ADDENDUM

Addendum Number: 02   **Date:** June 2, 2025

Solicitation Number: 802-25-54843

Solicitation Title: Blanket Contract for Outdoor Kiosks

Due Date/Deadline*: **June 12, 2025; 2:00PM CT**

Purchaser: Nicole Ernzen

PURPOSE OF ADDENDUM: CLARIFICATIONS

Except as provided herein, all Terms and Conditions of the document referenced herein, remain unchanged and in full force and effect. The following are specifications to this solicitation. This Addendum may be attached to and form a part of the referenced solicitation document and any resulting awarded contract and may be considered in your response.

Questions and Answers

Responses to vendor questions can be found in the attached Exhibit 1.

Respondents are to acknowledge receipt of the Addendum and return a signed copy with proposal submission.

I acknowledge receipt of the Addendum.

_____   _____
Respondent's Authorized Signature   Date

_____
Company Name

EXHIBIT 1 - 802-25-54843

QUESTION AND ANSWERS FOR TPWD SOLICITATION 802-25-54843 OUTDOOR KIOSKS

Number	Subject	Question	Answer
1	Hardware Specifications	Are there preferred or required kiosk hardware specifications? (Eg. touchscreen size, materials)?	TPWD does not have a preference on how big screen should be or, material as long as it supports standard of outdoor kiosk with ADA, 508 compliance, and Texas weather friendly.
2	Delivery Schedule	What is the expected lead time from purchase order to kiosk delivery?	Delivery schedule should be discussed as part of the solution but ideally minimum between 30 to 60 days
3	Proposal Questions	Is there a preferred format or template for proposal responses?	No. Reference RFO Section II, Subsection 3 and 4 for Proposal Content and Proposal Submission. Emailed submissions are preferred, and note that TPWD cannot accept links to files in the emailed response.
4	AWS Responsibilities - Infrastructure vs Interface	Is the vendor responsible for provisioning or managing any AWS-hosted infrastructure (e.g., EC2, Lambda, CloudFront), or will all cloud-based services be managed directly by TPWD?	Vendor is responsible for provisioning or managing the AWS-hosted infrastructure. TPWD will provide the network connectivity or wifi for the kiosk
5	API Access and Documentation	Will TPWD provide documented APIs for accessing reservation, ticketing, and check-in functions?	TPWD cannot provide documented API.
6	API Access and Documentation	If APIs are not currently available, is TPWD expecting the vendor to develop or extend these services?	Yes, TPWD expects the vendor to develop or extend these services.
7	Authentication / Security Model	Will TPWD provide the authentication mechanisms required to securely access the AWS-based reservation system (e.g., API keys, OAuth2, SSO), or must the vendor design and implement this?	Vendor should design and implement.
8	Data Handling and Session Management	Should the kiosk operate strictly as a pass-through to AWS endpoints in real-time, or is some form of local session persistence, caching, or offline queuing expected for reliability?	It should be strictly pass thru. Due to the nature of the Texas State Parks 365 days business operation, we need real-time information for customers to enjoy parks. There will be downtime for regular maintanence as expected for technology updates and troubleshooting of issues.
9	Middleware Expectations	Does TPWD expect the vendor to build middleware (e.g., API adapters or transaction buffers) to bridge the kiosk application and AWS back end?	Yes, TPWD expects the vendor to build middleware.
10	Middleware Expectations	If so, should that middleware reside on the kiosk, in the cloud, or be hosted by TPWD?	It should reside in the cloud.
11	Monitoring, Logging, and Recovery	Is the vendor responsible for logging API requests/responses and maintaining error or audit logs?	Yes, TPWD expects Vendor to monitor and provide monthly report of issues to TPWD. Appropriate logging, error/audit logs would be needed for troubleshooting issues with the kiosk(s).

EXHIBIT 1 - 802-25-54843

12	Monitoring, Logging, and Recovery	Will TPWD handle monitoring of the AWS endpoints, or should vendors detect and attempt recovery from service disruptions?	Vendor should provide monitoring to detect and attempt recovery from service disruption.
13	Integration Testing Environment	Will a dedicated test or staging environment be provided by TPWD for development and validation of kiosk integration before live deployment?	We expect the Vendor to provide a dedicated UAT kiosk at TPWD Austin HQ for validation of kiosk integration before live deployment or future testing of any new features or quarterly release.
14	Windows OS Support	The RFO states the kiosks must support Android and iOS platforms, but many kiosk-grade applications operate only on hardened Windows systems. Will TPWD accept kiosks that run on Windows OS, provided all performance and security requirements are met?	It depends on the proposal and security level. As long as it works and is compatible with the exisiting reservation system.
15	Definition of "Accessible from a Vehicle"	The RFO requires the kiosk be usable from a vehicle, which can vary in interpretation. → Can TPWD clarify what constitutes "accessible from a vehicle"? For example, must a customer be able to operate the kiosk without exiting the vehicle (ADA vehicle reach range), or is proximity sufficient?	For example, if a customer is coming with a reservation already in the park, they should be able to access kiosk while in a vehicle to check in, without exiting the vehicle.
16	Credit Card Processor and Device Details	Who is the current DIR-approved payment processor and associated hardware provider TPWD intends to use?	First Data Merchant Services, LLC, a wholly owned subsidiary of Fiserv, Inc
17	Kiosk Management Responsibilities	Is TPWD expecting to handle kiosk operations and updates internally, or should the vendor provide ongoing remote management and system support beyond the five-year warranty?	Vendor is responsible for providing technical support, remote management, replacement of hardware, and software upgrade beyond the standard warranty period. The vendor should inidicate the maximum life of the equipment or number of years the equipment will be serviced beyond the standard warranty period. Should include updates/upgrades to maintain proper I.T. standards/security over time.
18	Manual Credit Card Entry	Is on-screen credit card entry expected to be a long-term method, or a temporary solution until payment devices are installed?	On screen credit card entry is a temporary solution until payment swipes are installed and integrated.
19	AWS Integration Scope	Is the awarded vendor expected to build API integrations or manage AWS-hosted infrastructure directly, or simply ensure endpoint compatibility?	Yes, the awarded vendor is expected to build API integrations or manage AWS-hosted infrastructure directly.
20	Printer Compatibility	Does TPWD have a preferred printer model that uses the specified 80mm x 200' rolls to guide hardware planning?	Kiosk compitable printer to support the 80mm x 200 roll to print relevant details on the permit or receipt for park customer reservation.
21	Regional Installation and Support Presence	Will TPWD consider regional service coverage as a scoring factor, especially for support in remote or rural parks?	Need more clarification from the vendor.

EXHIBIT 1 - 802-25-54843

22	Language Translation & Accessibility Features	Will support for additional languages (beyond English and Spanish) be required for specific parks?	TPWD prefers to provide at least Spanish lanugage option. TPWD has interest to support all top 10 languages spoken in Texas according to Census data.
23	Language Translation & Accessibility Features	Is visual accessibility (e.g., high contrast, text scaling, screen reader compatibility) expected at launch or simply required as an available feature?	It depends what can be offered at launch vs. available feature as long as TPWD will be in compilance with state laws.
24	Response Times & SLAs	Will TPWD define expected response times for kiosk issues based on location or severity (e.g., 24 hours for critical issues)?	TPWD is open for recommendation and options.
25	Response Times & SLAs	Is onsite service required within that window, or will remote resolution suffice?	Depends on the issue. Remote resolution will suffice if the issue is addressed and kiosk customer is able to use it. Otherwise, a technician needs to be dispatched to replace hardware or all other components.
26	Troubleshooting Workflow	Will park staff be trained and authorized to perform tier-one troubleshooting (e.g., checking power, cables, rebooting, replacing paper)?	Park Staff can perform tier-one troubleshooting using a trouble shooting user guide.
27	Troubleshooting Workflow	Or is the vendor expected to be the first and only line of support for all issues, regardless of complexity?	Park staff should be able to contact or open tickets for support issues beyond basic troubleshooting. TPWD staff should be able to contact the vendor directly for additional support as needed.
28	Spare Parts and Repair Logistics	Will vendors be expected to stock parts or replacement units within the state of Texas?	No preference on location.
29	Spare Parts and Repair Logistics	Would TPWD consider allowing modular hardware designs for faster field replacement of common parts (printers, screens, PCs)?	This dependson if it meets the defined criteria to support Texas Weather condition, security etc.
30	Use of Local Technicians or Partners	Can the vendor use certified third-party field techs to fulfill repair obligations?	Yes, Vendor should be able use certified third-party field techs to fulfill repair obligation.
31	Use of Local Technicians or Partners	Are there restrictions (such as background checks or state registrations) for service techs working on TPWD sites?	As always the certified third-party has performed background checks or the vendor itself for their employees.
32	Remote Access and Health Monitoring	Will TPWD provide secure remote access for diagnostics, or should vendors propose their own remote monitoring and management toolset?	Vendor should propose secure remote access for diagnostics.
33	Remote Access and Health Monitoring	Does TPWD require proactive alerting (e.g., paper roll low, network outage, thermal shutdown) as part of the vendor's responsibilities?	Yes. TPWD requires proactive alerting of paper roll, network outages, thermal shutdown.
34	Seasonal Usage Spikes	Are there specific parks or times of year (e.g., spring break, holidays) where kiosk uptime is mission-critical?	Yes. Spring break, Memorial holiday, July 4th, Thanksgiving, winter holidays, veteran's day, there will be times when Park Staff will put up sign out of service for hunting season week depending on the season.

EXHIBIT 1 - 802-25-54843

35	Seasonal Usage Spikes	Will TPWD communicate those periods in advance to allow for surge support planning?	Yes, TPWD should be able to communicate for surge support planning.
36	Downtime Penalties or Definitions	Will TPWD define "downtime" in terms of kiosk availability, individual component failure, or end-user functionality (e.g., credit card processor unavailable)?	Depending on the service outage, due to inconvenience to our customer and park staff, there will be penalties for down time. TPWD will be open to discussion with vendor.
37	Downtime Penalties or Definitions	Will there be penalties tied to service level non-compliance?	Yes. But need more clarification from the vendor.
38		Are you looking to lock each ticketing kiosk down to one application or multiple. If multiple, what other applications do you envision running besides a ticketing application?	Kiosk will be utilized for park reservation system and ticketing. However, it can be utilized for parking permit in the future.
39	Windows OS Support	Would you be open to a windows solution?	Please refer to answer to Question 14.
40		How many languages do you plan on supporting and are they all Letter languages?	Please refer to answer to Question 22.
41	AWS Services	Does AWS services have an existing API we can utilize to achieve the items below? i. Helps customers obtain day-use passes. ii. Allow customers to reserve available campsites. iii. Ticketing feature that allows customers to sign up for park tours. iv. Support customers checking in to advance-reserve day use and campsites at a state park. v. Support customer login to apply discounts using various passes, such as annual pass, disability pass, veteran pass, etc.	TPWD is unsure of API for (for questin 41 - i - v). If there is an API, then again it will depend on comptability with all the component of the kiosk.
42	Pilot Project	What company won the original Kiosk Pilot Contract?	It was part of the exchange of services owed as an amendant of already existing vendor for Kiosk Pilot.
43	Pilot Project	Can you share the contract and/or direct us to where the contract information is posted for transparency?	Please refer to answer to Question 42.
44	Pilot Project	How long was the Pilot?	A year or more.
45	Pilot Project	Have you been happy with the functionality and reliability of the Kiosks?	Overall satisfactory, given the new technology option is available to our customers. It went through multiple iteration, but continuous improvement is the goal based on customer feedback.
46		Who is the Payment Processor the State is working with for this project? Do they have the necessary certification's to offer Credit Card devices for "Unattended Payments"?	The payment processor is First Data Merchant Services, LLC, a wholly owned subsidiary of Fiserv, Inc. Yes, they have the ability to offer any type of payment option.
47		Is Aspira willing to work with other Kiosk Companies?	TPWD will expect any exisiting vendor to work with the awarded vendor.
48	Windows OS Support	Confirming that Apple iOS is a requirement. Do you intend to choose between Android and Apple? Is Windows an option?	Compitablity will be a key factor with the exisiting reservation system.
49		What other languages besides English and Spanish are required?	Please refer to the answer to Question 22.