

Attachment A  
Scope of Work (SOW)

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The Responder shall adhere to the following minimum specifications, performance requirements and all terms and conditions within this solicitation.

1 SYSTEM REQUIREMENTS

- 1.1 System must be compatible with commonly used technology, must be web-based, and must be compatible with all current Pinal County IT standards.
- 1.2 Contractor must include with their proposal any minimum computer requirements which would allow the software to work appropriately with proposed products. Additionally, the software must interface with the Open Parks and Trails website efficiently and effectively.
- 1.3 System must be 100 percent web based with data stored on private servers that are maintained by the supplier or supplier representative. All data shall be backed up no less than daily and shall be available for County use if/when needed and for a retention period of six years.
- 1.4 Systems that provide any type of revenue collection shall include a credit card processing system which is Payment Card Industry Data Security Standard (PCI DSS) compliant. Contractor may partner with a third-party payment processing suppliers that are PCI DSS certified. Contractor must provide information on any third-party payment processor that may be used as part of this agreement. **Preference will be provided to suppliers who are able to work with our current credit card processor, Point and Pay. (Note: current contract expires 7/5/25)**
- 1.5 The County shall not be responsible for handling or processing payments directly.
- 1.6 System shall display and update data based on Mountain Standard Time (MST), 24 hours a day, 7 days a week, including weekends and holidays. Note: Arizona does not observe Daylight Saving Time (DST).
- 1.7 System shall be able to support various types of payment such as cash, check, debit and credit cards (Visa, Mastercard, Discover and American Express). Contractor shall indicate whether they support PayPal, Apple-Pay, Samsung Pay, and Google Wallet.
- 1.8 All transactions shall be logged and stored within the system in real time. Any transactions taking place while the internet is inaccessible should be logged and stored upon restoration of internet connectivity.
- 1.9 System shall have the capability to create and add discounts to all revenue transactions.
- 1.10 System shall provide the ability to prohibit reservations temporarily for park and range of sites by date range for construction projects, events and seasonal closures.



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- 1.11 System shall provide for the ability to purchase more than one item type in one transaction (i.e. campsite and ramada reservation).
- 1.12 System shall use validity checking and shall highlight fields in error and describe what additional information is required to be able to process a reservation/transaction.
- 1.13 Pending reservations shall be removed from the system if purchase is not completed within 15 minutes for online/public reservations.
- 1.14 System shall provide a confirmation screen with reservation details and price before finalizing reservation.
- 1.15 System shall allow for two names, phone, address, and email address to be attached to reservations and to include: payer name and address, and occupant name and address. Designated names shall receive confirmation information as per section 1.18.
- 1.16 System shall automatically calculate amount due when any reservation is cancelled.
- 1.17 When a reservation is cancelled and a credit card refund is due, system shall be able to refund credit card up to 200 days after initial reservation is made.
- 1.18 Receipts/confirmations/invoices are generated at time of reservations and shall include customer information, site, reservation dates, notes, itemized charges, payment, method of payment, and balance due. All receipts/confirmation/invoices shall have the ability to be sent via email.
- 1.19 System shall include the ability to provide a “quote” to customers that does not include “invoice” or “payment due” language with detailed customer information, site, reservation dates, notes, expected itemized charges and similar language. This quote shall have the ability to be sent to customers via email.
- 1.20 Camping confirmations shall include an automatically generated barcode to allow for quick check in.
- 1.21 Receipts/confirmations/invoices may be reprinted at any time by employees or customers.
- 1.22 Users can select how receipts/confirmation are issued: email, printer, or both.
- 1.23 System shall issue refunds at time of cancellation and calculate refunds.
- 1.24 System shall allow for use of promotion codes and pricing.
- 1.25 System shall display amount due and change due in US currency.
- 1.26 System shall have ability to set expiration dates for methods of payment or promotion codes.
- 1.27 System shall have ability to pay using multiple methods of payment in one sale.



