



Addendum One / RFP 13-2105

ADDENDUM NUMBER ONE

RFP 13-2105

Glendoveer Golf and Tennis Operations

In the interest of fairness, this information is being provided to all interested proposers. Below is the pre-proposal meeting summary and who attended, followed by any questions received at the meeting and by email and the corresponding answer.

Pre-Proposal meeting attendees:

Name	Company	Email
Jeff Lindholm	Total Golf Management	jeff_lindholm_1@msn.com
Gordon Tolbert	Total Golf Management	totalgolfgmgt@msn.com
Branden Thompson	Total Golf Management	bthompson@pga.com
Orrin Vincent	OB Sports	ovincent@obsports.com
C.A. Roberts	OB Sports	caroberts@obsports.com
Dave Goff	OB Sports	Dgoff@obsports.com
Smith Khemalaap	DOT Golf	smitty7244@yahoo.com
Forrest Goodling	Greenway, Inc.	forrestgoodling@gmail.com
Mike Bender	Billy Casper Golf	mbender@trimountaingolf.com
Dan Bierscheid	Billy Casper Golf	dbierscheid@trimountaingolf.com
Mike Niece	Glisan Street Recreation	jghgolf@yahoo.com
George Walker	Glisan Street Recreation	jghgolf@yahoo.com
Jim Chianello	Glisan Street Recreation	jghgolf@yahoo.com
Jim Davis	Glisan Street Recreations	jghgolf@yahoo.com
Bill Schickler	Premier Golf Centers, LLC	bschickler@premierGC.com
Matt Amundsen	Premier Golf Centers, LLC	Mamundsen@premierGC.com
Tom Isaak	CourseCo. Inc.	tbisaak@courseco.com
Mike Turley	Total Golf Management	turleym@gmail.com
Marc Logan	Greenway Golf	Mlogan@greenwaygolf.com
Matt Allen	Kemper Sports	mallen@kempersports.com
Doug Hellman	Kemper Sports	dhellman@kempersports.com
Brian Bovee	Foursom Golf Cars	brian@foursomgolfcars.com
Kaleen Worley	K-Lean's Tennis	kleansllc@yahoo.com

Important dates

The deadline for questions was August 6, 2012, 3 p.m. All questions regarding the RFP are due by this time.

Proposals are due August 15, 2012, close of business. Proposals due to Metro, 600 NE Grand Ave. Portland, late proposals will not be accepted.



Addendum One / RFP 12-2051

The following questions were submitted during the conference or via email:

- 1) **Question:** As far as the food/beverage split and percentage – how does that apply?
Answer: *An amendment will be negotiated with Ringside to provide a percent of food and beverage sales for events catered at the golf course. This percent of food and beverage sales will be added to the gross revenues earned at the golf and tennis center unless a different proposal is negotiated with the operator.*
- 2) **Question:** Is the initial contract for 5 or 6 years? Ending in 2017 rather than 2018?
Answer: *Assuming that the current contract with GSR is fulfilled the new contract will run from January 1, 2013 through December 31, 2018.*
- 3) **Question:** There are trailers parked in the parking lot, are these private carts, or part of the operation?
Answer: *They are private carts. The current operator permits the use of private carts on the golf course. We will evaluate that practice as part of the business plan when the new contract takes effect.*
- 4) **Question:** Explain the difference between “L” and “C” (regarding sustainable practices) in the questionnaire.
Answer: *“C.” is focused on golf course, grounds and building maintenance. “L” is focused on broader sustainability standards as described in this section related to the environment, economy and community.*
- 5) **Question:** You noted a cost for installing a coffee shop, but also that it was unfunded – do you have an idea what the cost would be? Is the location for the coffee shop set in stone?
Answer: *The food and beverage layout that has been included in Appendix J is a preliminary concept. The final design will be developed with the operator’s input and as funding for all or portions of the project are obtained. The value of the food and beverage concept for equipment purchase and casework installation is approximately \$65,000. Utility installation, permitting costs and upgrades to finishes and furnishings in the clubhouse have not been determined at this time and will be required in addition to the \$65,000 to fully implement this concept.*
- 6) **Question:** What are Metro’s thoughts on irrigation upgrade? Do you have timing on redesign? What was the dollar amount (for 3 projects) and do you plan to do the three projects for that amount?
Answer: *Metro had previously hired an irrigation designer and a golf course architect to provide as-built information and a cost estimate to upgrade the system. This information is included in Appendix C. The east well which is the main well that serves the golf course is connected to a water tower that was built in the 1920’s. This tower is leaking badly and needs to be disconnected from the system and replaced with a pond. Design of the replacement pond system has been included in the \$331,000 approved in Metro’s 2012/2013 budget. The communication system, some heads and the weather station need and central control systems need replacement or major upgrades. The golf course superintendent reports that the main lines are PVC and are in reasonable condition. The system as a whole is beyond its useful life and is due for replacement although a replacement budget has not been determined. Incremental replacement is envisioned to upgrade the system.*
- 7) **Question:** Will the cart barn house a hundred or so carts (larger than current capacity)?
Answer: *We will try to size appropriately but were thinking in the 75 range. We have a limited budget and space to accommodate the cart barn. The total number of carts accommodated exceeds what is currently being provided.*



Addendum One / RFP 12-2051

8) **Question:** Will there be extra areas to store electric carts?

