



**GOLF MANAGEMENT AND RESERVATION SYSTEM
PM-22-021**

#	Questions	Answers
1	Confirm that the proposal shall be submitted via email and that the due date is Tuesday, February 1, 2022 at 10:00 am Pacific Time.	Proposal must be submitted via email (a single pdf file containing all submitted materials) by 10:00 a.m. Pacific Standard Time on Tuesday, February 1, 2022.
2	<i>Section 3 (Scope of Work), A. System Requirements, Tee Sheet Management System (page 12). Should have dynamic pricing capability to offer various options for automated pricing structures based on criteria set by District. Does this have to be in the POS/ETS or can it be utilized through additional technology provided (i.e. GolfNow Central and Plus program)?</i>	The District would need it to be both since green fees can be paid online and in the golf shop. The POS should be able to ring up the price listed from the online rate sheet.
3	<i>Section 3 (Scope of Work), A. System Requirements, Tee Sheet Management System (page 12). Tournament Management Program. To what extent do you need Tournament Management? Are you looking for a Scoring App/Ability or just being able to book, pay, payout?</i>	The system must have the ability to allow District to book the tournament, take payment for the event, and payout any balances. If the tournament host pays for an event in advance, the District should be able to store payment in their customer profile and deduct the remaining balance the day of event.
4	<i>Section 3 (Scope of Work), A. System Requirements, Tee Sheet Management System (page 12). Must be supported by a reservation call center operating 24 hours a day, seven days a week. Are you looking to implement the call center? Or are you just asking if there is a possibility of utilizing a call center?</i>	The District would prefer to utilize a call center that operates 24 hours a day, seven days a week. If the system goes down, the District should be able to connect with someone to have the system fixed immediately.
5	<i>Section 3 (Scope of Work), A. System Requirements, Fully Integrated Point of Sale with Secure Payment Processing and Inventory Management System (page 12). Must integrate seamlessly with District's payment processor. What is the District's preferred payment processor? Will a full integrated payment processor provided by the Proposer with competitive rates be considered?</i>	District will give preference to vendors who will charge the most reasonable rates and provide good customer service. The District's current payment processors are WorldPay, PineApple/Cardpointe.

<p>6</p>	<p><i>Section 3 (Scope of Work), A. System Requirements, Web Functionality and Presence (page 13). Should integrate seamlessly with District's accounting system and provide sophisticated cash and daily audit controls.</i> What accounting system are you currently using? Is it part of your ERP from Tyler Technologies?</p>	<p>The current accounting system is Tyler New World (ERP system). Journal entries are downloaded from GolfNow at the end of each month and imported to Tyler New World. We are looking into automating this process and integrate directly with Tyler New World.</p>
<p>7</p>	<p><i>Section 3 (Scope of Work), A. System Requirements, Administrative Capabilities and System Integrations (page 13).</i> What other software systems? Names etc.</p>	<p>The system has to be able to integrate with the RangeServant Machine. The District may upgrade from Tyler New World to Tyler Munic in the future. The system should have the capability to integrate with both Tyler NewWorld and Tyler Munic ERP systems.</p>