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March 29, 2017

Request for Proposal for Golf Management and Reservation System (CON-G17-002)

QUESTIONS AND ANSWERS

1. Question: What third party Booking Interfaces are required?

Answer: It is highly preferred that the proposed system has a fully functional, existing booking interface that is proven in live production. At the minimum, the proposer must agree and be able to build a Third Party Interface for the proposed system within a reasonable time; in this case, the proposer is advised to state a time frame for building such an interface.

2. Question: Is an interface to a GolfNow system required?

Answer: No

3. Question: Regarding tee sheet management software, is RAP currently using random selection for assignment of Tee Time reservations?

Answer: No

4. Question: Is this a lottery system?

Answer: No

5. Question: Is a lottery system required?

Answer: No. First come, first serve.

6. Question: Regarding a module to provide a driving range management integrated with RAP's ball dispensers, what ball dispensers (company/brand, model) are being used at the RAP locations?

Answer: Range Servant Ball dispensers with E Range Software



7. Question: Regarding a fully integrated point of sale with secure payment processing and inventory management system which integrates with RAP's payment processor, what is the current payment processor system?

Answer: Wells Fargo Bank, First Data

8. Question: Would RAP consider a new payment processor as part of the RFP?

Answer: No

9. Question: Regarding a tee sheet management system where support must be by a reservation call center operating 24 hours a day, seven days a week – will the call center replace Interactive Voice Response (IVR)?

Answer: Yes

10. Question: Regarding a fully integrated point of sale with secure payment processing and inventory management system which integrates with RAP's accounting system, what is the current accounting system?

Answer: The proposer must agree and be able to develop a data interface to automatically export the required financial data from the proposed system for importing by RAP's in-house Cash Accounting Tracking System (CATS). RAP's IT staff will provide all the necessary requirements and technical information for this data interface. The proposer is advised to state a time frame for building such an interface.

11. Question: Regarding a compensation plan, is RAP currently using an inventory exchange model (tee time trade)?

Answer: No

12. Question: Is compensation via an inventory exchange model (tee time trade) preferred by RAP?

Answer: No preference

13. Question: Will companies who submit a proposal where compensation is via an inventory exchange model (tee time trade) be required to include a fee for service price?

Answer: Please refer to Section V. "Compensation Plan" of the RFP.

14. Question: Does the tee sheet management system require a pre-existing, formalized and functional interface/integration or simply the capability to have an interface/integration?

Answer: It is highly preferred that the proposed tee sheet management system has a fully functional, existing interface that is proven in live production. At the minimum, the proposer must agree and be able to build a Third Party Interface for the proposed system within a reasonable time; in this case, the proposer is advised to state a time frame for building such an interface.

15. Question: Are there specific tee time resellers that RAP wants to integrate the Golf Management and Reservation System with? If so who are they?

Answer: No

16. Question: Will integration to specific tee time resellers be weighted higher than others? If so which resellers?

Answer: No

17. Question: Whereas the Proposal Deposit is \$25,000; what is the amount of the Performance Deposit?

Answer: The Performance Deposit shall be 3% of the proposed cost of the selected proposer's system.

18. Question: In regards to Business Inclusion Program (BIP) in RFP Exhibit D - Compliance Documents, and on Los Angeles Business Assistance Virtual Network (BAVN), what's required of a proposer if we don't need subcontractors to fulfill our service to the City?

Answer: BIP fulfillment is still required via BAVN in order to be considered responsive to the RFP and pass Level I review. It's required to reach out to

business enterprises (Women Business Enterprises, Small Business Enterprises, Emerging Business Enterprises, Disabled Veteran Business Enterprises, Other Business Enterprises...), in hopes business enterprises in these categories, after a negotiation in good faith, may benefit as a subcontractor providing defined Sub-NAICS services, from a contract such as a Golf Management and Reservation System awarded by the City of Los Angeles Department of Recreation and Parks.