



Request for Quotation (RFQ)

RFQ No. 394-22 Golf Point of Sale Software

SCHEDULE OF EVENTS

• RFQ Issued	01/04/2023		
• Deadline to Submit Additional Questions	01/16/2023	11:59 P.M.	Local Time
• Response to Written Questions	01/20/2023		
• RFQ Due Date	01/25/2023	11:59 P.M.	Local Time

General Information:

The City of Thornton (Thornton) is requesting Quotations for Procurement of a new, cloud-based, point-of-sale (“PoS”) software for Thornton’s Thorncreek golf course.

Buyer Contact Information:

The contact information from the City’s Purchasing Office for this solicitation is as follows:

Buyer: Andrew Miskell, CPPB, Sr. Purchasing Analyst

Email: Andrew.Miskell@ThorntonCO.gov

Note: Communications with anyone other than the Purchasing Division during the course of the solicitation may result in rejection of your Quotation. All questions, comments, and submissions regarding this Request for Quotation (RFQ) shall be addressed to the Buyer, not to the end user.

Current State:

Thornton owns and operates one (1) municipal golf course, which is named Thorncreek. Thorncreek consists of one (1) each of the following: eighteen-hole golf course, practice range, pro shop for the course, and one (1) restaurant located on-site, named Soderberg’s Bar & Grill. Thorncreek has a current software for PoS transactions of Rectrac 3.1, which provides these transactions and services for all of the Thorncreek facilities and for the golf course employees to make these transactions.

Individuals are able to currently reserve tee times and may possibly pay online through a web portal, or onsite at Thorncreek by paying with their credit card. Payment through an online portal is provided by WebTrac.

Thorncreek currently holds multiple tournaments, weekly leagues, classes/clinics, and golf camps each year for multiple demographics, along with being a popular municipal course for the northern edge of the Denver Metro area. Depending on weather conditions, the course stays operational for much of the winter months, and the pro shop and restaurant remain open all year round.

Scope of Work:

Thorncreek has outgrown its current PoS software and is seeking a new cloud based PoS to manage the Golf operations of the course and pro shop, along with the restaurant, which includes day-to-day operations and reporting of financial transactions. Thornton currently has the following number of unique workstations:

- Golf course and pro shop – Two (2)
- Restaurant – Two (2)
 - This does not include a need for a printer in the kitchen to print off orders,
- Office personnel – Five (5)
- Mobile tablets for beverage cart service – Four (4)

Existing Equipment:

The workstations at the golf course and pro shop, and within the restaurant, currently have their own “dumb” cash drawers and a printer associated with each. Thornton’s typical cash drawers and receipt printers have been bought through a 3rd party Vendor in the past. Models purchased at other Thornton sites recently have been:

- Star CD-3-1616BK55-S2 Cash Drawer Dumb 16”x16” 5B/5C, with cable included.
 - Alternative also purchased: APG Arlo Smart Cash Drawer 16”x16” USB/Serial Emulation.
- Star TSP143IIU, 40 col Thermal Printer, USB.

Thornton does also currently have Dell computers in place at the officer personnel workstations. Thornton is also able to purchase mobile tablets through a 3rd party Vendor (CDWG) for the beverage cart service, if a proposing Vendor’s solution does not require proprietary hardware to be purchased.

“Kill Card” for Proposing Vendors:

Thornton’s credit card processing (“merchant services”) Vendor is Wells Fargo. Thornton’s expectation for a proposing Vendor is that their solution shall have a direct integration with the Wells Fargo gateway in order to eliminate additional credit card transaction or processing fees. Vendors who cannot fulfill this requirement will not be considered for further evaluation.

Data Migration:

Thornton currently has a number of data entries that we would seek assistance from the awarded Vendor in migration of existing data into the awarded Vendor’s solution. Thornton would be able to provide a majority of these files through a .csv file, however, there may be outstanding emails that Thornton has archived that would be used to input data, rather than a .csv file.

Items that would need to be migrated over are:

- Gift cards, balances, and league certificates;
- Existing customer profiles;
- Tee Sheet tee times reserved; and
- Existing golf lesson dates and times.

Items that would be considered as out-of-scope for data migration are:

- Pro shop inventory
- Restaurant inventory

Out-of-Scope - Event Management Software:

Thornton is considering website design and an event management software module(s) to be out-of-scope from the rest of the requirements of this solicitation.

However, Thornton may be interested in a proposing firm's ability to provide a quality solution such as this, which is why this is still listed within the RTM with a MoSCoW value of "Could Have" in section 9.0 "Optional Items". Thornton may elect to request these additional services and/or modules as part of an expansion at a later date.

Currently, Thornton has its own website for Thorncreek through a WordPress software. Thornton does not have any current event management software, however, Thornton would be interested in a proposing Vendor's solution being able to perform at least the following tasks:

- Event creation and registration;
- Online payment for the event;
- Live scoring and leaderboards;
- Printing tee sheets;
- Printing cart signs (not vehicle wraps); and
- Printing score cards.

Proposing Vendors are to note on the pricing form in the Optional Items section their pricing for these items, should they be available by the proposing firm. Prospective Vendors who do not have this capability for event management software are still **highly encouraged** to propose on this solicitation.

Expected Quantities:

The quantities listed within this RFQ are to the best of Thornton's knowledge, and do not obligate the Buyer to procure additional items.

F.O.B. Point:

All final goods and services shall be delivered as F.O.B. Destination to the following location:

**Thorncreek Golf Course
13555 Washington Street
Thornton, CO 80241**

Award Length:

The initial award from this solicitation will be from the date of the final signature of the contract, until **December 31, 2030**. No further extensions or renewals shall pass this date for service from the awarded Vendor, unless otherwise previously authorized in writing by the Thornton Purchasing Division.

Vendor Questions to Thornton:

Vendor Questions will be collected by the Buyer and answered via an addendum that shall be sent to all participating Vendors according to the Schedule of Events listed above.

Proposal Submission:

Quotations are to be submitted no later than the time and date listed within the Schedule of Events listed above. Quotations shall be submitted electronically via BidNet® through the Vendor portal. For questions on how to register with BidNet®, please contact BidNet directly at (800) 435-4603.

Demonstrations:

Thornton reserves the right to review a Vendor's proposed solution that would be on hand or in the field of use. The proposed solution may be viewed at Thornton's sole discretion virtually or at a physical Thornton facility. It will be Thornton's sole discretion if a demonstration is deemed to be necessary during the evaluation phase of this solicitation.

Pricing and Instructions:

All prices shall be firm and fixed until an award has been made by Thornton. If extended unit pricing does not match total bid price, then unit pricing shall govern final evaluation amount. No changes to price shall be acceptable without first written authorization by the Contract and Purchasing Division.

The Pricing Form for this solicitation is located as a separate cover and is a Microsoft Excel document. The Excel document is titled as "394-22 RFQ Appendix No. 3 Pricing Form 01-04-23". This is a free type document that proposing Vendors shall complete for Thornton to properly evaluate pricing and value among all proposing Vendors.

Proposing Vendors shall note that it is unacceptable for a Vendor to submit a quote on their paperwork and not complete the Pricing Form.

Requirements Traceability Matrix ("RTM") and Proposal Questions to Vendors:

Thornton has provided an additional Microsoft Excel file under separate cover titled "394-22 RFQ Appendix No. 1 RTM Matrix 01-04-23". This matrix states the requirements, descriptions of information, and their associated MoSCoW values.

The matrix contains a column titled "Requirement Compliance" with drop downs, which the proposing Vendor is to answer how their solution meets each requirement, with options including, cannot meet, future release, out-of-the box, with configurations, or with custom programming. There is an additional column within the matrix titled "Product/Module" for the Vendor to enter in if the requirement is found within a particular module of their solution.

Proposing Vendors are required to complete and return this RTM with their final submission as it will be memorialized in the final contractual agreement.

Thornton has also provided an additional Microsoft Word file under separate cover titled "394-22 RFP Appendix No. 2 Proposal Questions 01-04-23". This document contains questions behind each RTM requirement for the Vendor to be able to elaborate and explain their product's features, as well as additional RFP questions. Thornton has provided this document as a Word file for the proposing Vendor's ease of entry of information and returning it to Thornton with their final proposal submission.

To standardize the format of all proposals for evaluation, Proposers are required to respond to all questions, to answer questions in the order given, and to list the item number and restate the question prior to giving their answer. Failure to comply with this requirement may result in your proposal being declared non-responsive.

