

REPORT OF GENERAL MANAGER

NO. 01-290

DATE: August 8, 2001

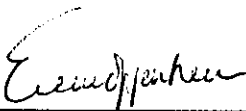
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BOARD OF RECREATION AND PARK COMMISSIONERS

SUBJECT: PROPOSAL EVALUATION SCORE SHEET FOR THE AUTOMATED GOLF AND TENNIS RESERVATION SYSTEM REQUEST FOR PROPOSALS

J. Combs _____
T. Coroalles _____
J. Duggan* JD
H. Fujita _____

J. Kolb _____
M. Tamuri _____
M. Matthews _____



General Manager

Approved _____

Disapproved _____

Withdrawn _____

RECOMMENDATION:

That the Board approve the Proposal Evaluation Score Sheet for the Automated Golf and Tennis Reservation System RFP as described in this report.

SUMMARY:

Upon review of the RFP for the Automated Golf and Tennis Reservation System RFP, the City Attorney has recommended that a Proposal Evaluation Score Sheet be added to the document. Accordingly, staff has prepared a score sheet which is attached as Exhibit 1. The score sheet was reviewed and endorsed by the Golf Advisory Committee at its meeting of July 23, 2001. The point values assigned to the rating categories are summarized below.

- A. Features, Performance, and Support of Proposed System (Maximum 30 points)
- B. Cost and Value of System (Maximum 15 points)
- C. Experience and Qualifications (Maximum 20 points)
- D. Financial Capability and Stability (Maximum 15 points)
- E. Approach to Users of the System (Maximum 20 points)

**EXHIBIT 1
PROPOSAL EVALUATION SCORE SHEET
AUTOMATED GOLF AND TENNIS RESERVATION SYSTEM**

A. FEATURES, PERFORMANCE, AND SUPPORT OF PROPOSED SYSTEM

Score: _____ (Maximum 30 pts)

1. The proposed system includes the features described in this RFP.

- Score = _____ (Maximum 10 pts)

High scores will be given to proposers who provide complete software and hardware for a fully functional interactive voice response reservation system. The system must include, as a minimum, the following capabilities:

- Reservation system accommodates a minimum of 1,000,000 rounds of golf and 50,000 pay tennis court reservations per year.
- System has dedicated terminals for reservations scheduling at each golf and pay for tennis starter location. Each location should have an individual electronic starter's sheet.
- Regional Administrative Sites should be able to access the reservation systems and electronic starter's sheets of all locations.
- Complete Identification Card (ID) system with peripherals (Golf and Tennis Reservation Office only).
- Ability to generate ad hoc reports by in-house staff.
- Security system that includes but is not limited to data security, system redundancy with backup procedures, and power supply backup.
- Additional features suggested by proposer to increase system functionality.

2. The proposed system provides excellent performance.

- Score = _____ (Maximum 10 pts)

Scoring Criteria

High scores will be given to proposers who can demonstrate that their system will provide excellent performance for patrons (golf and tennis players) and city staff assigned to manage the reservation program. Examples of superior performance include:

- High system speed, flexibility, reliability, component compatibility, expansion, and upgrade capability.

3. The proposed system will be fully supported.

- Score = _____ (Maximum 10 pts)

Scoring Criteria

High scores will be given to proposers who have a qualified and experienced team to install, maintain, and provide training for the system. The elements of a full support program include:

- Timeliness in the delivery and installation of the system.
- Responsiveness and high level of maintenance and technical support.
- Quality and quantity of training for staff.
- Ability to provide uninterrupted service during the transition from the old to the new system.

B. COST AND VALUE OF SYSTEM

Score: _____ (Maximum 15 pts)

1. Cost and value of system to the City.

- Score = _____ (Maximum 15 pts)

Scoring Criteria

High scores will be given to proposers with systems that are reasonably priced, yet contain high quality components and service programs. The cost analysis takes into consideration all expenses of the lease package (fixed, variable, and optional)

C. PROPOSER'S EXPERIENCE AND QUALIFICATIONS

Score: _____ (Maximum 20 pts)

1. The proposer has verifiable experience in this type of system.

- Score = _____ (Maximum 10 pts)

Scoring Criteria

High scores will be given to proposers with a blend of:

- Long term experience with other automated reservations systems similar in size and scope to that described in the RFP.
- Broad experience in the operation of multiple systems similar to that described in the RFP.
- A team of well qualified individuals assigned to the project.

2. As demonstrated by performance in current or past systems, the proposer is well qualified to provide this system.

- Score = _____ (Maximum 10 pts)

Scoring Criteria

As verified by available references, inspections (if applicable), document reviews, and demonstrations, high scores would be given to proposers who have a proven record of providing outstanding systems and excellent service.

D. FINANCIAL CAPABILITY AND STABILITY

Score: _____ (Maximum 15 pts)

1. Proposer has verified financial capability and stability to adequately fund the initial capital investment and to retain the quality and level of staffing to meet the systems performance standards.

- Score = _____ (Maximum 15 pts)

Scoring Criteria

High scores will be given to proposers who have funds available from the proposer's capital or who have funds committed in writing and confirmed by commercial lenders or third parties. High scores will be given to proposers with strong credit records as verified by credit rating services and others (e.g., Dun and Bradstreet reports, consultant evaluations, etc.). Low scores would be given to proposers with low credit ratings and/or a history of financial problems.

E. APPROACH TO USERS OF THE SYSTEM

Score: _____ (Maximum 20 pts)

1. Proposer is aware and has designed a system to meet the needs of the users (golfers) of the system.

- Score = _____ (Maximum 10 pts)

Scoring Criteria

High scores will be given for the ease and simplicity of the system that allows callers to make reservations.

2. Proposer is aware and has designed the system to meet the needs of the City reservations staff .

- Score = _____ (Maximum 10 pts)

Scoring Criteria

High scores will be given for the ease and simplicity of the system that allows City staff to access, maintain, and use all of its features.