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## A. RFQ Questions

### 1. General Vendor Questions

Please provide a brief description of the following:

- a) Full legal company name;
- b) Your headquarters address;
- c) Primary company contact, including name, title, phone number, and email address;
- d) Year your firm was established;
- e) A brief listing of your Vendor core competencies; and
- f) What are your general hours of operation (e.g. M-F, 8:00 a.m. to 5:00 p.m. MST).

### 2. Experience and References

Please provide five (5) current client references that you have sold and implemented the same or like solutions to in the past five (5) years. Of these references, please list as many as available that are other governmental municipalities and/or higher educational entities as possible.

- a) Include in your reference information:
  - i) Name of the municipality or firm;
  - ii) Client's headquarters address;
  - iii) Current reference contact;
  - iv) Reference's title;
  - v) Reference's phone number;
  - vi) Reference's email address;
  - vii) Contract start date;
  - viii) Contract end date (or "Ongoing" if still active);
  - ix) Project description; and
  - x) Estimated contractual value.
- b) Please provide the number of overall active clients within the United States.
  - i) How many of these clients are governmental municipalities or non-profits?
  - ii) How many of these clients are located in the State of Colorado?

### **3. Vendor Engagement Team**

Please provide the following:

- a) Each team member in the Vendor engagement team, and that team member's role, who will work directly with Thornton's team as point of contact for the project implementation;
- b) The responsibilities for the implementation for each role and how many estimated hours per week that they will dedicate to the implementation of this solution.

### **4. Vendor Recommended Roles and Responsibilities for Thornton Team**

Please provide the following:

- a) Identify recommended Thornton, CO project team roles that will interact with your implementation team; and
- b) The recommended responsibilities for each role and how many estimated hours per week that they should dedicate to the implementation of this solution.

### **5. Hardware Requirements**

- a) Does your solution require any Vendor specific, or hardware supplied only by your firm (i.e., proprietary hardware)? If "Yes", then:
  - i) What is the required hardware to implement your solution? Ensure that you include this on your pricing proposal.
  - ii) What is the warranty on all of your hardware products?
- b) Does your solution work seamlessly with either a "smart" or "dumb" cash drawer system?

### **6. Project Implementation**

Please provide a **proposed** project schedule via a Gantt chart or other type of chart, in terms of calendar days based upon RFP Scope of Work and the Vendor stated engagement methodology.

- a) Use "Day 1" as the date of a fully executed contract being signed by both parties, with no prior work being completed prior to a signed contract being put into place.
  - i) Ensure that you list the number of days expected for each portion of the project schedule.

### **7. Software Patching and Recovery**

Please describe your processes for the following:

- a) Describe your patch management process, including how your firm reduces downtime for users.
- b) How are zero day instances handled by your firm?
- c) Please provide your disaster recovery plan, including returning to operation timeframe.

**8. Training and New Features**

- a) Please describe what type of training your firm will provide different user levels (Admin, general users, etc.) prior to a go-live date?
- b) Please describe how new features are shared by your firm to clients and if training of new features is provided?
- c) Training captures the available necessary abilities to use and maintain the new solution. This would include onsite, online, “train-the-trainer”, and any other training deemed necessary by the Thornton stakeholders. Ensure that you include people, processes, and resources available when answering this question.
  - i) Please detail your pre “Go Live” training approach.
  - ii) Please detail your post “Go Live” training approach, including any refresher conferences, Web Ex trainings, learning libraries, etc.

**9. Customer and System Support**

- a) What is your support service process for your proposed solution?
  - i) What are the methods to reach your support team?
  - ii) What are the hours of availability for your support team?
  - iii) Are there any “blackout” dates/times for your support team where they are unavailable?
- b) What is your solution’s uptime for the previous twelve (12) months?
- c) When calling for support, is your support team located on-shore, or off-shore in a call center?
- d) Support encompasses the people, process, and technology necessary so that there is adequate resources and processes in place for ongoing support (e.g. help desk, etc.). Ensure that you include people, processes, and resources available when answering this question.
  - i) Include your response levels and times for urgent requests (e.g., system is unresponsive) and non-urgent requests (general assistance, custom report creations)
  - ii) What are your proposed resolution times for urgent and non-urgent requests that come in from Thornton?
  - iii) What is the required method of contact for support?
  - iv) What is the customer’s responsibility during a system error notification?

**10. Release Schedule and Versioning**

Please provide details on the following.

- a) Your methodology for versioning your release and required updates and your release plan schedule for notifying your clients of the impending release and updates.
- b) How often are new versions updated or released to your clients each year?
  - i) How many of these are major releases?
  - ii) How many of these are minor releases?
  - iii) Does this cover all firmware and software updates?

