restricts the phone to monitoring. Web screens, lists of agent positions, or Citrix can provide a visual of the agents who are available. Remote monitoring by any telephone can be done by calling an 800 number followed by a set of security digits followed by the station you would like to track, once connected you can easily switch between agents. It is intended that the Michigan office being much smaller than the Cumberland office will cross train the quality control agents on quality control, training, coaching and monitoring as well as taking calls. This way they can help with call spikes, earn the respect of their fellow agents and understand implicitly what the agents are doing. The Quality control agents will not grade their own calls. Monitoring may also occur from Florida to ensure corporate standards are being met.



APPENDIX 2

APP-A PARK LOCATIONS

TOTAL: 73 Campgrounds

Upper Peninsula

LOCATION	# CAMPGROUNDS	LOCATION	# CAMPGROUNDS
Fort Wilkins M.U. P.O. Box 71, U.S. 41 E. Copper Harbor 49918 906-289-4215	1	Indian Lake M.U. Rt.2 Box 2500 Manistique 49854 906-341-2355	1
Baraga S.P. 1300 U.S. 41 S. Baraga 49908 906-353-6658	1	Lake Gogebic S.P. H.C.1 Box 139 Marenisco 49947 906-842-3341	1
Bewabic S.P. 1933 U.S. 2 W. Crystal Falls 49920 906-875-3324	1	McLain M.U. Box 82 Rt.1 M-203 Hancock 49930 906-482-0278	1
Brimley S.P. Rt.2 Box 202 Brimley 49715 906-248-3422	1	Muskallonge Lake Rt.1 Box 245 Newberry 49868 906-658-3338	1
Fayette S.P. 13700 13.25 Lane Garden 49835 906-644-2603	1	Twin Lakes S.P. M-26 Twin Lakes Toivola 49965 906-288-3321	1
Porcupine Mtns.M.U. 412 S. Boundary Ontonagon 49953 906-885-5275	2	Van Riper M.U. P.O. Box 66 U.S. 41 Champion 49814 906-339-4461	1
Straits M.U. 720 Church St. St. Ignace 49781 906-643-8620	1	J.W. Wells M.U. N7670 M-35 Cedar River 49813 906-863-9747	1
Tahquamenon Falls Star Rte.48 Box 225 Paradise 49768 906-492-3415	2		

Lower Peninsula

LOCATION	#CAMPGROUNDS	LOCATION	CAMPGROUNDS
Interlochen S.P. S. M-137 Interlochen 49643 616-276-9511	1	Newaygo S.P. 2793 Beech Newaygo 49337 616-856-4452	1
Aloha S.P. 4347 Third St. Cheboygan 49721 616-625-2522	1	Leelanau S.P. 15310 N. Lighthouse Pt. Rd. Northport 49670 616-386-5422	1
Bay City M.U.	1	Ludington M.U.	1

TERMS AND CONDITIONS

CONTRACT NO. 071B6200095



3582 State Rd. Bay City 48706 517-684-3020		P.O. Box 709, N.M-116 Ludington 49431 616-843-8671	
Burt Lake S.P. 6635 State Park Dr. Indian River 49747 616-238-9392	1	Mitchell M.U. 6093 E. M-115 Cadillac 49601 616-775-7911	1
Cheboygan S.P. 4490 Beach Rd. Cheboygan 49721 616-627-2811	1	N. Higgins Lk. M.U. 11252 N. Higgins Lake Drive Roscommon 48653 517-821-6125	1
Clear Lake M.U. 20500 N. M-33 Atlanta 49709 517-785-4388	1	Onaway S.P. 3622 N. M-211 Onaway 49765 517-733-8279	1
Harrisville S.P. 248 State Park Rd. Harrisville 48740 517-724-5126	1	Orchard Beach S.P. 2064 Lakeshore Manistee 49660 616-723-7422	1
Hartwick Pines M.U. Rt.3 Box 3840 Grayling 49738 517-348-7068	1	Otsego Lake S.P. 7136 Old-27 S. Gaylord 49735 517-732-5485	1
Hoeft M.U. U.S.23 N. Rogers City 49779 517-734-2543	1	Petoskey S.P. 2475 Harbor-Petoskey Road Petoskey 49770 616-347-2311	1
Port Crescent S.P. 1775 Port Austin Rd. Port Austin 48467 517-738-8663	1	Traverse City M.U. 1132 U.S. 31 N. Traverse City 49686 616-922-5270	1
Rifle River M.U. P.O. Box 98 Lupton 48635 517-473-2258	1	Wilderness M.U. 898 Wilderness Park Dr. Carp Lake 49718 616-436-5381	1
<i>LOCATION</i>	#CAMPGROUNDS	<i>LOCATION</i>	CAMPGROUNDS
Sleeper M.U. 6573 State Park Rd. Caseville 48725 517-856-4411	1	Wilson S.P. 910 N. First Street Harrison 48625 517-539-3021	1
South Higgins Lake 106 State Park Dr. Roscommon 48653 517-821-6374	1	Young M.U. 02280 Boyne City Rd. Boyne City 49712 616-582-7523	1
Tawas Point M.U. 686 Tawas Beach Rd. East Tawas 48730 517-362-5041	1	Holland M.U. 2215 Ottawa Beach Rd. Holland 49424 616-399-9390	1
Algonac S.P. 8732 N. River Rd. Marine City 48039 810-765-5605	1	Holly M.U. 8100 Grange Hall Rd. Holly 48442 810-634-8811	1
Brighton M.U.	1	Ionia M.U.	1

TERMS AND CONDITIONS

CONTRACT NO. 071B6200095



6360 Chilson Rd. Howell 48843 810-229-6566		2880 W. David Hwy. Ionia 48846 616-527-3750	
Fort Custer M.U. 5163 W. Fort Custer Drive Augusta 49012 616-731-4200	1	Lake Hudson S.P. 5505 Morey Hwy. Clayton 49235 517-445-2265	1
W.J. Hayes M.U. 1220 Wamplers Lake Onsted 49265 517-467-7401	1	Lakeport M.U. 7605 Lakeshore Rd. Lakeport 48059 810-327-6765	1
Grand Haven S.P. 1001 Harbor Ave. Grand Haven 49417 616-798-3711	1	Mears S.P. P.O. Box 370 W. Lowell Street Pentwater 49449	1
Hoffmaster M.U. 6585 Lake Harbor Rd. Muskegon 49441 616-798-3711	1	Silver Lake M.U. 9679 W. State Park Rd. Mears 49436 616-873-3083	1
Metamora-Hadley S.P. 1 3871 Hurd Rd. Metamora 48455 810-797-4439	1	Sleepy Hollow 7835 E. Price Rd. Laingsburg 48848 517-651-6217	1
Muskegon M.U. 3560 Memorial Dr. N. Muskegon 49445 616-744-3480	2	Sterling S.P. 2800 State Park Rd. Monroe 48162 313-289-2715	1
<i>LOCATION</i>	#CAMPGROUNDS	<i>LOCATION</i>	CAMPGROUNDS
Highland 5200 E. Highland White Lake 48383 810-685-2433	1	Van Buren M.U. 23960 Ruggles Rd. South Haven 49090 616-637-2788	1
Pinckney M.U. 8555 Silver Hill Rd. Pinckney 48169 313-426-4913	1	Warren Dunes M.U. 12032 Red Arrow Hwy. Sawyer 49125 616-426-4013	1
Pontiac Lake M.U. 7800 Gale Rd. Waterford 48327 810-666-1020	1	Waterloo M.U. 16345 McClure Rd. Chelsea 48118 313-475-8307	2
Proud Lake M.U. 3500 Wixom Rd. Milford 48382 810-685-2433	1	Yankee Springs M.U. 2104 Gun Lake Rd. Middleville 49333 616-795-9081	1
Seven Lakes S.P. 2220 Tinsman Fenton 48430 810-634-7271	1		

Harbor addresses for the locations participating were not available at the time of this printing. There are approximately 30 harbors located throughout the state currently participating in the harbor reservation system. Each year, more harbors are added. The specific address information for these harbors will be provided at a later date or can be viewed at www.michigan.gov/dnr.



APPENDIX 3

APP-B CRS TELEPHONE OPERATORS MANUAL

CRS TELEPHONE OPERATORS MANUAL

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**MICHIGAN CAMPING RESERVATIONS
OPERATOR'S MANUAL**

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12/4/96

**MICHIGAN CENTRAL RESERVATION SYSTEM
TELEPHONE OPERATORS
ANSWERS TO QUESTIONS**



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APPENDIX 4 MICHIGAN STATE PARKS

Frequently Asked Questions

In general, operators must not guess at answers to questions posed by callers. DNR would rather that CRS operators refer callers to a specific park or the Parks and Recreation Bureau Office (517-373-9900) than give out misinformation.

1. Q: Can I reserve a specific campsite?

A: Yes, but you must be planning to stay in campground that offers site-specific reservations. For those campgrounds that do not offer site-specific reservations you may request a specific area in the campground, e.g., by the bathroom, by the lake, etc. If that requested area is available at 8:00 AM on the day you are due in, a site in that area will be assigned to you. **THESE REQUESTS ARE NOT GUARANTEED!**

2. Q: Are pets allowed?

A: Pets are allowed in all campgrounds. They must be kept on a leash (6' or less) at all times, and never left unattended. Pets are not allowed on swimming beaches or in any park buildings (including mini-cabins), except for leader dogs for the blind. Owners are required to control pet noise and to clean up after their pets. Many parks also have pet-free campsites where pets are not allowed.

3. Q: How many people are allowed on a site? How many camping units can I have?

A: The number of people and camping equipment allowed depends on the type of camp, as defined by DNR.

NOTE: At no time may there be more than one trailer or vehicle camp per campsite. The only additional camping shelters that may be allowed are tents, based on the following definitions of a camp:

There are three types of camp:

FAMILY - A family is defined as father, mother, and unmarried children. Additional shelters (tents) are permitted to accommodate the needs of the family. There is no limit of persons, as long as they fit the definition of "family."

RELATED - Related is defined as a camp wherein all the party members are related in some way. The most common example is mom, dad, the kids, grandma and grandpa. The key factor here is that they must all stay in a **SINGLE** shelter. There are no person limits, as long as they fit the definition of "related." If additional shelters (tents) are necessary, they must book an additional site.

GROUP - A group is defined as a camp whose party members are unrelated. The person limit is four. Additional shelters (tents) are permitted, as long as the number of persons does not exceed four for any camp registration. If the group exceeds four, additional sites will be required.

4. Q: How many vehicles can we have?

A: Camps are limited to two full-sized vehicles, in addition to their camping unit. If the camping unit is a motor home, the camp may have an additional two vehicles registered to the site.

NOTE: Motorcycles count as one-half a full-sized vehicle. Up to four motor-cycles, or one vehicle and two motorcycles can be registered, in addition to the camping unit.

5. Q: Do we have to have a park sticker (motor vehicle permit) to camp?

A: All motor vehicles operated in the parks are required to display a valid motor vehicle permit. They are available at the park or area Meijer stores (Sporting Goods Department - Annual Permits Only).

6. Q: What do park stickers cost?



A: For 1997: Daily - \$4.00
Non Resident Daily - \$5.00 (Warren Dunes only)
Annual - \$20.00
Senior Citizen - \$5.00

NOTE: To qualify for a senior citizen sticker, the vehicle must be registered in Michigan (Michigan plates), and the owner must be 65 or older.

7. Q: Do towed or tailored vehicles require a park vehicle permit?
A: Cars, motorcycles, motor scooters, snowmobiles, etc. are sometimes tailored, towed, or carried into a park. When a combination of motor vehicles enters the campground as part of the camp, and only one of the vehicles is going to be operated during the stay, only one vehicle will need a valid motor vehicle permit. The camper may choose which vehicle to operate and may place the permit on that vehicle. In this circumstance, the trip in at the start of the camping period and the trip out at the end of the camping period, are not considered "in operation."
8. Q: What is check-in/check-out time?
A: Check-in time is 3:00 PM on the day of arrival. Campers must vacate their sites by 3:00 PM on their due out date. Campers may get a site assignment any-time after 8:00 AM on their due in date and may occupy their site as soon as it becomes vacant.
9. Q: What is the latest time I can check in on a reservation?
A: A confirmed reservation will be held until 3:00 PM on the day AFTER the scheduled check-in day. Call the park for extenuating circumstances. A reservation will be canceled at 3:00 PM on the day AFTER the scheduled check-in day, if the park has not been notified of a late arrival.
10. Q: How many nights can I stay?
A: Campers are limited to 15 consecutive nights of camping in any one campground. Once a camper leaves, he/she is not eligible to camp again in that same campground until after five nights has elapsed.
11. Q: Can I change my reservation once it has been confirmed?
A: Yes, however, the camper will be charged a \$4.00 fee for changing dates of stay or part of stay. EXCEPTION: If the camper increases the number of nights on an existing reservation for the same campground, the \$4.00 fee will not be assessed. The camper is still responsible for paying for the additional camp night fees.
12. Q: Can I pay by credit card?
A: Yes, Visa, Master Card, Discover or American Express.
13. Q: Can I pay for a reservation upon arrival?
A: No, all fees must be paid in advance.
14. Q: Can I pay by credit card and then cancel the credit card and pay by cash on arrival?
A: No.
15. Q: Can I get a refund if I leave early?
A: Yes, the park will process a refund for unused nights of the stay beyond the minimum periods. Minimum periods are one night in the Upper Peninsula and two nights in the Lower Peninsula. The camper must leave the park prior to 3:00 PM in order to receive credit for that night.
16. Q: How can I cancel my reservation?
A: Before the first day of your stay, call the Central Reservation Center. Beginning with the first day of your stay, or later, call the park.
17. Q: Will I get any money back if I cancel?



