ADDENDUM NO. 1

RFP NUMBER: _____163109_____

RFP TITLE: _____RFP for Golf Course Software_____

DEPARTMENT: ___Parks_____

COMMODITY: ___Software___

DATE OF ADDENDUM: _____December 15, 2017_____

RFP DUE DATE: _____December 21, 2017_____

RFP DUE TIME: _____4:00 p.m., e.s.t._____

REASON: ANSWERS TO QUESTIONS

(SIGNED): _____(DATE):_____

(COMPANY): _____

Please sign one (1) copy of this page and return it with your proposal, or separately and clearly labelled if your proposal has already been submitted, to the Purchasing Department (email: dmkeylon@chattanooga.gov; or fax to 423-643-7244 Attn: D Keylon; or mail to Purchasing Dept., Attn: D Keylon, 101 E. 11th Street, Suite G-13, Chattanooga, TN 37402).

Retain a copy for your file.

Addendum: Questions and Answers

RFP 163109 Golf Course Software

Deadline for Questions: December 14, 2017, 4:00 pm, est

Answers posted: December 15, 2017, before 4:00 pm, est

RFP Due Date: December 21, 2017, 4:00 pm, est

Question: Does the City wish to share a database with the City's Recreation Department (while only allowing staff access to those features that apply to golf related transactions)? Or is the City looking for a separate and independent golf database and application?

Answer: Golf has had a dedicated server in the past. If vendors can identify advantages to sharing with the Recreation Department, they are welcome to include that as an option.

Question: How many concurrent users will be accessing the golf software system at one time?

Answer: Usually two staff people at each course are processing transactions throughout the day and there may be some back office work going on at the same time. External users(golfers) access our current system in a variety of ways, therefore we are not sure how many are accessing concurrently.

Question: How many golf courses does the City operate?

Answer: Two.

Question: Please confirm the software package requested in the RFP is for 2 golf courses?

Answer: Yes

Question: What is the current software package being used?

Answer: Fairway Systems

Question: Do you need a central database for the 2 courses or do they run separately from each other?

Answer: Central database

Question: What is the accounting package for the city that we would need to integrate to?

Answer: We have asked for a solution option in this area to streamline current methods. However, we realize that this option could require software or programming that would not be cost effective for us. For vendors that wish to provide a solution, the financial package is - Oracle E business suite (cloud based).

Question: Are you requiring an IVR phone system for tee times or is this optional?

Answer: We currently have an IVR but are willing to explore other options.

Question: Are you currently paying a fee for service for your software or do you barter tee times? Is bartered tee times a pricing option that will be considered?

Answer: We purchased this package over twenty years ago and currently pay a small tech support fee. Bartering does not fit our model very well but you are encouraged to include that as an option in your pricing if you desire.

Question: Developing Custom Software is much more expensive than an off the shelf solution. Do you have a rough range in mind for the project?

Answer: No but your bid could include your off the shelf solution and any custom work as an option. I assume the custom work would be trying to get your software to interface with our financial package, we wanted respondents to provide a solution option to this if possible. A variety of factors could lead to us to either accept or reject this option.

Question: Are you open to working with a company in the state of Florida?

Answer: Yes, as long as all contractual obligations (including service) can be met, we do not specify a geographic preference.

Question: If the question deadline for RFP 163109 isn't until the 14th, is it possible to extend the response due date beyond the 21st? We are waiting on those responses to formulate a bid and although we've had the RFP all this time, we cannot move forward. It is unrealistic to be able to put together the response and mail it by the 21st since responses to questions will arrive less than a week before.

Answer: Please complete all other parts of your proposal ahead of this part, and we will post the questions and answers as soon as possible after the deadline for questions on the 14th at 4:00 pm, est. We have no current plan to extend the deadline. Because of the upcoming holiday, scheduling during the next weeks is a challenge. Thank you for your willingness to work with us on this. If we receive 0-1 proposals, we may post an addendum to extend the deadline on our website at www.chattanooga.gov under Bids / Solicitations, then under the correct solicitation. Please check the website after the RFP Due Date for this reason. If there is no addendum to extend the deadline posted, then there will be no addendum to that effect.

Question: Please explain what is meant on page 15 of RFP no. 163109 for Golf Course Software by the following:

Reservation Requirements:
Outing planner

What exactly is the City looking to do regarding outings?

Answer: The ability to book outings, events, or tournaments into the reservations system prior to the times being released to the public and then being to view these

bookings by both courses, possibly in calendar form. It helps us from both courses having events at the same time that restricts the general public from having available tee times at one of our courses.

END