## 11. Vendor Licensing Agreements

Please answer the following.

- a) Does your solution require any of the following to have signatures or digital approval/incorporation for authorization of use?
  - i) End User License Agreement (EULA);
  - ii) Master Service Agreement (MSA);
  - iii) Service Level Agreement (SLA);
  - iv) Other Vendor terms and conditions or click-through agreements.

(1) If you have answered “Yes” to any of these, then you must include your proposed agreement(s) in your final proposal submission, uploaded as a separate file and clearly labeled.

## 12. System and Data Security

Please provide answers to the following:

- a) How is your on-line security process handled?
  - i) Include the steps you take to ensure the privacy of the electronic data that is inputted into your solution, and any policies and procedures on how your firm ensures sensitive data is protected.
- b) How often in the past year has your website been unavailable?
- c) Has your company had any security breaches to your website in the past year?
  - i) If yes, what types of security measures are in place to prevent breaches in the future?
- d) How many data centers is your services hosted from?
  - i) Where (physical locations) are your services hosted at?
  - ii) Are there any host sites that are outside of the continental United States?
- e) Does your solution support active directory federation services (ADFS) synchronization? Yes or No.
- f) Does your solution support two-factor (2FA) or multi-factor (MFA) authentication? Yes or No.
- g) What are the standards that you follow as a Vendor for the cybersecurity of your solution?
  - i) As an example, Thornton typically follows the National Institute of Standards and Technology (NIST) cybersecurity standards.
- h) Describe how you store and destroy sensitive data.
- i) Describe your data recovery/backup system.
- j) Please provide the contact information (name, title, email, phone number) for your cybersecurity officer, should we have further need for clarification on your firm’s cybersecurity.

## B. RTM Questions

## C. Browser Accessibility

Requirement Context/Traceability					
RTM ID #	1.1	Name	Browser Accessibility	Type	Functional
<b>Request for Information</b>	Describe your solution's accessibility over multiple browser platforms and if your solution is agnostic to the major platforms, including:  a) Chrome b) Edge c) Safari d) Firefox				
<Please provide a response in this area>					

## D. SaaS Solution

Requirement Context/Traceability					
RTM ID #	1.2	Name	SaaS Solution	Type	Functional
<b>Request for Information</b>	Describe your solution's ability to provide a modern, cloud based solution and connectivity.				
<Please provide a response in this area>					

## E. Device Functionality

Requirement Context/Traceability					
RTM ID #	1.3	Name	Device Functionality	Type	Functional
<b>Request for Information</b>	Please describe how your solution provides functionality and user interface across different devices (desktop, laptop, mobile devices/phones)..				
<Please provide a response in this area>					

## F. Mobile Access

Requirement Context/Traceability					
RTM ID #	1.4	Name	Mobile Access	Type	Functional
<b>Request for Information</b>	Describe your solution's ability for mobile access and interface for both the back end and public access views, including both Apple and Android platforms.				

<Please provide a response in this area>

### G. Technology Accessibility Compliance

Requirement Context/Traceability					
RTM ID #	1.5	Name	Technology Accessibility Compliance	Type	Functional
<b>Request for Information</b>	Describe your solution's ability for public citizens to view and operate your solution if they have a disability, and if your solution is in compliance with Colorado House Bill 21-1110 on Technology Accessibility Compliance standards				
<Please provide a response in this area>					

### H. Attaching Items

Requirement Context/Traceability					
RTM ID #	1.6	Name	Attaching Items	Type	Functional
<b>Request for Information</b>	Describe your solution's ability to attach supporting documents to records within your system (e.g., purchase orders, etc.)				
<Please provide a response in this area>					

### I. Spell Check

Requirement Context/Traceability					
RTM ID #	1.7	Name	Spell Check	Type	Functional
<b>Request for Information</b>	Describe your solution's ability to provide basic spell checking and corrections.				
<Please provide a response in this area>					

### J. Licensing

Requirement Context/Traceability					
RTM ID #	2.1	Name	Licensing	Type	Functional
<b>Request for Information</b>	Please describe your solutions ability to have multiple user licenses available, including, Administrator permissions, general use permissions, etc.				
<Please provide a response in this area>					



### K. Simultaneous Viewing

Requirement Context/Traceability					
RTM ID #	2.2	Name	Simultaneous Viewing	Type	Functional
<b>Request for Information</b>	Please describe in detail the application's ability to allow individual and multiple users to view similar data across multiple items simultaneously.				
<Please provide a response in this area>					

### L. Wells Fargo Integration

Requirement Context/Traceability					
RTM ID #	3.1	Name	Wells Fargo Integration	Type	Functional
<b>Request for Information</b>	Please describe your solution's ability to currently be able to integrate with Wells Fargo gateway for credit card processing.				
<Please provide a response in this area>					

### M. Receipt Printing

Requirement Context/Traceability					
RTM ID #	3.2	Name	Receipt Printing	Type	Functional
<b>Request for Information</b>	Please describe your solution's ability to print off physical receipts and/or email copies to the Thorncreek customer.				
<Please provide a response in this area>					

### N. Cash Drawers

Requirement Context/Traceability					
RTM ID #	3.3	Name	Cash Drawers	Type	Functional
<b>Request for Information</b>	Please describe your solution's ability to open a physical cash drawer when using your solution, whether cash is being dispensed or not (if your solution is a "smart" or "dumb" cash drawer system).				
<Please provide a response in this area>					

### O. Scheduling Tee Times

Requirement Context/Traceability					
RTM ID #	4.1	Name	Scheduling Tee Times	Type	Functional

<b>Request for Information</b>	Please describe your solution's ability to provide real-time schedule availability and tracking of appointments for tee time scheduling.
<Please provide a response in this area>	

## P. Scheduling Lessons

Requirement Context/Traceability					
RTM ID #	4.2	Name	Scheduling Lessons	Type	Functional
<b>Request for Information</b>	Please describe your solution's ability to provide real-time schedule availability for golf lessons.				
<Please provide a response in this area>					

## Q. Payments

Requirement Context/Traceability					
RTM ID #	4.3	Name	Payments	Type	Functional
<b>Request for Information</b>	Please describe your solution's ability to process payments, including online for various functions (e.g., tee times, lessons, etc.)				
<Please provide a response in this area>					

## R. Dynamic Pricing

Requirement Context/Traceability					
RTM ID #	4.4	Name	Dynamic Pricing	Type	Functional
<b>Request for Information</b>	Please describe your solution's ability to utilize a dynamic-based pricing module that is a flexible pricing based on current business levels of demand and availability at the course.				
<Please provide a response in this area>					

## S. Inventory MGMT – Restaurant

Requirement Context/Traceability					
RTM ID #	5.1	Name	Inventory MGMT - Restaurant	Type	Functional
<b>Request for Information</b>	Please describe your solution's ability to provide inventory management for restaurant business operations, including the ability to input orders that have been placed.				
<Please provide a response in this area>					

**T. Inventory MGMT - Golf**

Requirement Context/Traceability					
RTM ID #	5.2	Name	Inventory MGMT - Golf	Type	Functional
<b>Request for Information</b>	Please describe your solution's ability to provide inventory management for golf operations, including the ability to input order that have been placed.				
<Please provide a response in this area>					

**U. Barcode Scanning**

Requirement Context/Traceability					
RTM ID #	5.3	Name	Barcode Scanning	Type	Functional
<b>Request for Information</b>	Please describe your solution's ability for using barcodes to scan merchandise, including how your system performs this task.				
<Please provide a response in this area>					

**V. Canned Reports**

Requirement Context/Traceability					
RTM ID #	6.1	Name	Canned Reports	Type	Functional
<b>Request for Information</b>	Please describe what other canned reports your solution has in terms of financial reporting capabilities.				
<Please provide a response in this area>					

**W. Templates and Ad Hoc**

Requirement Context/Traceability					
RTM ID #	6.2	Name	Templates and Ad Hoc	Type	Functional
<b>Request for Information</b>	Please describe your solution's ability to run reports on an ad hoc basis, and if these reports can be saved and customizable for later reuse by Thornton.				
<Please provide a response in this area>					

**X. Scheduled Reporting**

Requirement Context/Traceability					
RTM ID #	6.3	Name	Scheduled Reporting	Type	Functional

<b>Request for Information</b>	Please describe your solution's ability to run reports by setting them to run on a scheduled periodic run (Daily, weekly, monthly, etc.)
<Please provide a response in this area>	

## Y. Flat File

Requirement Context/Traceability					
RTM ID #	6.4	Name	Flat File	Type	Functional
<b>Request for Information</b>	Please describe your solution's ability to accommodate a flat file that is comma delimited for Thornton to be able to have that file readable by our financial system, JD Edwards. Your solution does NOT need to directly interface with JD Edwards.				
<Please provide a response in this area>					

## Z. Exporting Files and Reports

Requirement Context/Traceability					
RTM ID #	6.5	Name	Exporting Files and Reports	Type	Functional
<b>Request for Information</b>	Please describe your solution's ability to export files and reports into a common, usable electronic format for Thornton (i.e., Microsoft Office, Adobe, .csv, etc.)				
<Please provide a response in this area>					