A: a) If you call the Reservation Center the day before the arrival date, or earlier, you will:

- Forfeit the \$2.00 reservation fee.
- Be charged a \$5.00/\$10.00 cancellation fee.
- Receive a refund, minus the above charges.

b) If you call the park the day that the camping period begins, or after, you will:

- Forfeit the \$2.00 reservation fee.
- Forfeit the minimum camper night requirement (one night in the U.P. - two nights in the Lower Peninsula).
- Receive a refund, minus the above charges.

(For camping no cancellation fee will be charged.)

For harbors, both a \$10 cancellation fee and the first night will be assessed.

18. Q: What happens if I arrive a few days after my reservation begins? Will I still have a campsite?

A: If you do not call the park to advise of a late arrival, the park will hold the campsite for you until 3:00 PM after the first reserved night. The site will then be assigned to another camper. If you should arrive after that time and campsites are still available, you will be allowed to camp at no added charge, if that night was already paid for under the reservation.

If you do call the park to advise of a late arrival, and sites are available, the park will reserve a site beginning on the actual revised date, even if it is a number of days into the camping period. You will receive a refund for the unused nights, minus the minimum camper night requirement (one night in the U.P. - two nights in the L.P.), and minus the \$5.00 reservation fee.

19. Q: How old do you have to be to camp?

A: At least one member of the camping party must be 18 or over.

20. Q: When is quiet time in a state park?

A: Quiet time is 11:00 PM.

21. Q: Can our friends stop and visit us?

A: In most parks visitors are allowed between the hours of 8:00 AM and 10:00 PM. Some parks ban visitors for certain time periods.

NOTE: This information is available to CRS operators as either an event or park alert when the park and/or time periods are selected.

22. Q: Is alcohol allowed?

A: Alcohol is allowed in most parks (over 21 years of age). Some parks ban alcohol all year or for certain time periods.

NOTE: This information is available to CRS operators as either an event or park alert when the park and/or time periods are selected.

23. Q: Are there picnic tables at the campsite?

A: Each campsite has a picnic table and a campfire ring. Modern sites also have either a 20 or 30 amp electric outlet.

NOTE: Some electrical outlets may be 30 feet or more from the campsite.

24. Q: Are campfires allowed?

A: Campfires are allowed only in the fire rings on the site.

25. Q: Is there water available at the campsites?

A: Water is generally available within walking distance at multiple locations throughout the campground and at the sanitation station for filling water tanks and campsite use. Only Hartwick Pines provides on-site water (and sewer) service.



26. Q: Can we camp next to our friends?
A: Although campsites are not assigned until 8:00 AM on the day your reservation begins, your request to camp with others can be indicated on your reservation. Although we cannot guarantee that you will be able to camp next to your friends, experience has shown that the park can satisfy most requests.
27. Q: If I decide to stay longer, can I get a permit to extend my stay?
A: Extensions are not guaranteed and many times people are disappointed that they must leave. To assure that you will be able to stay as long as you want, we suggest that you make your reservation for a longer period and get a refund if you decide to leave early.
28. Q: Are bikes allowed in the parks?
A: Bikes are allowed on all park roads. Some parks allow bikes on trails. Check directly with the park of your choice.
29. Q: Can I camp with my bike or do I have to have a car?
A: Bicycle camping is both welcome and popular.
30. Q: Can I use the sanitation station (dump station) if I don't camp?
A: A non-camper may use the dump station as long as the vehicle involved displays a valid motor vehicle permit.
31. Q: Which campgrounds are open in the winter?
A: The caller should be referred to the Parks and Recreation Bureau Office for the latest listing of winter facilities (517-373-9900).
32. Q: Do parks have heated restrooms in the winter?
A: The caller should be referred to the Parks and Recreation Bureau Office for the latest listing of winter facilities (517-373-9900).
33. Q: Do you allow fireworks, sparklers, etc. in the parks?
A: All fireworks are prohibited in state parks, due to the fire hazard and the potential for injury to park visitors.
34. Q: Do you have special camping rates for senior citizens?
A: No, but the resident senior citizen annual motor vehicle permit is only \$5.00, rather than \$20.00.
35. Q: Are hunting and trapping allowed?
A: Most recreation areas are open to hunting, and most state parks are closed to hunting. Contact the park of choice for specific hunting seasons.
36. Q: Do you have hiking trails?
A: Most parks have hiking trails of various lengths. Consult the activity record in CRS for the park involved.
37. Q: Do you have a swimming beach?
A: Most parks have swimming beaches. Consult the activity record in CRS for the park involved.
38. Q: What is it going to cost me?
A: The camping fee (different fees for different campgrounds), plus a non-refundable \$5.00 reservation fee. In addition, there will be an additional \$4.00 fee to modify an existing reservation. Every motor vehicle entering a park must display a motor vehicle permit (Annual - \$20.00; Daily - \$4.00).
39. Q: What about all my tax dollars going to the state parks?
A: Tax dollars only account for 20% of our operating revenue. Eighty percent (80%) must be generated through user fees.



40. Q: Can I mail in my reservation?

A: Yes, mail-in reservations will be processed when the written request and full payment have been received.

41. Q: How long will it take before I receive my refund?

A: You should receive a refund within three weeks of cancellation.

42. Q: What about reserving a pavilion (shelter)?

A: You must contact the park directly to make reservations for shelters and rustic cabins.

43. Q: What about reserving group sites?

A: Reservations for organized youth camps (Boy Scouts, etc.) must be made directly with the park. Camper clubs (10 or more) may still reserve through the central system, although there will be a slight delay in confirmation as the central system must check directly with the park for availability.



