



**Golf Management System
Request for Proposals**

SOLICITATION ADDENDUM #2

**CITY OF PHOENIX
Parks and Recreation
Department
Phone: (602) 262-6862
Procurement Officer:
Isis Sanchez**

Solicitation Number: PKS-RFP-21-004 Addendum #2

Solicitation Due Date: September 16, 2021 @ 12:00 p.m. Local Time

QUESTIONS:

QUESTION #1	Whether companies from outside USA can apply for this? (like from India or Canada).
ANSWER #1	Any organization can submit a proposal for the RFP in response to this solicitation. Proposals that meet the Minimum Qualifications will be reviewed by an Evaluation Panel. However, please refer to the following sections regarding subsequent contracts. IX. STANDARD TERMS AND CONDITIONS Subsection C.iv LICENSES AND PERMITS (Page 28) IX. STANDARD TERMS AND CONDITIONS Subsection C.ix LAWFUL PRESENCE REQUIREMENT (Page 29) Attachment C. Cloud Computing Security Standards s.1.20 (1.3) U.S. Based. (Page 54)
QUESTION #2	Whether we need to come over there for meetings?
ANSWER #2	Meeting and training locations will vary and will be determined during contract negotiations and based on project needs.
QUESTION #3	Can we perform tasks (related to RFP) outside USA (like, from India or Canada)?
ANSWER #3	III. SCOPE OF WORK Subsection B. SCOPE OF WORK REQUIREMENTS identifies various services required for fulfilling the needs of the project. Some services can be completed at the Proposers site while others may require on-site installation and training.
QUESTION #4	Can we submit the proposals via email?
ANSWER #4	Yes, IV. PROPOSAL INSTRUCTIONS- A. Delivery of Proposals , describes the process for submitting proposals. Only electronically submitted proposals, via email, are allowed for this solicitation process.
QUESTION #5	Can you confirm the format of the city Resident card bar-code displayed in the RFP?
ANSWER #5	The type of barcode font on the cards is CCODE39, which is standard code and widely available for free on the internet.
QUESTION #6	If proposing an inventory exchange model, proposers should assign a dollar value to the requested inventory amount. How can we assign a dollar amount when we don't know how many closures will be made at the course due to weather, events, tournaments, etc.?
ANSWER #6	As per IV. PROPOSAL INSTRUCTIONS- 5. Section 5- Cost/Price Compensation Proposal , Proposers should describe a dollar value of the inventory exchange model (tee time trade). Final terms can be negotiated with the selected contractor in terms of offsetting course closures.



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QUESTION #7	What (if any) requirements do you have for the 24/7 Call Center Reservation Service?
ANSWER #7	Requirements will include the ability for the City (and the public) to communicate questions and urgent technical issues related to system support and reservations through online, phone or email requests. Support must be provided 365 days a year, 24 hours a day, 7 days a week for staff and public.
QUESTION #8	Is a firm allowed to submit more than 1 proposal for consideration if we can offer more than 1 technology solution?
ANSWER #8	Yes, Proposers can submit more than one proposal for this solicitation so long as it is submitted separately and not combined. Each proposal will be scored according to its own merits and should have a distinct title or identifier. Proposals containing "options" will not be accepted.
QUESTION #9	In the RFP it is mentioned a 'Driving Range Management Program'. Is this request one that is to match current functionality you have or to add additional features such as reservations? If it is for both, is one required ('Shall, will, must') and one desired ('Should')?
ANSWER #9	The City currently has a range management program and a solution that will allow the City to continue operating with the current functionality is adequate. However, it is recommended that proposers provide offerings for improvement if any.
QUESTION #10	24/7 Call Center - Can you confirm this is a 'Should' (as listed in the RFP definitions) or a 'Must'?
ANSWER #10	Per the definitions listed in the RFP, the 24/7 Call Center as defined is "should" as it will not deem a proposal "Non-Responsive" if not included.
QUESTION #11	Chase Paymentech - Is the requirement of payment processor integration that Chase does the actual processing, or may another processor be used and the funds deposit into PHX Chase bank?
ANSWER #11	An Amendment will be issued removing the Chase Paymentech language from the Minimum Qualifications in the RFP.
QUESTION #12	Documents - Can you confirm which pages need to be signed and notarized in our proposal?
ANSWER #12	ATTACHMENT A- AFFIDAVIT (Pages 47-50), and any Addendums or Amendments require signatures for submittal. Only ATTACHMENT A- AFFIDAVIT requires both signature AND notarization.
QUESTION #13	Does the notarized page have to be an original or would a copy be okay since the submittal will be electronic?
ANSWER #13	A scanned copy of the signature pages and notarization is acceptable for submitting a proposal for this RFP.



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QUESTION #14	Can you describe the Point-of-Sale locations?
ANSWER #14	All Point-of-Sale (POS) locations are located inside the five (5) golf pro retail shops. There are two (2) POS stations in each golf pro retail shop behind the golf shop counters.
QUESTION #15	Is the online Tee-Sheet web based?
ANSWER #15	Yes, the T-Sheet is web based
QUESTION #16	Can you please provide the type of font the bar code is using in the solicitation PDF document?
ANSWER #16	Please see Question and Answer #5
QUESTION #17	What driving range operations equipment is in use that requires integration into the tee-sheet and POS? What system does the City use today?
ANSWER #17	The City uses E-Range.

Name of Company: _____

Address: _____

Authorized Signature: _____

Print Name and Title: _____