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- 1.28 All changes to reservations shall be tracked and stored for every iteration of reservation, including date and time stamp, source (web, Admin/HQ, park) and user id.
- 1.29 Admin and park may search existing reservations using the following criteria and cumulative filters: name, reservation date, park site, site, site type, date range reservation status, payment status, overdue status arrival date, checkout date, userid, date/time entered or changed, sales point.
- 1.30 Authorized park employees shall be permitted to edit or void a completed or checked in sale and shall be able to override reservation rules. System shall represent warning windows requiring confirmation before overriding or deleting data.
- 1.31 System shall include the ability for parks to add notes to a customer profile.
- 1.32 System shall have the ability to set up pre- and post-trip automated customer emails.
- 1.33 System shall have to ability to provide quotations for events (i.e. weddings. special events, parties).
- 1.34 System shall have automated wait list functionality able to notify customers by email when site becomes available.
- 1.35 System shall have the ability to automatically attach forms to certain reservations and track status of completed forms (group contracts) and track receipt of completed forms.
- 1.36 System shall have the ability to attach notes to reservations, customers, parks, sites, items by date range. The notes can be coded to pop up on screen and/or print on confirmations and receipts. Rules can be set up determining where notes are visible.
- 1.37 System shall have a check-in function for park visitors and allow for input of attendance. When checking in, screen shall display reserved name, occupied name, number of people, number of pets, arrival and departure dates, and balance due, and shall display any notes or flagging on display. All of these shall be editable.
- 1.38 System shall allow for “early check-out” and calculate any refund due.
- 1.39 System shall allow staff to print a map or list of unoccupied sites so walk-in customers know which sites they can choose from.
- 1.40 System shall provide an automated password retrieval or reset system.
- 1.41 System shall display rules at end of reservation (web only) that requires to “agree” to complete reservation before asked for credit card.
- 1.42 System shall allow international reservations including addresses.



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- 1.43 When cancelling a reservation online, a confirmation window shall display, detailing cancellation policy, funds lost, and funds refunded.

## 2 SYSTEM EASE OF USE REQUIREMENTS

- 2.1 Reservations for campgrounds, ramadas, and other facilities can be made and viewed via the website by County personnel or by other users. System shall be intuitive and easy to use by customers and staff.
- 2.2 Campsite and facility information shall include site type, size, proximity to bathrooms, pets allowed, number of people site can accommodate, vehicle or walk-in access, surface type, sun exposure, hookup yes/no, hookup type, number of vehicles, amenities, natural features, etc. Site photo and details shall be available during the reservation process.
- 2.3 Site availability shall be searchable by multiple fields, using cumulative filters such as: park, date range, site, site type, site size, universal accessibility, and price. The system shall include flexibility to change or add search fields.
- 2.4 Site availability shall be searchable by clicking on a site on an updatable campground map and viewing site availability in calendar format.
- 2.5 Calendar view shall allow viewing for a two month period.
- 2.6 System shall have option to display site availability geospatially on an updatable campground and/or park map by highlighting available sites for specific date ranges.
- 2.7 Site availability shall be displayed in calendar view, with weekends and holidays highlighted.
- 2.8 Reservations can be changed and cancelled by customer online.
- 2.9 Users shall have the ability to view existing or past reservations during the reservation process.
- 2.10 Users can easily make a reservation from any screen during the search for site availability process.
- 2.11 Users shall have the ability to make multiple reservations for different sites for common dates simultaneously by selecting from a list of available sites in the same park.
- 2.12 User information shall not be required until end of reservation process, until required login to access past or current reservations, or other user-based information is required. Users can login anytime during reservation process without losing information they have entered.
- 2.13 System shall allow customers to add and edit their own account information.
- 2.14 Customers shall be able to view their current and past reservations.

### 3 IMPLEMENTATION

- 3.1 Contractor shall act as project manager during the implementation phase and provide an implementation plan detailing tasks, timelines, roles and responsibilities. The implementation plan shall include acceptance test to be approved by Open Space and Trails.

### 4 SEARCH, QUERY & REPORTING

- 4.1 System shall provide a search and query capability.
- 4.2 System shall provide a variety of standard reports that can be exported to Excel and easily retrieved and downloaded.
- 4.3 Contractor shall describe their capability for customizable user-generated reports.
- 4.4 Contractor shall provide a list of all standard reports available with their submission.

### 5 TRAINING

- 5.1 Contractor shall provide initial and ongoing user and administrative training to staff.
- 5.2 Contractor shall provide written training documentation and any other materials necessary for the proper and successful use of the campground reservation system.

### 6 CUSTOMER SERVICE

- 6.1 User support shall be provided during park operating hours, 7 days per week, 365 days a year, 6:00 a.m. to 6:00 p.m. MST, with call back no more than 24 hours after the initial call is received.

### 7 SYSTEM UPGRADES AND MAINTENANCE

- 7.1 System shall be kept current for the term of the contract, and the supplier shall provide seamless upgrades and customer support. All materials and costs associated with the on-going operation and updating of the system shall be inclusive in the annual service fee with no additional or hidden costs. Any requests for customization after implementation shall be agreed to by both the supplier and the County, with all associated costs provided prior to commencement of work. Contractor shall provide their annual service agreement as part of their proposal submission.