APPENDIX 5

MICHIGAN CRS
RESERVATION SPECIALIST SCRIPTING GUIDE

GREETING

“Thank you for calling Michigan State Park Campground Reservations. This is _____(first name); how may I help you? ” (If pre-selected park not displayed.) If pre-selected park is displayed, “What is your desired arrival date at _____?” “Will you be paying by check or credit card?”

If check, verify that the arrival date is at least 15 days away. If not, inform the caller that a credit card must be used.

If credit card (Visa, MasterCard, American Express, Discover), continue with call.....

Specialist verifies what campground the caller is interested in visiting. (Pre-selected park is on the specialist’s screen-pop or specialist questions caller appropriately.)

If the caller is not interested in making a reservation but has other reservation type questions then the specialist will make every effort to answer the questions regarding Michigan State Parks. Questions that cannot be answered will be referred appropriately. **All questions relating to harbors or reservation cancellation/verification/modification are to be transferred to the appropriate ACD group with supervisor assistance. These calls are to be documented.**

AVAILABILITY SEARCH

“What is your desired arrival date?” (Enter Date)

If it is not within the 6-month window the operator should say, "I'm sorry, I cannot process your reservation request at this time. Reservations are being accepted for dates up to six months (to the date) in advance of the desired arrival date."

“How many nights will you be staying?” (Enter #)

Note, there is a two-night minimum in the lower-peninsula (the mitten) for weekends and holidays for campsites. No “Friday only” or “Saturday only” reservations are to be made for campsites. Mini-cabins are one night minimum statewide. All sites in the Upper Peninsula are one night minimum at all times.

If staying 15 nights, “The maximum number of consecutive nights you may camp in a state park is 15. After 15 nights, you must leave the campground for a minimum of 5 nights.”

“How many people are in your party?” If four campers or less, enter number and continue. If more than four:

“Are the member of your camping party a single family; one or two parents or guardians with their children? Or a group of friends?”

Note: Two (2) additional relatives may be considered as part of the single family as long as the total number of people does not exceed eight (8).

IF SINGLE FAMILY (More than 4, but no more than 8): Enter the number of campers and continue.

SPECIAL NOTE: The only exception to the 8 person maximum rule is if the single family consists of one or two parents or guardians and THEIR DEPENDENT (under age 18) CHILDREN. In these RARE instances the camp will be considered acceptable for a single campsite.

If a GROUP of friends (More than four):

“There is a four-person maximum per site for a group. You will need to purchase an additional site.”



“What type of camping equipment will you be using?” Enter equipment type and size (size if other than a tent).

Maximum Camp Shelters Per Site: A camp shelter is any equipment used to sleep in or upon.

1. Trailer/Vehicle Camps: One tent trailer, travel trailer, self-propelled mobile camper, or pickup camper, plus one tent per site. Except, children may occupy two tents on the same site as their parents or guardians.
2. Tent-Only Camps: As many tents as necessary to accommodate the single camp, and within the physical limits of site size as determined by the Park Staff. Camping parties may be required to limit the number of tents or purchase additional sites to prevent unnecessary equipment overcrowding.

“Checking availability at _____ State Park/Recreation Area, arriving on _____ (day, month, year) for a ____ night stay; one moment, please.”

IF DATES ARE UNAVAILABLE:

“I’m sorry, those dates are not available; may I check another park or date for you?” If the camper does not want to check any other state parks or dates, conclude the call. **“Thank you for calling the Michigan Central Reservation System.”**

IF DATES ARE AVAILABLE:

Enter number of held sites.

If more than one site: “I will need a different name, address and phone number for each site reserved.”

Tell the caller the price per night. Record # of people and camping equipment for each site reserved. Verify that # of people and equipment adhere to policy.

Cancellation notice will automatically be displayed.

“Any change to this reservation will result in a full cancellation. The \$2 reservation fee included in your original reservation is non-refundable. Cancellations made up to the close of business the day prior to your scheduled arrival date will result in a \$5 cancellation fee. All full cancellations, including on the date or later you will forfeit the per-night camp fee for the first night and a \$5 cancellation fee in addition to the \$2 reservation fee. If you will not be arriving as scheduled, but still wish to camp, you must call the park on your scheduled arrival date to advise them of when you will be due in.”

The specialist gathers caller information to determine whether or not the person is a repeat caller.

If the caller DOES exist in the database, VERIFY address, phone info, making any necessary changes.

If the caller is NOT in the database, enter name and address, asking for proper spelling.

PAYMENT METHOD

“The total cost is \$ _____. Will you be paying by Visa, MasterCard, American Express, Discover or check/money order?”

If payment method is credit card, collect and verify the credit card number and expiration date. The specialist verifies reservation information with the caller while the charges are processing. **“I have a reservation at _____ State Park/Recreation Area, arriving on _____ (day of the week, month, date, year), departing on _____ (day of the week, month, date, year) for _____ (camper’s name). Your customer ID number is _____. This number enables you to make future reservations without having to repeat all of your personal information. Your reservation number is _____. Please write it down and bring it with you to the park along with proof of identification in order to shorten the check-in process. You will receive a confirmation postcard with this information in 10-14 days.”**



If payment method is by personal check or money order, then the specialist verifies the reservation information. "I have a reservation at _____ State Park/Recreation Area, arriving on _____ (day of the week, month, date, year), departing on _____ (day of the week, month, date, year) for _____ (camper's name). Your customer ID # is _____. This number enables you to make future reservations without having to repeat all of your personal information. Your reservation number is _____. Please write it down and bring it with you to the park along with proof of identification in order to shorten the check-in process. Payment must be received within ten calendar days. If payment is not received within 10 calendar days, your reservation will be cancelled. You will receive a confirmation postcard with this information in 10-14 days after payment. The check must be made payable to the 'State of Michigan'. Please send your payment to Michigan Central Reservation System, P.O. Box 450, Cumberland, MD 21501-0450."

"Check-in time is 3:00 PM; Check-out time is 1:00 PM. Two vehicles are allowed per campsite and must display a motor vehicle permit. Resident permits are \$6 daily/\$24 annually and non-resident permits are \$8 daily/\$29 annually. These permits can be purchased at the park upon check-in."

At this point the specialist will explain any other specific information that the park deems necessary.

"Are there any other reservations I can make for you today?"

If another reservation, repeat the above process. If customer is asking additional questions assist them as much as possible.

When call is concluded: "Enjoy your camping stay and thank you for calling the Michigan Central Reservation System."

