

SECTION 2.1: SPECIFICATIONS

TERMS OF REFERENCE – THE LEASING OF A BOOKING RESERVATION SYSTEM FOR THE MUNICIPAL CARAVAN PARKS FOR A PERIOD OF THREE (3) YEARS

1. Introduction

Hessequa Municipality intends to appoint a professional service provider to provide a web based software reservations system for camp sites and chalets for a period of 36 months. The system will be leased from the service provider and ownership of the system remains with the service provider.

2. Background

Accommodation at facilities can currently only be booked telephonically, per e-mail or fax and the booking details are entered into a excel spreadsheet.

3. Scope

- 3.1. Hessequa Municipality requires the software for Gouritsmond Caravan park, Ellensrust Caravan Park in Still Bay, Preekstoel Caravan Park in Still Bay, Jongensfontein Caravan Park, Witsand Middle Caravan Park and the Witsand West Caravan Park. Hessequa The municipality requires a system which can accommodate electronic bookings and serve as a reservation management system. Both the standalone software and internet website databases must be integrated.
- 3.2. Hessequa Municipality owns the following Caravan Parks:
 - 3.2.1. Gouritsmond Caravan Park: 110 Caravan stands.
 - 3.2.2. Ellensrust Caravan Park: 338 Caravan stands and 21 Chalets.
 - 3.2.3. Preekstoel Caravan Park: 205 Caravan stands and 14 Chalets.
 - 3.2.4. Jongensfontein Caravan Park: 116 Caravan stands and 17 Chalets.
 - 3.2.5. Witsand Middle Camp: 50 Caravan stands and 2 Chalets.
 - 3.2.6. Witsand West Camp: 92 Caravan stands.

4. General

- 4.1. The service provider is required to enter into a contract with Hessequa Municipality for a period of 36 months from the date of award of the tender. The system must comply with the following technical specifications:

5. Technical Requirements

| 5.1. Minimum Requirements: | | Please indicate with an "X" whether the offer complies with the requirements. | | | Reference (Supporting documents attached) |
|----------------------------|--|---|----|---------|--|
| | | YES | NO | Comment | |
| 5.1.1. | Provide specifications/brochures of the software and internet portal that indicates exactly what will be provided and contains information to substantiate the points to follow (minimum requirements). | | | | |
| 5.1.2. | All software and software updates must be included in the contract. | | | | |
| 5.1.3. | Concurrent users: 2 per site, Access must also be granted to 2 users at the main office in Riversdale for viewing rights and for reporting purposes. | | | | |

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| | | YES | NO | Comment | |
| 5.1.4. | One integrated database for standalone software and internet website. | | | | |
| 5.1.5. | The service provider must host the software. | | | | |
| 5.1.6. | Client Relationship Management fields/functionality | | | | |
| 5.1.6.1. | Client/Guest Profiles (Database) including but not limited to: | | | | |
| | Profile information | | | | |
| | Contact information | | | | |
| | Maintenance tools for comparison and merging of duplicated client profiles | | | | |
| | Banking account and credit card information | | | | |
| 5.1.6.2. | Client/Guest History including but not limited to: | | | | |
| | Client preferences history and blacklisting history | | | | |
| | Transaction history | | | | |
| | Communications history | | | | |
| 5.1.6.3. | Client/Guest Financial Profile including but not limited to: | | | | |
| | Current debtor and creditor statuses | | | | |
| | Debtors balances | | | | |
| | Creditors balances | | | | |
| 5.1.6.4. | Client/Guest Communications and Notes including but not limited to: | | | | |
| | Unlimited notes per client profile with full history of all past notes (date and time stamp) | | | | |
| 5.1.6.5. | Integrated Document Management | | | | |
| 5.1.6.6. | Automated bulk mail facility | | | | |
| 5.1.6.7. | Employee to Client/Guest Task Manager | | | | |
| 5.1.7. | Financial Management including but not limited to: | | | | |
| 5.1.7.1. | Accounting Platform | | | | |
| 5.1.7.2. | Debtors Ledger (Accounts Receivable | | | | |
| 5.1.7.3. | Creditors Ledger (Accounts Payable) | | | | |
| 5.1.8. | Transaction Processing | | | | |
| 5.1.8.1. | Debtor Transactions | | | | |
| 5.1.8.2. | Creditor Transactions | | | | |
| 5.1.9. | Rates Management including but not limited to: | | | | |
| 5.1.9.1. | Unlimited unit / room / venue types and categories | | | | |
| | Strategic overbooking with percentage overbooked indicator and grid display | | | | |
| | On-grid color coded view of overbooking | | | | |
| | Restrict unit/room types by rate, property, category, period | | | | |

