

STATE OF ALASKA

Department of Natural Resources
Support Services Division



REQUEST FOR PROPOSALS (RFP) 2026-1000-0170 ONLINE RESERVATION SYSTEM FOR ALASKA STATE PARKS

ADDENDUM 1

ISSUED JANUARY 23, 2026

This addendum serves to change the Deadline for Receipt of Proposals date, answer questions from vendors, and make changes to the RFP.

Important Note to Offerors: You must sign and return **this page** of the addendum document with your proposal. Failure to do so may result in the rejection of your proposal. Only the RFP terms and conditions referenced in this addendum are being changed. All other terms and conditions of the RFP remain the same. This Addendum is hereby made part of the RFP and is a total of nine pages.

RFP CLOSING DATE:

The Deadline for Receipt of Proposals date is changing from January 29, 2026, to **February 05, 2026**, at **2:00 PM** Alaska Time. All dates in SEC. 1.12 RFP SCHEDULE will adjust accordingly.

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COMPANY SUBMITTING PROPOSAL

AUTHORIZED SIGNATURE

DATE

QUESTIONS SUBMITTED BY VENDORS AND ANSWERS FROM THE STATE

Question 1: *Can you provide volumes of reservation creation, change, and cancelation numbers for recent years?*

Answer 1: For 2024, there were 12,824 reservations, 1,939 cancellations, 696 changes. For 2025, there were 12,796 reservations, 2076 cancellations, and 649 changes. Please note that the cost will be evaluated based upon individual unit cost, not aggregate annual cost.

Question 2: *Is a specific payment processor required to be used for this project? If so, which one?*

Answer 2: No, a specific payment processor is not required.

Question 3: *Can you confirm that call center services are not a required component of this project?*

Answer 3: A call center will not be utilized for this contract and is not a requirement for this project.

Question 4: *What is the desired Go Live/Launch date for the system?*

Answer 4: See Change 1 in Changes to the RFP, below.

Question 5: *Is a booking import required?*

Answer 5: Yes. All existing reservations and any new reservations made during the development of the awarded offeror's system up to the go-live date will need to be migrated.

Question 6: *The document states that the system will include a "portion" of the campsites from 76 campgrounds. Can you provide more details on numbers of campsites that will be on the system?*

Answer 6: Currently, only three full campgrounds out of the 76 total campgrounds utilize online reservations. Those three campgrounds contain 90 individual campsites combined.

Question 7: *Can you provide any document that states your specific business rules?*

Answer 7: **We do not have a fully consolidated document of all business rules currently being used, but a document with some of the important rules can be found here: <https://dnr.alaska.gov/parks/ASPexamplebusinessrules.pdf>**

Question 8: *For the response, Sec. 4.40 Understanding of the Project, are there any specific requirements that vendors should respond to? Can you provide more details about what you want to see in this section?*

Answer 8: **Offerors will be evaluated to the extent their proposal addresses the criteria in Sec. 5.05 Understanding of the Project.**

Question 9: *Is the State requiring letters of reference? If so, how many letters are required and is there a format that needs to be followed?*

Answer 9: **See Change 2 in Changes to the RFP, below.**

Question 10: *What is the anticipated go-live date?*

Answer 10: **See Change 1 in Changes to the RFP, below.**

Question 11: *With which bankcard processor does the Agency have an existing contract as referenced on Page 13- is the State paying Aspira for these credit card transaction fees, or do you utilize a third party payment processor?*

Answer 11: **The State of Alaska currently has a contract with Wells Fargo, but our current contractor serves as the merchant of record and utilizes their own card processor and gateway. The transaction fees for all processed transactions are paid by the state, and our current contractor deducts those fees from our revenue prior to transferring them to our accounts.**

Question 12: *Is the current setup with your Aspira/Reserve America system including credit card fees in the per-reservation fees or are those charged separately?*

Answer 12: **The credit card processing fees are charged separately and are not included in the reservation fees.**

Question 13: *Can vendors offer their own payment processing services as opposed to utilizing the State's? If so, could the State provide guidance on how to propose these prices?*

Answer 13: **Yes, the offerors may utilize their own payment processing. The State is currently responsible for paying 2.5% of gross revenue collected through credit card sales, and the contractor deducts the 2.5% processing fees from the State fee collected by the contractor. Any proposed prices will need to be reviewed and approved by the State internally prior to approval.**

Question 14: *In order to accurately price our proposal, please provide 2024 and 2025 annual totals for 'Initial Reservation' 'Cancels' and 'Modifications' as referenced in the Attachment 6 Cost Proposal form pricing tables. For example, 10,000 reservations per year, 5,000 cancellations, 5,000 modifications etc.*

Answer 14: **For 2024, there were 12,824 reservations, 1,939 cancellations, 696 changes. For 2025, there were 12,796 reservations, 2076 cancellations, and 649 changes. Please note that the cost will be evaluated based upon individual unit cost, not aggregate annual cost.**

Question 15: *What are the biggest operational challenges or pain points experienced by Alaska State Parks staff with the current reservation system?*

Answer 15: **The largest operational challenge regards needing features or capabilities that our current system cannot accommodate. For example, we have rentable facilities that are meant to be reserved in time blocks and have regulatory stipulations that state visitor occupancy over a certain threshold in a single reservation require a special use permit and an accompanying special use permit fee. Our current system does not have the capability to utilize a time block format AND occupancy varied price along with customized permits. One other significant challenge is the complexity of backend navigation and use.**

Question 16: *What are the most common complaints or friction points reported by end users when making or managing reservations?*

Answer 16: **Many complaints regard UI and navigation difficulties on the front facing website, issues with account access and management, some issues with browser token recognition when trying to book a location prior to logging into a customer account and after logging in (as in, if a customer finds a spot and tries to book it prior to logging in, and when they finally log in, sometimes the website will assume someone else is trying to book it and will lock the site out for 20 minutes until the cart clear timer runs out).**

Question 17: *What is the transaction fee of the existing reservation system?*

Answer 17: **\$5 fee per reservation, \$4 fee per change, \$3 fee to cancel.**

Question 18: *In addition to the total number of public use cabin reservations and associated revenue collected in 2024 (subsection 2 under section 3 on page 13), please also provide a breakdown of annual transaction counts and revenue derived from all reservation types to be managed under the new system awarded the contract resulting from this RFP (e.g. campsites, pavilions, ice huts, etc.).*

Answer 18: **All reservations currently have an additional \$5 transaction fee regardless of site type. In 2024, there were 12,824 reservations, totaling \$64,120 in transaction fees. All changes to reservations incur a \$4 change fee, and there were 696 changes in 2024, totaling \$2,784. All cancellations incur a \$3 cancellation fee, and there were 1,939 cancellations in 2024, totaling \$5,817. The grand total of reservation, change, and cancellation fees for 2024 is \$72,721.**

Question 19: *What percentage of total transactions are completed online versus in-person?*

Answer 19: **All transactions were completed online. There is no in-person option.**

Question 20: *Are mobile parking payments, permits, or day-use fees expected to be in scope as a future phase?*

Answer 20: **No, there is no expectation to include mobile parking payments, permits, or day-use fees within this contract or in future phases. Alaska State Parks may seek to explore these subjects in the future, but they will not be considered or evaluated in the current contract.**

Question 21: *What are the current payment processing rates (percent per transaction and per-transaction fees) under the current contract? Will these processing rates be taken into consideration regarding the evaluation of cost proposals?*

Answer 21: **The current payment processing rate is 2.5% of the gross revenue collected through credit card sales, and the State of Alaska is responsible for paying the processing fees. The processing rate will not be considered in the evaluation of proposals.**

Question 22: *Will the new contract include support for in-person payments? If so, how many devices supporting in-person payments (e.g., POS card readers) does the State anticipate needing under the new system?*

Answer 22: **The new contract will not include in-person payments.**

Question 23: *If included within the project scope, what is the total annual transaction volume and associated revenue generated from in-person transactions?*

Answer 23: **The new contract will not include in-person transactions.**

Question 24: *What payment processing system(s) are currently used by State Parks?*

Answer 24: **The State of Alaska currently uses Wells Fargo for card processing, but our current contractor for our Online Reservation System utilizes their own payment processor and gateway.**

Question 25: *What is the State's desired go-live date for the new reservation system?*

Answer 25: **See Change 1 in Changes to the RFP, below.**

Question 26: *Will the State accept any proposed alterations or exceptions to the terms and conditions listed in the RFP? Would there be an opportunity as part of the contracting process to introduce additional terms and conditions as applicable?*

Answer 26: **See Sec. 6.15 Standard Contract Provisions.**

Question 27: *Regarding #11 in the Certifications table in Attachment 2, at what point would the offeror be expected to provide financial records to the State? If this information is private and confidential, what other information would the State deem acceptable to demonstrate the appropriate financial strength and viability?*