Michigan Central Reservation System

[Harbor Specialist Scripting Guide](#)

GREETING

"Thank you for calling Michigan Harbor Reservations. This is _____ (first name), how may I help you?"

"Will you be paying by check or credit card?"

If check, verify that the arrival date is at least 15 days away. If not, inform the caller that a credit card must be used.

If credit card (Visa, MasterCard, Discover, or American Express), continue with call...

Specialist verifies which marina/harbor the caller is interested in visiting.

If the caller is not interested in making a reservation but has other reservation-type questions, then the specialist will make every effort to answer the questions regarding Michigan Harbors. Questions that cannot be answered will be referred appropriately.

AVAILABILITY SEARCH

"What is your desired arrival date?" (Enter Date)

If it is not within the 6-month window the operator should say, "I'm sorry, I cannot process your reservation request at this time. Reservations for slips are being accepted for dates up to six months (to the date) in advance of the desired arrival date."

"How many members are in the boating party?" (Enter # and continue)



“Can you please provide the dimensions of your boat, being certain to include diving platform length, bow pulpit, etc?” (Caller provides Length X Depth X Width)

“How many nights will you be staying?” (Enter #)

“Checking availability at _____ Harbor/Marina, arriving on _____ (day, month, year) for a _____ night stay; one moment, please.”

IF DATES ARE UNAVAILABLE:

“I’m sorry, but at this time there are no reservable slips that will accommodate your boat. Most harbors maintain 25% of their inventory in local sale status, which they assign at their discretion to accommodate FLOAT-IN transient boaters. I can provide you with the harbor’s phone number if you have questions or would like to find out if they have any available transient slips for your stay. And/or I can check another harbor or date for you?”

“Thank you for calling the Michigan Central Reservation System.” If the boater does not want to check any other harbors or dates, conclude the call.

IF DATES ARE AVAILABLE:

Enter number of held slips.

If more than one slip: **“I will need a different name, address and phone number for each slip reserved along with the boat’s MC number and name.”**

Tell the caller the price per night. Record # of people and size of boat for each slip reserved. Verify that # of people and equipment adhere to policy.

Cancellation notice will automatically be displayed.

“Any change to this reservation will result in a full cancellation. The \$2 reservation fee included in your original reservation is non-refundable. Cancellations made up to the close o business the day prior to your scheduled arrival date will result in a \$10 cancellation fee. All full cancellations, including on the date of arrival or later, must be made via the call center. If you cancel on your day of arrival or later you forfeit the per-night slip fee for the first night and a \$10 cancellation fee in addition to the \$2 reservation fee. If you will not be arriving as scheduled, but still wish to dock, you must call the harbor on your scheduled arrival date and advise them of when you will be due in.”

The specialist gathers caller information to determine whether or not the person is a repeat caller.

If the caller DOES exist in the database, VERIFY address, phone info, making any necessary changes.

If the caller is NOT in the database, enter name and address, asking for proper spelling.

VESSEL TYPE:

“Is your vessel a commercial or charter boat?”

If yes to either, then the specialist informs the customer of the following: **“Please be aware that as a commercial or charter vessel, you will be charged twice the standard recreational vessel rate for the duration of your stay.”** Specialist selects “Comm. Vessel” radio button in reservation screen and continues.

If no, then the specialist proceeds with the standard reservation process.

PAYMENT METHOD

“The total cost is \$ _____. Will you be paying by Visa, MasterCard, American Express, Discover or check/money order?”



If payment method is credit card, collect and verify the credit card number and expiration date. The specialist verifies reservation information with the caller while the charges are processing. **“I have a reservation at _____ Harbor/Marina, arriving on _____ (day of the week, month, date, year), departing on _____ (day of the week, month, date, year) for _____ (boater’s name). Your customer ID number is _____. This number enables you to make future reservations without having to repeat all of your personal information and will greatly shorten the amount time it takes to complete the reservation process if you have it handy. Your reservation number is _____. Please write these numbers down and bring them with you to the harbor/marina along with proof of identification in order to shorten the check-in process. Slip assignment at Michigan State Harbors and Marinas is standard at the time of reservation. The harbormaster will assign you a slip number upon check-in. You will receive a confirmation card with this information in 10-14 days. Also, any boater who does not show up by 5 PM on their scheduled date of arrival without notifying the harbor will be no showed.”**

If payment method is by personal check or money order, then the specialist verifies the reservation information. **“I have a reservation at _____ Harbor/Marina, arriving on _____ (day of the week, month, date, year), departing on _____ (day of the week, month, date, year) for _____ (boater’s name). Your customer ID # is _____. This number enables you to make future reservations without having to repeat all of your personal information and will greatly shorten the amount time it takes to complete the reservation process if you have it handy. Your reservation number is _____. Please write the numbers down and bring them with you to the harbor/marina along with proof of identification in order to shorten the check-in process. Payment must be received within 10 calendar days. Slip assignment at Michigan State Harbors and Marinas is standard at the time of reservation. The harbormaster will assign you a slip number upon check-in. You will receive a confirmation card with this information in 10-14 days after payment. The check must be made payable to the State of Michigan. Please send your payment to State of Michigan, P.O. Box 450, Cumberland, MD 21501-0450. If payment is not received within 10 calendar days, your reservation will be cancelled. Also, any boater who does not show up by 5 PM on their scheduled date of arrival without notifying the harbor will be no showed.”**

“Check-in and check-out time is 1 PM.”

At this point the specialist will explain any other specific information that the harbor deems necessary.

“Are there any other reservations I can make for you today?”

If another reservation, repeat the above process. If customer is asking additional questions assist them as much as possible.

When call is concluded: **“Enjoy your stay and thank you for calling the Michigan Central Reservation System.”**

Harbor Customer Support Scenarios

The customer explains their request and the specialist asks clarifying questions, if needed. The result will normally be one of four different types of calls:

1. The caller wants to verify their existing reservation.

“Do you have the Reservation ID number?” The specialist retrieves the reservation information using the caller’s Reservation ID, name or phone number and then reviews the existing reservation with the caller.

2. The caller wants to modify an existing reservation by adding or subtracting from the length of stay.

“Do you have the Reservation ID number?” The specialist retrieves the reservation information using the caller’s Reservation ID, name or phone number.

**ADDING DAYS TO THE RESERVATION**

If the original reservation was made using a credit card:

“May I please have the credit card number used to make the reservation?” If the caller is unable to provide the credit card number the reservation will not be modified.

“Which nights would you like to add to your stay?” (Begin new reservation)

“Checking availability at _____ Harbor/Marina, extending your stay through _____ (day of the week, month, date, year); one moment, please.”