Answer: *We will be incorporating some extra space into the cart barn for maintenance, wash down and restrooms. Our intent is to have two restrooms that are accessible to golfers and walkers and to eliminate the porta potties that are staged along the north wall of the tennis center.*

9) **Question:** Regarding equipment, would the operator be expected to contribute?

Answer: *The equipment inventory for the golf course is provided in Appendix B and due to the age of most of the equipment this has been identified as a deficiency. There is no budget to replace equipment and this could be identified as a area that an operator might contribute as part of the fee proposal.*

10) **Question:** Do you hope to see a specific resume for general (site) manager?

Answer: *If you are unable to provide a specific resume of an individual for this position please state and identify the qualifications of the type of individual or the promotion progression you use within your firm. Our general intent is to understand how you would evaluate and choose the person to fulfill this key position.*

11) **Question:** RFP mentions that reimbursements will be done through a "pass through account" or will the vendor be responsible for paying those bills and then get reimbursement within a 30 window? How does that work?

Answer: *A detailed expense budget will be prepared by the operator and approved by Metro in the beginning of the calendar year. A monthly invoice will be submitted to Metro for all expenses incurred and the invoice will be paid net 30 unless a shorter time frame is negotiated.*

12) **Question:** Is it possible to propose one month advance funding to address the time lag to cover expenses?

Answer: *Yes, Section 7.04 in the sample contract provides for a working capital advance to cover the monthly advance of expenses.*

13) **Question:** On funding, in section 9.0 it mentions insurance the operator must purchase & maintain. In the case of liability insurance, wouldn't that be facility related and (something about a) pass through account? a facilities expense?

Answer: *The operator is expected to obtain workers compensation insurance for their employees and this should be identified as a budgeted expense and will be paid by Metro.*

14) **Question:** What are the possibilities of hard liquor and lottery sales?

Answer: *Metro's intent is not to duplicate the type of amenities that the Ringside is currently offering (hard liquor and lottery).*

15) **Question:** How is the tennis center run today? What is we want to work with them – how would that work?

Answer: *Operation of the tennis center is subcontracted by GSR. Metro has limited information on how reservations are booked for courts, membership use and sales and how revenues flow through the pro shop. The lease income is captured and reported in audited financial statements included in Appendix I.*



Addendum One / RFP 12-2051

The RFP discusses the objectives of operating the golf and tennis facility seamlessly and the qualifications desired. Metro is open to direct operation or subcontracting of the tennis operation.

- 16) **Question:** What are the deficiencies or capital needs regarding the tennis facility? Any ADA issues? Is there funding available for these issues?
Answer: *Metro is aware of the lack of ventilation during summer months and heat for winter months. The facility does not meet ADA regulations. Metro has an architect under contract that is developing a plan to make the building accessible. Currently there is no specific capital funding available to address these deficiencies.*
- 17) **Question:** Is the \$331,000 figure mentioned for the current budget year?
Answer: *The Metro Council has included \$331,000 for the current fiscal year runs from July 1st until June 30th. Three capital projects (new electric cart barn, clubhouse restroom upgrade and water tower/irrigation system remediation plan) have been identified as a priority to be completed by June 30, 2013.*
- 18) **Question:** What about the beverage cart, does it stay with Ringside or the operator?
Answer: *Currently the on-course beverage cart is operated by the Ringside. As part of the new lease agreement with Ringside Restaurant that is being negotiated by Metro the beverage cart will become part of the golf course operation. The timing of this transition is to be determined.*
- 19) **Question:** Moving forward is there a possibility of hard liquor sales out of the clubhouse or would this remain with Ringside? Will Ringside carry the liquor license for whole property?
Answer: *Currently Metro is envisioning that hard liquor sales will be confined to the Ringside Restaurant. The golf/tennis operator must obtain a liquor license to operate the on course beverage cart and provide service in the clubhouse.*
- 20) **Question:** In future does Ringside have to cater all events?
Answer: *Metro is negotiating with Ringside to provide exclusive catering and food and beverage service for events larger than 32 people. This amendment to the Ringside contract to provide this service will be negotiated after the golf/tennis contract is finalized.*
- 21) **Question:** Is it possible to delay culmination of (negotiations?) with Ringside?
Answer: *As mentioned above an amendment to the Ringside contract will be negotiated pertaining to exclusive catering and beverage service for events larger than 32 people.*
- 22) **Question:** In the questionnaire section, is there a page 6, or am I the only one without page 6?
Answer: *The page has been labeled as "intentionally left blank" so that the attachment fall on the right side of the page.*
- 23) **Question:** What is the trail that people walk around on?
Answer: *The soft surface trail that borders a portion of the east course and driving range is a very popular trail and is maintained by Metro and not included in this contract.*
- 24) **Question:** In the case where the trail is close to the course, are there any incidents of injury? Any plans to deal with the situation? Any concerns about liability issues?