Answer 27: **This section requires submission only if requested after a notice of award is issued. A timeline can be negotiated if requested.**

Question 28: *Please clarify the contents and length of customer reference letters required to effectively satisfy the criteria for the Experience and Qualifications section of the evaluation (Section 5.04).*

Answer 28: **See Change 2 in Changes to the RFP, below.**

Question 29: *Would the State consider extending the proposal submission deadline by one to two weeks to allow additional time for proposals to be adjusted following the State's responses to vendor questions?*

Answer 29: **See RFP Closing Date on page 1 of this addendum.**

Question 30: *Will Alaska State Parks provide historical reservation and occupancy data from the current Aspira/Reserve America system for migration and benchmarking, or should vendors assume independent setup and data collection?*

Answer 30: **It is the intention of Alaska State Parks to coordinate with our current contractor and the awarded offeror to migrate the historical and upcoming reservation data, gift certificate balances, occupancy data, etc.**

Question 31: *For financial transfers, does the State require daily reconciliation of reservation fees, or will weekly transfers be acceptable if supported by detailed reporting?*

Answer 31: **Weekly transfers will be acceptable.**

Question 32: *Regarding PCI-DSS and SSAE-16 compliance, will Alaska Parks require vendors to submit full audit reports annually, or is a certification letter from a Qualified Security Assessor sufficient?*

Answer 32: **A certification letter from a qualified security assessor should be sufficient, but we may request a full audit report if circumstances warrant a full report (e.g. in the event of a security or data breach, etc.)**

Question 33: *For customer communications, should vendors anticipate integrating confirmations and permits directly into Alaska Parks' existing website, or is a standalone branded portal acceptable?*

Answer 33: **A standalone branded portal is acceptable.**

Question 34: *In terms of reporting, does the State expect vendors to deliver real-time dashboards accessible to administrators, or will scheduled reports (daily, monthly, annual) meet requirements?*

Answer 34: **Real-time reporting is required in order to pull reports on an as-needed basis. We'll also need to be able to schedule reports for management purposes, like daily arrival reports, currently occupying reports, facility utilization reports, etc.**

Question 35: *For system demonstration scoring, will Alaska Parks provide specific use-case scenarios (e.g., booking a cabin with a veteran discount) for vendors to showcase functionality, or should demonstrations be vendor-defined?*

Answer 35: **The demonstration may be vendor defined; however, higher scores will be awarded to offerors that thoroughly demonstrate the use-case scenarios listed in section 4.07 of the RFP. Ultimately, it's up to the offeror to determine how best to demonstrate their system.**

Question 36: *Does the State anticipate expanding the contract scope to include additional campgrounds and recreation sites during the initial term, or will expansion be considered only after contract renewal?*

Answer 36: **Yes. Alaska State Parks is hoping to expand our included facilities, including campgrounds, new cabins, and reservable facilities during the initial term if our infrastructure and staffing allows for it.**

Question 37: *Are there specific accessibility standards (WCAG 2.1 AA, Section 508) Alaska Parks requires vendors to validate against for the reservation portal and customer-facing content?*

Answer 37: **Yes; however, it's not specifically outlined in the RFP, but falls under Section 4.02 (b) of the RFP, Offeror's Certification, implying that the proposal complies with the Americans with Disabilities act of 1990, as the State of Alaska falls under ADA Title II. The State is currently working to meet the WCAG 2.1 AA standards and will be in compliance by the time this contract begins.**

CHANGES TO THE RFP

Change 1: This portion of Sec. 3.01 Scope of Work is being deleted in its entirety:

~~The goal of this project is to continue providing our customers with a user-friendly online reservation system that is responsive to their needs, offering an efficient and accessible way to reserve and manage the above-mentioned assets.~~

And replaced with:

The goal of this project is to continue providing our customers with a user-friendly online reservation system that is responsive to their needs, offering an efficient and accessible way to reserve and manage the above-mentioned assets. **Offerors must launch the online reservation system by no later than October 01, 2026. Offerors must identify when they can launch the system. Earlier launch dates will be evaluated in accordance to Sec. 5.05 Understanding of the Project (2).**

Change 2: This portion of Sec. 5.04 Experience and Qualification (2) is deleted in its entirety:

~~2) Has the offeror provided letters of reference from previous clients, and to what extent do the letters of reference from the previous clients reflect satisfaction in the offeror's system?~~

END OF ADDENDUM 1