“Will there be the same number of people in your party?” (Adjust #, if necessary.)

“The additional cost is \$ _____ and will be charged to your credit card today.”

“Before we continue, I would like to review the cancellation policy. In addition to the total charge for your stay, there is a \$2 non-refundable reservation fee. If you cancel the reservation between now and the day before your arrival, you will incur a \$10 cancellation fee and forfeit the \$2 non-refundable reservation fee. If you cancel on your day of arrival or later, you will forfeit the per-night fee for one night in addition to the \$10 cancellation fee and \$2 reservation fee.”

“I have a reservation at _____ Harbor/Marina, arriving on _____ (day of the week, month, date, year), departing on _____ (day of the week, month, date, year) for _____ (boater’s name). Your new reservation number will be _____. Slip assignment at Michigan State Harbors and Marinas is standard at the time of reservation. When you arrive, you must check-in with the harbormaster. At that time, the harbormaster will provide the specific slip number for your reservation. You will receive a confirmation postcard with this information in 10-14 days. Also, any boater who does not show up by 5 PM on their scheduled date of arrival without notifying the harbor will be no showed.”

“Are there any other reservations I can make for you today?”

If a new reservation is requested, utilize the harbor specialist script. If customer is asking additional questions assist them as much as possible.

“Enjoy your stay and thank you for calling the Michigan Central Reservation System.”

If payment method is by personal check or money order:

“What nights would you like to add to your stay?” (Begin new reservation)

Specialist makes sure that the caller is not within the 15-day window needed for check payment.

“Checking availability at _____ Harbor/Marina, extending your stay through _____ (day of the week, month, date, year); one moment, please.”

“Will there be the same number of people in your party?” (Adjust #, if necessary.)

“The additional cost is \$ _____.”

“Before we continue, I would like to review the cancellation policy. In addition to the total charge for your stay, there is a \$2 non-refundable reservation fee. If you cancel on your day of arrival or later, you will forfeit the per-night fee for one night in addition to the \$10 cancellation fee and \$2 reservation fee.”

“I have a reservation at _____ Harbor/Marina, arriving on _____ (day of the week, month, date, year), departing on _____ (day of the week, month, date, year) for _____ (boater’s name). Your new reservation number is _____. Payment must be received within 10



calendar days. Slip assignment at Michigan State Harbors and Marinas is standard at the time of reservation. When you arrive, you must check-in with the harbormaster. At that time, the harbormaster will provide the specific slip number for your reservation. You will receive a confirmation postcard with this information in 10-14 days after payment. The check must be made payable to State Of Michigan. Please send your payment to Michigan Central Reservation System, P.O. Box 450, Cumberland, MD 21501-0450. If payment is not received within 10 calendar days, your reservation will be cancelled. Also, any boater who does not show up by 5 PM on their scheduled date of arrival without notifying the harbor will be no showed. ”

“Are there any other reservations I can make for you today?”

If a new reservation is requested, utilize the harbor specialist script. If customer is asking additional questions assist them as much as possible.

“Enjoy your stay and thank you for calling the Michigan Central Reservation System.”

SUBTRACTING DAYS FROM THE RESERVATION

“Reducing your stay will require canceling your current reservation and creating a new reservation. Once the reservation has been canceled, the entire stay becomes available for booking by another party. You may not be able to re-book ANY of your original nights. If you cancel, you will incur the \$10 cancellation fee and \$2 non-refundable reservation fee. Do you still wish to cancel your reservation?” Once the caller has agreed, the specialist will proceed with the cancellation of the existing reservation and attempt to re-book the desired stay.

If the original reservation was made using a credit card:

“May I please have the credit card number used to make the reservation?” If the caller is unable to provide the credit card number the reservation will not be modified.

“Do you have the Reservation ID number?” The specialist retrieves the reservation information using the caller’s Reservation ID, name or phone number then cancels the existing reservation.

“A refund of \$_____ will be credited to your credit card.”

Begin booking of new stay using the harbor specialist script

“I have your reservation at _____ Harbor/Marina, arriving on _____ (day of the week, month, date, year), departing on _____ (day of the week, month, date, year) for _____ (boater’s name). Your new reservation number is _____. Slip assignment at Michigan State Harbors and Marinas is standard at the time of reservation. When you arrive, you must check-in with the harbormaster. At that time, the harbormaster will provide the specific slip number for your reservation. You will receive a confirmation postcard with this information in 10-14 days. Also, any boater who does not show up by 5 PM on their scheduled date of arrival without notifying the harbor will be no showed. ”

“The cost for your reservation is \$_____ and will be charged to your credit card today.”

“Are there any other reservations I can make for you today?”

If a new reservation is requested, utilize the harbor specialist script to create a new reservation. If customer is asking additional questions assist them as much as possible.

“Enjoy your stay and thank you for calling the Michigan Central Reservation System.”

If payment method is by personal check or money order:

Specialist makes sure that the caller is not within the 15-day window needed for check payment.

“Reducing your stay will require canceling your current reservation and creating a new reservation. Once the reservation has been canceled, the entire stay becomes available for booking by another



party. You may not be able to re-book ANY of your original nights. If you cancel, you will incur the \$10 cancellation fee and \$2 non-refundable reservation fee. Do you still wish to cancel your reservation?" Once the caller has agreed, the specialist will proceed with the cancellation of the existing reservation and attempt to re-book the desired stay.

"The refund of \$_____ will be mailed to you in 4 weeks from Michigan State Parks."

Begin booking of new stay using the harbor specialist script

"I have your reservation at _____ Harbor/Marina, arriving on _____ (day of the week, month, date, year), departing on _____ (day of the week, month, date, year) for _____ (boater's name). Your new reservation number is _____. Slip assignment at Michigan State Harbors and Marinas is standard at the time of reservation. When you arrive, you must check-in with the harbormaster. At that time, the harbormaster will provide the specific slip number for your reservation. You will receive a confirmation postcard with this information in 10-14 days. The check must be made payable to the State of Michigan. Please send your payment to Michigan Central Reservation System, P.O. Box 450, Cumberland, MD 21501-0450. If payment is not received within 10 calendar days, your reservation will be cancelled. Also, any boater who does not show up by 5 PM on their scheduled date of arrival without notifying the harbor will be no showed."

"Are there any other reservations I can make for you today?"

If a new reservation is requested, utilize the harbor specialist script to create a new reservation. If customer is asking additional questions assist them as much as possible.

"Enjoy your stay and thank you for calling the Michigan Central Reservation System."