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| | | YES | NO | Comment | |
| 5.1.9.2. | <u>Rates Management</u> | | | | |
| | Unlimited base / standard rates and special rates with extensive rules | | | | |
| | Detailed rate availability display by priority for client profile | | | | |
| | Negotiated (walk-in) rates subject to supervisor authorization | | | | |
| | Rate links to guest profiles, membership, statuses | | | | |
| | Override rates and restrictions with supervisor approval | | | | |
| | Base rate by unit type, per adult, child and/or occupant per day | | | | |
| | Discount off base rate facility for yield management in the income statement | | | | |
| 5.1.9.3. | Budgeting per unit/room/venue | | | | |
| 5.1.9.4. | Booking package management | | | | |
| 5.1.10. | Reservations (Bookings) Management including but not limited to: | | | | |
| 5.1.10.1. | Reservations grid displaying Occupancy and Availability | | | | |
| | Graphic user interface (allow drag 'n drop) | | | | |
| | Single-plane booking grid with color coded single and group booking legs | | | | |
| | Unlimited detailed view of all future and all past bookings - no limit on timeline | | | | |
| | On grid view periods (minimum and maximum days) | | | | |
| | Geographical and regional single or multi property search | | | | |
| | Color coding of calendar timeline for seasonal rates | | | | |
| | Color coding of unit, room, venue or stand types | | | | |
| | View availability and book local property or any/all properties in group | | | | |
| | On-grid (live data) detailed booking and financial information | | | | |
| | On grid quick view of room photographs, features, rates and notes | | | | |
| | Fast on-grid facilities | | | | |
| | (i) Re-activation of cancelled bookings | | | | |
| | (ii) Split booking and re-connect by drag and drop | | | | |
| | (iii) Lock and unlock booking (changes restricted to specified user) | | | | |
| | (iv) Guest message management with message printing | | | | |

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|----------------------------|--|---|----|---------|--|
| | | YES | NO | Comment | |
| | (v) Guest message sent via SMS | | | | |
| | (vi) View and print unlimited regional events | | | | |
| | (vii) Guest/booking notes management | | | | |
| | On grid outbound communications | | | | |
| | (i) Booking confirmation in brief, detail or conference format | | | | |
| | (ii) Booking confirmation by guest or operator/agent (confidentiality) | | | | |
| | (iii) Guest tax invoice and statement | | | | |
| | (iv) Vehicle permit with color coding, vehicle search and rules | | | | |
| | (v) Guest Registration form with disclaimer and marketing sources | | | | |
| | On grid transaction processing | | | | |
| | (i) Direct to booking transaction processing | | | | |
| | (ii) Automated reversals of transactions on cancellation (rule based) | | | | |
| | Guest history | | | | |
| | (i) Unlimited on-grid (live) view of all historical bookings by status | | | | |
| | (ii) Detailed history and statistics for all past and future stays | | | | |
| | (iii) Limited click accesses to full past or future bookings profiles and extras | | | | |
| | (iv) Consolidated guest profile with full booking history report printout and download. | | | | |
| 5.1.10.2. | <u>Reservations Features</u> | | | | |
| | Individual, group, shared, and multi-rate reservations | | | | |
| | Add, change, split and cancel bookings with multiple selection for group bookings | | | | |
| | Standard rates, package rates, negotiated walk in rates and group rates - on screen fast selection | | | | |
| | Unlimited Unit / Room / Venue / Stand types and rates | | | | |
| | Unlimited rate availability strategies and restrictions | | | | |
| | User defined packages with linked extras, rules and restrictions | | | | |
| | Unlimited primary and secondary rates per unit type, per day | | | | |
| | Query system for reservation action items | | | | |