Addendum One / RFP 12-2051

Answer: *GSR responded that there are conflicts at times between users. Metro has not received any injury claims resulting from conflicts between the users.*

25) **Questions:** Are there conflicts with trail use and golfers?

Answer: *Metro is aware of a safety hazard along the west side of the driving range due to the location of the guy wires and holes in the netting. Metro will be developing an action plan to deal with these two issues.*

26) **Questions:** There are a lot of trees here. If there are major issues, does Metro take care of that?

Answer: *Metro has an arborist on staff that is available for consultation on tree removal and trimming issues. In the past Metro has provided consultation to the existing operator and has conducted some trimming and felling. Trees are a sensitive issue in the City of Portland and with the surrounding neighborhood. Metro expects that all planned trimming and or removal will need prior approval and our in-house arborist will be available for consultation.*

27) **Question:** Any current liabilities to employees right now? Has Metro done a full liability assessment? Are there any current dangers to the employees such as trees?

Answer: *No specific hazard assessments has been completed on the property. Metro is not aware of any financial liabilities.*

28) **Question:** Is there tax (deferred?) public financing currently?

Answer: *Metro as an agency has an AAA bond rating but has not chosen to use this bonding capacity to address capital needs at Glendoveer. Metro has other major facilities like the convention center, zoo, regional parks etc that all potentially have bonding needs. This is a policy decision that would be addressed by the Metro Council.*

29) **Question:** Could you comment on prevailing wage and how it would apply?

Answer: *A capital construction project that meets the prevailing wage threshold would be subject to the prevailing wage standards regardless if conducted by the contract or Metro because this is a publically owned site.*

30) **Question:** Are capital improvements managed by Metro?

Answer: *Metro is seeking a concession type contract instead of a lease arrangement. Metro will be responsible for a manage capital improvements on the site although the operator may be heavily involved in irrigation related upgrades.*

31) **Question:** Is the contract private, or public?

Answer: *This is a public contract.*

32) **Question:** Can the new snack bar offer burgers and other menu items offered in the Ringside?

Answer: *Our intent is to have limited overlap between the menu options, the one exception of beer and wine.*

33) **Question:** Is the Ringside agreement final?

Answer: *No, the agreement is under negotiation now.*



Addendum One / RFP 12-2051

34) **Question:** Is there a commission split between Ringside and the operator for catering?

Answer: That portion of the agreement will be negotiated at a later date but is likely in the 6-7% range.

Questions posed during site tour that included the clubhouse, tennis center and maintenance facilities:

Tennis Facility

1) **Question:** Could you talk about the roof leaking water onto the courts?

Answer: *The roof has small leaks and there have been some seasonal flooding related to roof drainage issues. Metro will assume maintenance and capital responsibilities.*

2) **Question:** How late do you allow tennis play and does play occur all year round?

Answer: *Play generally opens at 6am ceases at 9:45 and occurs all year round.*

3) **Question:** In winter, how do customers access the pro shop?

Answer: *The pro shop is open during the hours of operation of the tennis center.*

4) **Question:** What type of improvements are needed in the tennis center?

Answer: *The tennis building is unheated and does not have a fan system to exhaust heat in the summer. Adding a fan system and a heating system would improve indoor conditions. Patrons have commented that courtside benches would be helpful. Roof leaks need to be addressed by coating the roof system.*

Cart Staging Area adjacent to the Clubhouse

1) **Question:** (This question posed to Glendoveer employee) How many carts are in the fleet right now? During tournaments?

Answer: *GSR has approximately 30 owned gas carts and supplements this fleet for seasonal use and for tournaments. All of these carts are stored outside of the pro shop.*

2) **Question:** What is the percentage of walkers to riders?

Answer: *GSR stated that a good percentage of players walk the courses.*

3) **Question:** About the location of the cart barn – couldn't it be in a more convenient location that is closer to the clubhouse?