## AA. Financial – Golf Operations

Requirement Context/Traceability					
RTM ID #	7.1	Name	Financial – Golf Operations	Type	Functional
<b>Request for Information</b>	Please describe your solution's ability to provide financial reporting on Golf Operations for various types of reporting, including but not limited to: <ul style="list-style-type: none"> <li>a) Daily general ledger summary</li> <li>b) Daily cash journals</li> <li>c) Credit card reporting</li> <li>d) Tax collected</li> <li>e) What services have been rendered ability to filter</li> </ul>				
<Please provide a response in this area>					

## BB. Financial – Restaurant Operations

Requirement Context/Traceability					
RTM ID #	7.2	Name	Financial – Restaurant Operations	Type	Functional

<b>Request for Information</b>	<p>Please describe your solution's ability to provide financial reporting on Restaurant Operations for various types of reporting, including but not limited to:</p> <ul style="list-style-type: none"> <li>a) Daily general ledger summary</li> <li>b) Daily cash journals</li> <li>c) Credit card reporting</li> <li>d) Tax collected</li> <li>e) What services have been rendered ability to filter</li> <li>f) Beverage and food sales with an ability to filter</li> </ul>
<Please provide a response in this area>	

### CC. Gift Certificates

Requirement Context/Traceability					
RTM ID #	7.3	Name	Gift Certificates	Type	Functional
<b>Request for Information</b>	Please describe your solution's ability to track and report out on outstanding gift certificates, including but not limited to, balances, who purchased the certificate, who the certificate was made out to, etc.				
<Please provide a response in this area>					

### DD. Inventory MGMT - Restaurant

Requirement Context/Traceability					
RTM ID #	8.1	Name	Inventory MGMT - Restaurant	Type	Functional
<b>Request for Information</b>	Please describe your solution's ability to report on inventory levels, including setting reorder points (e.g., Min/Max levels)				
<Please provide a response in this area>					

### EE. Scheduled Reporting

Requirement Context/Traceability					
RTM ID #	8.2	Name	Spell Check	Type	Functional
<b>Request for Information</b>	Please describe your solution's ability to report on how many golf lessons have been scheduled, and with who from Thornton those have been scheduled with.				
<Please provide a response in this area>					

### FF. Website Design

Requirement Context/Traceability					
RTM ID #	9.1	Name	Website Design	Type	Non-Functional

<b>Request for Information</b>	Please describe your solution's ability to aid Thornton in designing and implementing a website.
<Please provide a response in this area>	

## GG. Event Registration

Requirement Context/Traceability					
<b>RTM ID #</b>	<b>9.2</b>	<b>Name</b>	<b>Event Registration</b>	<b>Type</b>	<b>Non-Functional</b>
<b>Request for Information</b>	Please describe your solution's ability to create individual events by Thornton, and for the general public to then sign up for those events.				
<Please provide a response in this area>					

## HH. Live Scoring and Leaderboards

Requirement Context/Traceability					
<b>RTM ID #</b>	<b>9.3</b>	<b>Name</b>	<b>Live Scoring and Leaderboards</b>	<b>Type</b>	<b>Non-Functional</b>
<b>Request for Information</b>	Please describe your solution's ability to create live scoring and leaderboards that are viewable on a dedicated screen and/or mobile application.				
<Please provide a response in this area>					

## II. Printing Tee Sheets

Requirement Context/Traceability					
<b>RTM ID #</b>	<b>9.4</b>	<b>Name</b>	<b>Printing Tee Sheets</b>	<b>Type</b>	<b>Non-Functional</b>
<b>Request for Information</b>	Please describe your solution's ability to create and print off tee sheets.				
<Please provide a response in this area>					

## JJ. Cart Signs

Requirement Context/Traceability					
<b>RTM ID #</b>	<b>9.5</b>	<b>Name</b>	<b>Cart Signs</b>	<b>Type</b>	<b>Non-Functional</b>

<b>Request for Information</b>	Please describe your solution's ability to create and print off cart signs (not vehicle wraps).
<Please provide a response in this area>	

### KK. Score Cards

Requirement Context/Traceability					
RTM ID #	9.6	Name	Score Cards	Type	Non-Functional
<b>Request for Information</b>	Please describe your solution's ability to create and print off score cards.				
<Please provide a response in this area>					

### LL.Event Payment

Requirement Context/Traceability					
RTM ID #	9.7	Name	Event Payment	Type	Non-Functional
<b>Request for Information</b>	Please describe your solution's ability to allow for the general public to pay for events online.				
<Please provide a response in this area>					