| | | | | | |
|-----------------------------------|--|--|-----------|----------------|---|
| | Intuitive, logical bookings process flow with automated folio allocations | | | | |
| | On the fly view and fast application of rack, operator and agent rates during booking process | | | | |
| | Automated folios to operator/guest for accommodation, discount, extras and telephone billing | | | | |
| | Source of business tracking | | | | |
| | Waiting list | | | | |
| | (i) On grid waiting list entries | | | | |
| | (ii) Two options for guest preferred arrival/duration preferences | | | | |
| | (iii) Two options for guest preferred unit/room preferences | | | | |
| | (iv) Automated availability check for guest preferences and general | | | | |
| | Outbound communications | | | | |
| | (i) Pre-populated confirmation letters sent by mail, fax, or e-mail (as per client preference) | | | | |
| | (ii) Confirmation by single or group SMS facility | | | | |
| | (iii) Auto linking of letterhead for appropriate unit types | | | | |
| | (iv) Multi-lingual outbound financial documents (English and Afrikaans) | | | | |
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| | | YES | NO | Comment | |
| 5.1.10.3. | <u>Reservations Transactions</u> | | | | |
| | Deposit receipt, refund, forfeit and reversal transactions | | | | |
| | Key deposit receipts and refunds | | | | |
| | Cancellations with penalty and reversal transactions | | | | |
| | Accommodation invoicing, reversals and payment transactions | | | | |
| | Debtors invoicing, reversals, payments and refunds | | | | |
| | Auto invoicing of accommodation and stock items on check-in (arrival) | | | | |
| | Nightly billing of prorate accommodation and stock items (in-house) | | | | |
| | Auto reversal transactions on drag 'n drop changes to bookings | | | | |
| | Debtor management with approval process and city ledger transfers | | | | |
| 5.1.11. | Central Reservations (Groups and Multiple Properties) including but not limited to: | | | | |
| 5.1.11.1. | System Integration | | | | |

| | | | | | |
|-----------------------------------|---|--|-----------|----------------|---|
| | Proprietary integrated system as opposed to interfaced 3rd party product | | | | |
| 5.1.11.2. | Dynamic Reservations Process | | | | |
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| | | YES | NO | Comment | |
| 5.1.12. | Internet bookings and inquiries (should it be required by the Hessequa Municipality) | | | | |
| 5.1.12.1. | Custom branding | | | | |
| 5.1.12.2. | Available 24/7 | | | | |
| 5.1.12.3. | Internet Payment Portal / Credit Card Payment Gateway | | | | |
| 5.1.12.4. | Host photos and or videos per unit/room | | | | |
| 5.1.12.5. | Internet Server - please specify configuration i.e. hosted at service provider | | | | |
| 5.1.12.6. | Bi-directional interface to bookings engine | | | | |
| 5.1.12.7. | Ability to XML feed to external websites (for example Google maps etc.) | | | | |
| 5.1.12.8. | Online membership registration and maintenance facility | | | | |
| 5.1.12.9. | Group bookings, real time availability, content management | | | | |
| 5.1.12.10. | Mobile bookings, real time availability | | | | |
| 5.1.12.11. | Recreational activity bookings, real time availability | | | | |
| 5.1.12.12. | Availability feed from server to internet booking engine | | | | |
| 5.1.12.13. | Customer profile maintenance and statement and actual bookings view and download/print | | | | |
| 5.1.12.14. | Social media integration (should it be required by the Hessequa Municipality) | | | | |
| 5.1.12.15 | The data belongs to the municipality and must be made available/be accessible at all times during the contract period and 6 months after the contract expiry date | | | | |

DECLARATION,

I, THE UNDERSIGNED (NAME)

CERTIFY THAT THE INFORMATION FURNISHED ABOVE IS CORRECT. I ACCEPT THAT THE MUNICIPALITY MAY ACT AGAINST ME SHOULD THIS DECLARATION PROVE TO BE FALSE.

AUTHORISED SIGNATURE:

NAME:

CAPACITY:DATE:

Initials of Service Provider's Authority: