



# Questions and Responses Round 1

C003604

## Golf Tee-Time Reservations System

No.	IFB Section	IFB Page	Question	Response
1	2.5	14	WorldPay is our current contractor, but we are the processor. Is the State open to using our integrated credit card processing if the rates are competitive? What is the current blended rate for card present and card not present transactions? It appears there are different rates from different vendors.	Payment Processor will be chosen as provided in IFB Section 2.6 Payment Processor. OPRHP declines to utilize Bidder-provided processors.
2	2.2.2	12	What is the current process to verify residents? When does the resident verification need to happen?	Existing system processes shall have no input on the system procured as a result of this IFB. Resident verification for the system as a result of this IFB must occur in accordance with Section 2.2.2 Customer Accounts and Reservations of the IFB.

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3	2.2.5	13	What is the current process for loyalty and how does the current loyalty program work?	<p>There is no loyalty program utilized currently.</p> <p>As specified in Section 2.2.5 System Customer Outreach and Marketing, Bidder's proposed system "must include incentive, rewards, and/or loyalty program."</p>
4	2.2.2	12	What is the current process for charging no-show and/or cancellation fees? Does the current system then lock a golfer out automatically or is there a manual process to lock a golfer out from booking a tee time?	Existing system processes shall have no input on the system procured as a result of this IFB. Please reference the IFB's specific requirements around these actions, including Section 2.2.2 Customer Accounts and Reservations.
5	2.2.4	12	What type of gift cards does the OPRHP currently use and where are the balances for those cards stored? Is the Gift Card system fully integrated into the current POS System or do you process the gift cards in a separate system?	OPRHP currently utilizes Valutec Gift Cards. The balances are in the Valutec System. Currently you can redeem a gift card via the credit card processor however activations must be done in Valutec's Online System.

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6	2.3.3	14	Does the State require full custom reporting to match the example reports in the Bid exactly or will a combination of standardized reports that have the same information be acceptable?	<p>In accordance with 2.4.1 Parks requires a single .CSV file to be sent for integration in the Agency revenue system that includes, at minimum, the fields provided within Exhibit 2.</p> <p>A combination of reports may be used to meet the needs demonstrated with Exhibit 3. All reporting shall be provided in accordance with the IFB.</p>
7	2.1.1	11	Is CAPTCHA required for booking tee times online?	<p>Yes.</p> <p>IFB Section 2.2.2 Customer Accounts and Reservations has been amended to include an associated requirement.</p>
8	1.5	8	Is the State providing hardware or is the winning provider required to include hardware as part of the bid?	The State is providing PCs and Tablets to access the system and will utilize the awarded Payment Processor's devices/terminals for payment processing.
9	2.2.1	11	Do the starters and/or rangers use any technology during their shifts?	The starters use a tablet to access information within the current golf course management tool.
10	2.2.2	12	Does the public display for available tee times need to be limited to show only available tee times or would a view showing available and booked tee times suffice?	The public display will show only available tee times.

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11	2.2.2	12	When does OPRHP deem that a round should be considered as a no-show? Is it a predetermined amount of time prior to a tee time?	<p>The time frame is configurable by each facility. Bethpage currently uses 40 minutes.</p> <p>Please reference the IFB's specific requirements around these actions, including Section 2.2.2 Customer Accounts and Reservations</p>
12	2.2.4	13	Are OPRHP gift cards available for use at golf facilities only or other OPRHP facilities as well?	Gift cards are available for use at golf facilities and camping facilities.
13	2.2.4	13	Would online payments be through an online store for specific purchases and/or for prepayment during the online reservation process for tee times?	Online payments are for Tee-Time reservations only.