Answer: *Metro has an engineer under contract to work out siting and utility issues. During the design process we will consider the best location and will attempt to balance the potential needs for location the carts close the pro shop and the development of more outdoor events with a view of the golf course.*

Driving Range

1) **Question:** Where do customers purchase balls?

Answer: *Balls are purchased with tokens at the range from a ball machine.*

2) **Question:** Are you envisioning that all purchases would go through one register?

Answer: *Metro wishes to have a point of sale system that tracks all activity and revenue centers. Whether this is completed through one station is up to the operator.*

Maintenance Barn

1) **Question:** Are there any plans to upgrade the maintenance barn and yard?



Addendum One / RFP 12-2051

Answer: *Through an evaluation completed by Salmon Safe included in Appendix E Metro recognizes that upgrades to this facility are needed. There are no immediate plans to fund these upgrades.*

2) **Question:** How many employees are in golf maintenance?

Answer: *GSR stated that the golf courses are maintained by three FTE plus one full time mechanic.*

3) **Question:** What about seasonal help?

Answer: *GSR stated it hires a total of 10 FTE during the high season to maintain the golf courses.*

4) **Question:** Do you own aerifiers?

Answer: *Yes, and they are included in Appendix B, equipment inventory.*

5) **Question:** How often do greens get aerated? When? Tees?

Answer: *Greens are aerated twice per year and tees not as frequently.*

6) **Question:** Are you mowing fairways with triplexes?

Answer: *Yes, this currently the practice.*

7) **Question:** Do you aerify one side at a time?

Answer: *Yes, one course will be aerified at a time and is closed when that work is occurring.*

8) **Question:** Assuming these are pushup greens and do they have drainage?

Answer: *All greens are push up greens except for two that have been re-built. There is no drainage.*

9) **Question:** What is the brand of irrigation system?

Answer: *The irrigation plan included in Appendix C discusses all irrigation components. The main controller is a Rainbird system. Communication boxes are also Rainbird. Heads are primarily Toro.*

10) **Question:** Main lines? How old and are they asbestos?

Answer: *Main lines are original to the system that was installed over 30 years ago and are PVC.*

11) **Question:** Does the system include quick couplers?

Answer: *Yes, the system includes quick couplers. The as-built drawings include in Appendix C show locations.*

12) **Question:** What is the water window in the summer?

Answer: *The water window in the summer is generally from 8pm to 6am depending upon daylight.*

13) **Question:** Is all equipment here owned by Metro?

Answer: *Yes, at the end of the lease term the equipment*

14) **Question:** Who maintains the carts?

Answer: *All equipment including the golf carts are maintained on-site by a full time mechanic.*

15) **Question:** Will the new golf cart fleet be leased?

Answer: *Metro is requiring the operator to lease an electric golf cart fleet to replace the gas fleet.*



Addendum One / RFP 12-2051

16) **Question:** Have you got a good sprayer?

Answer: *A sprayer is included in the equipment inventory shown in Appendix B.*

17) **Question:** Would it be possible to have our agronomist come on their own to tour the site?

Answer: *Yes providing that you check in with the pro shop and rent a golf cart. Please respect GSR staff and their need to conduct business.*

18) **Question:** What time do they tee up in the summer?

Answer: *Golfers tee up as soon as it is light in the summer months.*

Questions posed to Lydia Neill while walking between the clubhouse and maintenance facility.

1) **Question:** Does Metro take care of all the waste, recycling, tree limbs, etc?

Answer: *Metro will contract directly with the garbage hauler for garbage pickup and recycling of metal, glass, paper and food compost. All golf course organic waste will be composted on site by the operator.*

2) **Question:** How would large groups of golfers be fed outside? Under a tent?

Answer: *Currently there are areas of lawn that are located near the clubhouse where large events can be staged. There are no tents or permanent areas for these activities. This is an area that Metro believe can be expanded. A plan needs to be developed to phase in these improvements and fund development of these facilities.*

3) **Question:** Where will the cart barn be located?

Answer: *The preliminary plan shown in Appendix J labeled food and beverage plan shows a possible location of the cart barn. Metro is working with an engineer to site the building in a way that limits utility expenses, preserves views of the golf course and is convenient for storage of carts.*

4) **Question:** Will both be water towers (east and west) be decommissioned and removed?

Answer: *Neither water tower is envisioned to be removed from the golf course. The west water tower is not used. The east water tower is used with the irrigation system and is leaking badly. The tower will eventually be decommissioned in place.*

5) **Question:** Will there be a redesign of the golf course?

Answer: *There is no re-design of the golf course being planned.*

All other questions raised in the meeting were pertaining to information contained in the RFP and the information set forth above.

Issued August 1, 2012

Tim Collier
FRS Deputy Director

cc: Karen Slusarenko, Associate Management Analyst, Procurement
Justin Patterson, Program Director, Parks and Property Stewardship