3. The caller wants to cancel an existing reservation.

If the original reservation was made by Credit Card:

"Do you have the Reservation ID number?" The specialist retrieves the reservation information using the caller's Reservation ID, name or phone number.

"If you cancel this reservation, you will incur the \$10 cancellation fee and \$2 non-refundable reservation fee. Do you still wish to cancel the reservation?" Once the caller has agreed, the specialist will proceed with the cancellation.

"A refund of \$_____ will be credited to your credit card. Thank you for calling the Michigan Central Reservation System."

If the original reservation was made by check:

"Do you have the Reservation ID number?" The specialist retrieves the reservation information using the caller's Reservation ID, name or phone number.

"If you cancel this reservation, you will incur the \$10 cancellation fee and \$2 non-refundable reservation fee. Do you still wish to cancel the reservation?" Once the caller has agreed, the specialist will proceed with the cancellation.

"The refund of \$_____ will be mailed to you in 4 weeks from Michigan State Parks. Thank you for calling the Michigan Central Reservation System."

4. The caller has a general question regarding a Michigan Harbor or Marina.

"Which Michigan Harbor/Marina did you want information about?" Once the park is determined the specialist will use the database and all other available information to answer all of the customer's questions.

Once all questions are answered, **"Thank you for calling the Michigan Central Reservation System."**



APPENDIX 6

APP-C MICHIGAN STATE PARK CAMPSITE DATA

PARK / CAMPGROUND	Number of Sites	Site type	Camp Nights 2003
ALGONAC / Riverfront	110	MODA	15,000
ALGONAC / Riverfront 50 amp	110	PREMA	14,700
ALGONAC / Wagon Wheel	76	MOD	4,500
ALOHA	197	MODA	15,200
ALOHA 50amp	90	PREMA	6,400
BARAGA	118	MOD	6,500
BARAGA mini-cabin	1	MINI	90
BAY CITY	193	MOD	16,000
BAY CITY mini-cabin	2	MINI	120
BEWABIC	144	MOD	8,050
BRIGHTON /Bishop Lake	140	MOD	15,000
BRIGHTON /Rustic	75	RUST	3,200
BRIGHTON/Equestrian	20	EQUE	500
BRIMLEY	225	MOD	16,000
BRIMLEY 50amp	45	PREM	4,400
BRIMLEY mini-cabin	1	MINI	105
BURT LAKE	300	MODA	23,300
BURT LAKE mini-cabin	1	MINI	100
CHEBOYGAN	76	MOD	6,500
CLEAR LAKE	200	MOD	12,700
CLEAR LAKE mini-cabin	1	MINI	100
CRAIG LAKE	10	RUST	440
FAYETTE	53	SEMI(E)	3,000
FAYETTE 50 amp	8	SEMI(A)	600
FISHERMAN'S ISLAND	81	RUST	5,000
FORT CUSTER	217	MOD	15,700
FORT CUSTER mini-cabin	2	MINI	240
FORT WILKINS	156	MOD	12,000
FORT WILKINS 50amp	9	PREM	700
FORT WILKINS mini-cabin	1	MINI	80
GRAND HAVEN	60	MODA	9,000
GRAND HAVEN 50 amp	114	PREMA	15,700
HARRISVILLE	175	MOD	14,500
HARRISVILLE 50amp	20	PREM	1,400
HARRISVILLE mini-cabin	1	MINI	220
HARTWICK PINES / Full Hookup	36	PREMF	3,500
HARTWICK PINES / Modern	64	MOD	7,500
HIGHLAND / Rustic	25	RUST	1,800
HIGHLAND / Equestrian	0	EQUE	500
HOEFT	142	MODA	10,700
HOEFT mini-cabin	1	MINI	90
HOFFMASTER	223	MODA	24,500
HOFFMASTER 50 amp	70	PREMA	8,000
HOLLAND /Modern	232	MODA	30,000
HOLLAND /Modern 50amp	46	PREMA	5,800
HOLLAND / Full hookup 50 amp	32	PREMF	3,600
HOLLY	159	MOD	14,000

TERMS AND CONDITIONS

CONTRACT NO. 071B6200095



HOLLY mini-cabin	2	MINI	400
INDIAN LAKE / South	158	MOD	11,000
INDIAN LAKE / South mini-cabin	2	MINI	200
INDIAN LAKE / West Shore	144	SEMI(E)	2,000
INTERLOCHEN / Duck Lake	417	MOD	23,300
INTERLOCHEN / Duck Lake mini-cabin	2	MINI	200
INTERLOCHEN / Green Lake	73	RUST	4,000
IONIA / Equestrian	49	EQUE	2,000
IONIA / Modern	100	MOD	8,300
IONIA mini-cabin	2	MINI	160
J. W. WELLS	150	MOD	9,600
LAKE GOGEBIC	127	MOD	7,300
LAKE HUDSON	50	SEMI(T)	5,300
LAKEPORT	284	MOD	36,200
LAKEPORT mini-cabin	2	MINI	180
LEELANAU	52	RUST	4,100
LEELANAU mini-cabin	3	MINI	150
LUDINGTON	329	MODA	42,000
LUDINGTON 50 amp	15	PREMA	2,000
LUDINGTON mini-cabin	3	MINI	560
MCLAIN	103	MODA	10,800
MCLAIN mini-cabin	4	MINI	520
MEARS	179	MODA	17,300
METAMORA - HADLEY	214	MOD	22,800
METAMORA - HADLEY mini-cabin	2	MINI	120
MITCHELL	195	MODA	19,000
MITCHELL 50 amp	20	PREMA	2,000
MITCHELL mini-cabin	1	MINI	120
MUSKALLONGE LAKE	171	MOD	11,800
MUSKEGON / Channel	116	MODA	10,600
MUSKEGON / Channel 50 amp	24	PREMA	2,100
MUSKEGON / Channel mini-cabin	2	MINI	230
MUSKEGON / Lake Michigan	86	MODA	7,600
MUSKEGON / Lake Michigan 50 amp	21	PREMA	2,000
NEWAYGO	99	RUST	4,200
NORTH HIGGINS LAKE	115	MODA	12,000
NORTH HIGGINS LAKE 50amp	60	PREMA	6,000
NORTH HIGGINS LAKE mini-cabin	1	MINI	310
ONAWAY	85	MOD	6,600
ORCHARD BEACH	168	MODA	14,500
ORCHARD BEACH mini-cabin	1	MINI	130
ORTONVILLE	25	RUST	230
ORTONVILLE Equestrian	0	EQUE	230
OTSEGO LAKE	155	MODA	15,300
OTSEGO LAKE mini-cabin	1	MINI	13
PETOSKEY	146	MODA	13,000
PETOSKEY 50amp	24	PREMA	2,100
PETOSKEY mini-cabin	1	MINI	120
PINCKNEY / Bruin Lake	185	MODA	17,100
PINCKNEY / Rustic	20	RUST	1,500
PONTIAC LAKE	176	MOD	10,000
PONTIAC LAKE Equestrian	20	EQUE	500
PORKIES / Presque Isle	100	RUST	9,000
PORKIES / Union Bay	101	MOD	13,100
PORT CRESCENT	137	MODA	12,700

TERMS AND CONDITIONS

CONTRACT NO. 071B6200095



PORT CRESCENT mini-cabin	1	MINI	90
PROUD LAKE	130	MOD	6,500
PROUD LAKE mini-cabin	2	MINI	10
RIFLE RIVER / Grousehaven	80	MOD	11,300
RIFLE RIVER / Rustic	94	RUST	3,500
SEVEN LAKES	71	MOD	4,200
SILVER LAKE	196	MODA	17,200
SLEEPER	165	MODA	21,300
SLEEPER 50 amp	58	PREMA	7,500
SLEEPER mini-cabin	1	MINI	90
SLEEPY HOLLOW	181	MOD	18,800
SOUTH HIGGINS LAKE	313	MODA	35,800
SOUTH HIGGINS LAKE 50amp	87	PREMA	8,500
SOUTH HIGGINS LAKE mini-cabin	1	MINI	150
STERLING / Modern	179	MODA	12,000
STERLING Full Hookup	77	PREMF	7,000
STRAITS	195	MODA	16,200
STRAITS 50amp	80	PREMA	7,000
STRAITS mini-cabin	2	MINI	220
TAHQUAMENON FALLS / Lower Falls	156	MOD	12,000
TAHQUAMENON FALLS /Lower 50amp	27	PREM	2,000
TAHQUAMENON FALLS / Rivermouth	60	SEM(T)	1,700
TAHQUAMENON FALLS / Rivermouth	57	MOD	5,000
TAHQUAMENON FALLS / Rivermouth 50amp	19	PREM	700
TAWAS POINT	195	MODA	24,100
TAWAS POINT mini-cabin	2	MINI	330
TRAVERSE CITY	343	MODA	27,800
TRAVERSE CITY mini-cabin	2	MINI	270
TWIN LAKES	62	MOD	5,500
TWIN LAKES mini-cabin	1	MINI	75
VAN BUREN	154	MOD	11,700
VAN BUREN 50amp	66	PREM	4,800
VAN RIPER / Modern 50amp	38	PREM	2,000
VAN RIPER / Modern	110	MOD	10,000
VAN RIPER / Rustic	40	RUST	1,700
VAN RIPER mini-cabin	1	MINI	160
W. J. HAYES	185	MODA	16,800
W. J. HAYES mini-cabin	2	MINI	240
WARREN DUNES / Modern 50amp	67	PREMA	5,500
WARREN DUNES / Modern	118	MODA	12,500
WARREN DUNES / Rustic	25	RUST	1,000
WARREN DUNES mini-cabin	3	MINI	500
WATERLOO / Portage Lake 50amp	20	PREMA	1,500
WATERLOO / Portage Lake	137	MODA	9,000
WATERLOO / Sugarloaf	128	MOD	7,000
WATERLOO / Sugarloaf 50 amp	36	PREM	2,000
WATERLOO / Green Lake	25	RUST	1,500
WATERLOO Equestrian	50	EQUE	1,000
WILDERNESS	250	MODA	21,000
WILSON	160	MOD	10,000
WILSON mini-cabin	1	MINI	75
YANKEE SPRINGS / Deep Lake	145	RUST	5,200
YANKEE SPRINGS / Gun Lake	200	MODA	20,000

TERMS AND CONDITIONS**CONTRACT NO. 071B6200095**

YANKEE SPRINGS Equestrian	20	EQUE	800
YOUNG	176	MODA	14,100
YOUNG 50amp	64	PREMA	5,200
YOUNG mini-cabin	2	MINI	220
TOTALS	13,844		1,183,938



APPENDIX 7

APP-D PAYPOINT INTEGRATION GUIDE FOR CREDIT CARD AUTHORIZATION

The Contractor must have the ability to interface with the State's Centralized Electronic Payment Authorization System (CEPAS). CEPAS uses an Internet based system hosted by First Data Government Solutions (FDGS). FDGS settles transactions daily to Vital Payment Services via electronic data transfers protected by 128-bit SSL encryption.

1. There are two basic types of APIs available. Both of the APIs will be standard Web based interfaces through HTTPS using 128-bit encryption. The first API available is a XML based web service that uses SOAP and WSDL standards so a developer of applications/portal can program in their favorite environment. This includes Java, Pearl, Visual Studio, etc. This standard integration method would allow any participating agency to integrate payment processing into existing web, IVR, desktop GUI applications, or Legacy systems. The second type of API will be based on web form pop-ups and can be integrated via a form post that will initiate a pop-up of a standardized input forms. This method would be used by existing or new web systems implemented for Michigan e-Pay and would eliminate the need for the State to build inputs forms for the payment pieces.
2. In both cases XML inputs and outputs would be processed by the e-Pay engine. Request information would contain agency identifier information that would be stored and managed with the transaction for future reference during inquiries to customer service and as part of posting and reconciliation files. Request information could also contain source identity information that could be used along with other fire walling techniques to ensure the request was coming from a trusted source. For example in the XML SOAP model, a request could only be accepted from a known system based on firewall rules and identity information in the initial request.
3. The API will collect detailed transaction information for processing transactions. This will allow FDGS to create a complex settlement file that provides information needed to update the application for which the payment originated.
4.

Typical non-financial information captured in the FDGS API	
Agency, Association,	Merchant Transaction #
Fee or Tax type	Agency revenue codes
Account # or Tax ID.	Date and time
Amount Paid.	Service Fees

For security purposes, State applications may not store card numbers. CEPAS stores the card transaction details. All card numbers are truncated and only the last 4 digits for the card are present on administrative screens and reports.

The vendor must be in compliance with Visa's Cardholder Information Security Program (CISP) and MasterCard's Site Data Protection (SDP) program in order to meet the Payment Card Industry (PCI) Data Security Standards.

See the First Data PayPoint Integration Guide **attached as a .pdf file** for interfacing with CEPAS: