

ADDENDUM NO. 3

RFP NUMBER: 206388

RFP TITLE: Online Reservation Software System and Services

DEPARTMENT: ECD/Outdoor Chattanooga - Open Spaces

DATE OF ADDENDUM: January 21, 2021

DEADLINE FOR QUESTIONS: January 15, 2021, 4:00 p.m., e.s.t.

ORIGINAL RFP DUE DATE/TIME: January 26, 2021, 4:00 p.m., e.s.t.

REVISED RFP DUE DATE/TIME: February 2, 2021, 4:00 p.m., e.s.t.

REASON: ANSWERS TO QUESTIONS

(SIGNED): _____(DATE): _____

(COMPANY): _____

As acknowledgment of having received this information, Offeror must sign one (1) copy of this page and return it with the proposal.

ADDENDUM NO. 3

Questions and Answers

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RFP TITLE: __Online Reservations Software System and Services__

Question: Whether companies from Outside USA can apply for this? (like,from India or Canada)

Answer: There is nothing in our rules preventing this. There is a possibility that a company having a domestic office location and the willingness and ability to more readily provide certain services might be preferred by the evaluator(s) and might increase the score of that company. Larger geographic distances and differences in time zones could result in the perception by the evaluator(s) of decreased ability to provide services as readily.

Question: Whether we need to come over there for meetings?

Answer: Possibly.

Question: Can we perform the tasks (related to RFP) outside USA?

Answer: It is possible, but it is also possible that some services will require in-person service.

Question: Can we submit the proposals via email?

Answer: No. Proposals are required to be sealed. Electronic submittals are not accepted for this reason.

Question: Do you anticipate extending the bid due date?

Answer: We have extended the due date.

Question: What additional details are you willing to provide, if any, beyond what is stated in bid documents concerning how you will identify the winning bid?

Answer: Evaluation criteria are in the document.

Question: Was this bid posted to the nationwide free bid notification website at www.mygovwatch.com/free?

Answer: No, not by the City of Chattanooga.

Question: Other than your own website, where was this bid posted?

Answer: Local newspaper.

Question: What are the fee models the city is using?

Answer: . See below. We use per day rates with per day deposits based on event/program type. Additionally, we break down each park with a particular rate/code to ensure accurate cost estimates.

Question: What is the estimated annual transaction volume?

Answer: . July 1, 2019 - June 30, 2020: 790 "Transactions" totaling \$123,421.30. I would speculate that it is double this number. We have not allowed park or program rentals since late February 2020. *This estimate is based on historical numbers which are not indicators of future activity/numbers, and the City cannot guarantee any number of transactions at all.*

Question: What is the average dollar value per transaction?

Answer: Dollar values differ based on the reservation type. We have some programs that do not have a fee, but require a waiver to be signed. We have event rentals that require a

deposit (typically \$500/day refundable with no damage) and event days are charged at \$1,000/day. Race/Walk events are typically charged \$100/day with \$100/day deposit. These prices are based on certain park systems (we call Signature Parks). All other parks rent around \$25/day - \$150/day based on location.

Current rate information can be found here:

<http://www.chattanooga.gov/parks/reservations>

Question: What specifically should vendors include in **TAB 2 – SOLUTION NARRATIVE**?
Would this be responses to the requirements in Appendix A and B?

Answer: Appendices A and B are minimum expected requirements. Your company implies that it can meet these by submitting a response to this RFP. There is no need to respond to these Appendices, but you are allowed to respond to them if there is something to which you wish to draw the reviewer's attention because you deem it as being important or needing clarification. Tab 2 - SOLUTION NARRATIVE is the section in which you portray your product and discuss its capacity to meet the City's needs as described on pages 4-9 of the RFP.

Question: What was your last fiscal year revenue that went through the system (for things like memberships, facility rentals etc.)?

Answer: . July 1, 2019 - June 30, 2020: 790 "Transactions" totaling \$123,421.30. I would speculate that it is double this number. We have not allowed park or program rentals since late February 2020. *Historical numbers are not indicators of future activity/numbers, and the City cannot guarantee any number of transactions at all.*

Question: What is the breakdown of that revenue(e.g. \$1m memberships, \$1.75m activities/programs, \$1.4m rentals, \$750k inventory items etc.)?

Answer: Unable to obtain the answer at this time.

Question: What is the number of part time and full time staff to be trained on the system?

Answer: 10-20 persons (full time employees)

Question: How many members do you have, if applicable?

Answer: Outdoor Chattanooga offers a membership-based program - Rapid Learning. We have about 25 annual members and the annual membership fee ranges from \$75 for an individual membership to \$125 for a family membership. The park reservation service is to be made available to the public to reserve any park, pavilion, and/or program offered by the City.

Question: What is the number of yearly customers (an approx. would be ok here for now)?

Answer: Unable to obtain the answer at this time.

Question: What facilities do you have (meeting rooms, fields, pools etc., please be specific the number of each if possible)?

Answer: We have ballfields, disc golf, dog parks, football fields, soccer fields, outdoor fitness zone/facilities, tennis courts, playgrounds, pavilions, grass areas. We don't currently rent dog parks, fitness zones, and disc golf. Most rentals are for pavilions and individual fields for sporting leagues. We have over 86 parks and offer several dozen programs through Outdoor Chattanooga. Outdoor Chattanooga will expect an ability to create/modify/delete/suspend programs with immediate effect.

Question: Number of campsites, if applicable?

Answer: Campsites are not applicable for this use.

Question: Number of pavilions, if applicable?

Answer: Approximately 43 pavilions.

Question: Which payment processor city uses?

Answer: This is stated on the first line at the top of p. 5...FIS. If your company has its own affiliation with a card processing company, please submit pricing (1) using our card processing affiliate and (2) using yours. This will allow us to determine which option would be best.

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