Sample Agreement:

A sample Technology Master Services Agreement has been provided under separate cover as part of this solicitation, titled “394-22 Appendix No. 3 Sample Agreement 01-04-23”. This sample agreement has been provided to inform the proposing Vendor of Thornton’s terms and conditions expectation for the awarded Vendor from this solicitation. This sample agreement is subject to change at Thornton’s sole discretion.

The Vendor does not need to complete any of the information within the sample agreement as part of the initial proposal submission process. At Thornton’s sole discretion and as part of a final evaluation process by Selection Committee, the Buyer of Record may contact a proposing Vendor for any clarifications.

Cooperative Purchasing:

Thornton encourages the proper use of cooperative purchasing and reserves the right to make results of this solicitation available to other governmental agencies seeking like equipment, goods, or services. Other agencies using this solicitation must do so according to regulations established by their individual organizations and accept sole responsibility for its use. The terms and conditions of any resulting transaction shall be exclusively between the buyer and the seller. Buyers and sellers using this solicitation in a cooperative or “piggy-back” fashion, agree to defend and hold harmless Thornton from any dispute or action arising from its use.

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ACCEPTANCE OF CONDITIONS AND ADDENDA ACKNOWLEDGEMENT FORM

Vendor indicates acceptance of the following conditions:

1. City of Thornton Charter Section 7.4 prohibits Thornton from issuing a Purchase Order to firms which employ certain family members of employees unless the Thornton Council determines it is in Thornton's best interest. For the purposes of this Charter Section, a domestic partner shall be considered equivalent to a family member. The Vendor attests to the following:

No City Council Member, member of a board or commission, Municipal Judge, City Manager, City Attorney, or employee of the City of Thornton, or any such person's family member, domestic partner, or person assuming a relationship being the substantial equivalent of the above, has an existing or pending, direct or indirect, financial, pecuniary or personal interest in the proposing firm or this Invitation for Bid, except as follows: (list, if any) _____

2. The undersigned Vendor, having examined the Bid Documents, and having full knowledge of the product requested and described herein, hereby proposes that it will fulfill the obligations contained herein in accordance with all terms, conditions, and specifications set forth; and that it will furnish all required products and pay all incidental costs all in strict conformity with these Bid Documents, for the stated prices as payment in full.

3. I acknowledge receipt of any and all published addenda: Yes No

4. My firm is claiming the Thornton Based Business Local Vendor Consideration: Yes No

Proposing Vendor's Name: _____

Vendor Representative (Printed): _____

Vendor Representative (Signature): _____

Title: _____

Phone Number: _____

Email: _____

Date: _____

SAMPLE AGREEMENT ACKNOWLEDGEMENT FORM

Regarding Thornton's Sample Agreement, the undersigned Vendor acknowledges the following:

- 1) The proposing Vendor has received a copy of Thornton's sample Agreement. Yes No
- 2) All proposed exceptions to Thornton's sample Agreement and all proposed Vendor agreements may be included as part of Thornton's final evaluation process. Yes No
- 3) If chosen for award, that Thornton may accept, reject, or negotiate all proposed changes to the terms and conditions of the sample Agreement and all other Vendor proposed terms and conditions. Should an Agreement be unable to be reached between Thornton and my firm, I acknowledge that Thornton retains the sole discretion to reject the award made and move to another Vendor for award and contractual negotiations. Yes No

Proposing Vendor's Name: _____

Submitted By (Printed): _____

Submitted By (Signature): _____

Title: _____

Date: _____

VENDOR CHECKLIST

This checklist is for aiding the proposing Vendor's in completing their submission, only. It is not a requirement for a proposing Vendor to submit this checklist with their final proposal.

Have you as a proposing Vendor made sure to do the following with your proposal:

- 1) Completed and signed the "Acceptance Of Conditions And Addenda Acknowledgement Form"?
Yes No
- 2) Completed and signed the "Sample Agreement Acknowledgement Form"?
Yes No
- 3) If you have a EULA, SLA, click-throughs, or other terms and conditions that will be applicable to your solution, have you submitted those for consideration?
Yes No Not Applicable (No other Vendor terms and conditions)
- 4) Reviewed and understand the scope of work, and what Thornton's needs are?
Yes No
- 5) Completed the Requirements Traceability Matrix (RTM) Excel spreadsheet?
Yes No
- 6) Completed the Proposal Questions that include your firm to elaborate on their answers to the RTM?
Yes No
- 7) Completed the Pricing Form?
Yes No