

**RFP No. 2122-43 Parks and Recreation Management System**  
**Addendum 1**  
**February 8, 2022**

- **What are your goals for this software project?**
  - A modern, integrated operational system that includes: Membership Management, Reservations Management, Scheduling, Finance, Marketing, Contract Management, Point of Sale, Inventory Management, restaurant services including tip calculating, mobile sales which would include the ability to establish running tabs for customers playing golf or using facilities and payment when they leave or check-out, event management and ticketing, as well as Customer Self-Service.
- **How would you determine what success looks like with a new software system?**
  - Automate and integrate functions currently requiring manual intervention.
  - Reduce/eliminate redundant data entry to increase workflow efficiency.
  - Provision of modern, intuitive citizen self-service capabilities.
  - Modernization of the existing systems architecture to minimize long-term support and maintenance costs.
  - Implement a system that provides customization through a high degree of configurable parameters.
  - Provision for sophisticated data analysis and reporting through easy to use, customizable reporting tools and robust analytical toolsets.
- **Why is the department looking for a new system now?**
  - Current Vermont Systems functionality does not fully encompass business needs.
- **What are the goals of the data transition? Do you have clean and accurate data that you would like to carry into a new system?**
  - We would desire complete migration of present data files including customer information, memberships, reservations, registrations, POS and program framework.
- **If you require migration, please provide details of information to migrate to new legacy. For example, we need to know # of membership, # of accounts, # of contacts**
  - We have over 10,900 households in our present system.
  - We have over 48,000 memberships in the present system
  - We have issued over 14,000 passes to our public pool
  - In regards to contacts and accounts – we are not sure how the fields you reference would relate to our present system. With that we would assume each household holds contact information and may also be similar to what in your system you reference as an account, we are not sure without more explanation.
- **What are the required integrations?**
  - Tyler Munis for ERP/Financials, ESRI GIS 10.5 for mapping.
- **Do you have a desired launch date for a new system? If so, what is driving that goal?**
  - We would like to see a 6-9 month transition that allows us to phase-in transition of program areas seasonally.
- **The RFP is missing Contract Attachment - Attachment A3 – City's Standard Terms and Conditions. Can we get a copy or gain access to this attachment?**
  - Attached

- **For 6.10 Implementation requirements, Can we submit in a separate attachment (word/PDF)?**
  - Yes
- **Annual departmental revenue**
  - \$1,040,578.37 minus golf. \$1,050,512.05 in golf
- **What is the number of annual transactions minus golf (receipts in the system)?**
  - The City had 273,488 transactions last year.
- **Who does the City use as the 3rd party tennis provider?**
  - We do not have a 3<sup>rd</sup> party tennis software provider.
- **Can you please describe what type of events the city would host and if they require assigned seating?**
  - The City hosts large and small scale holiday and family special events including runs, dances, concerts and festivals. No assigned seating required.
- **Please provide content around 'Green Fee' what do the fees consist of?**
  - (Good for unlimited play same day of purchase, excluding 9-Hole)
  - Regular Fee \$27.00 + tax
  - 2:00 Fee \$22.00 + tax
  - 4:00 Fee \$17.25 + tax
  - Dusk Fee \$13.00 + tax
  - 9-Hole Fee \$17.25 + tax (Sat & Sun after 12:00)
- **May we please request a screen shot of a sample tee time reservation booking?**

of Oklahoma's premier public courses. The 6200-yard course was recently renovated and features wide, tree-lined fairways and gently contoured greens, twenty traps and several water hazards. The challenging, yet playable course, is perfect for the weekend golfer or the advanced competitor.

Westwood Grill is located inside Westwood Golf Course which is part of Norman's Westwood Park. Located on the SE corner of NW 24th and Robinson, Westwood Golf Course and Grill are open year round. Breakfast, lunch and dinner menus are available for anyone wanting a good meal at a great price.

Click Here For Fees

Add to Cart	Time	Date	Holes	Cost	Slots	Status	Info
<input checked="" type="checkbox"/>	1:00 pm	01/28/2022	18 (Front)		0	Booked	<input type="info"/>
<input checked="" type="checkbox"/>	1:10 pm	01/28/2022	18 (Front)		4	Available	<input type="info"/>
<input checked="" type="checkbox"/>	1:20 pm	01/28/2022	18 (Front)		4	Available	<input type="info"/>
<input checked="" type="checkbox"/>	1:30 pm	01/28/2022	18 (Front)		0	Booked	<input type="info"/>
<input checked="" type="checkbox"/>	1:40 pm	01/28/2022	18 (Front)		4	Available	<input type="info"/>
<input checked="" type="checkbox"/>	1:50 pm	01/28/2022	18 (Front)		4	Available	<input type="info"/>
<input checked="" type="checkbox"/>	2:00 pm	01/28/2022	18 (Front)		4	Available	<input type="info"/>
<input checked="" type="checkbox"/>	2:10 pm	01/28/2022	18 (Front)		4	Available	<input type="info"/>
<input checked="" type="checkbox"/>	2:20 pm	01/28/2022	18 (Front)		4	Available	<input type="info"/>
<input checked="" type="checkbox"/>	2:30 pm	01/28/2022	18 (Front)		2	Booked	<input type="info"/>
<input checked="" type="checkbox"/>	2:40 pm	01/28/2022	18 (Front)		4	Available	<input type="info"/>
<input checked="" type="checkbox"/>	2:50 pm	01/28/2022	18 (Front)		4	Available	<input type="info"/>
<input checked="" type="checkbox"/>	3:00 pm	01/28/2022	18 (Front)		4	Available	<input type="info"/>

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