

COMMITTEE OF THE WHOLE MEETING

No. 2014-12-1

TUESDAY, DECEMBER 2, 2014

6:30 P.M.

CALL TO ORDER

ROLL CALL

ADMINISTRATION

1. Liquor License request from Glenwood Minuteman Citgo
2. Installation of Arbitrator in squad cameras at a cost not to exceed \$4,400.00
3. Server for in squad cameras at a cost not to exceed \$9,714.35
4. Installation of Server at a cost not to exceed \$3,625.00
5. Agreement for use of property between Village of Glenwood and E-COM 9-1-1 Dispatch
6. Hiring of three (3) Paid-on-Call Firefighters
7. Installation of a Heat Panel System on roof of Glenwoodie Clubhouse at a cost not to exceed \$10,000.00
8. Recommendation from the Glenwood Golf Committee regarding purchase of a new software/POS system

OPEN TO THE PUBLIC

Executive Closed Session under Section 2 (c) (1) Personnel and Section 2 (c) (5) Real Estate Acquisition and Section 2 (c) 11 Litigation

ADJOURNMENT

Sincerely,

  
Donna M. Gayden  
Village Administrator

Posted and distributed 11/29/14



## Glenwood Police Chief

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**From:** Dan Uelman <dan.uelman@htspc.net>  
**Sent:** Wednesday, November 05, 2014 10:44 AM  
**To:** Joanna Starnawski; Glenwood Police Chief  
**Cc:** ron.valdez@htspc.net  
**Subject:** RE: CDW-G Quote Confirmation: Quote #FRNC165/P.O. Ref. DL380 GEN 9 APPLES TO APPLES

Chief,

This is the final Quote from CDW.  
Everything looks to be in order.  
Please work with Joanna when you are ready to approve

Thanks  
Dan

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**From:** Joanna Starnawski [mailto:joansta@cdw.com]  
**Sent:** Wednesday, November 5, 2014 10:20 AM  
**To:** Dan Uelman  
**Subject:** CDW-G Quote Confirmation: Quote #FRNC165/P.O. Ref. DL380 GEN 9 APPLES TO APPLES

[View in a browser](#)

## QUOTE CONFIRMATION



**DEAR DEMITROUS COOK,**

Thank you for considering CDW•G for your computing needs. The details of your quote are below. [Click here](#) to convert your quote to an order.



**ACCOUNT MANAGER NOTES:** hardware install waived

QUOTE #	QUOTE DATE	QUOTE REFERENCE	CUSTOMER #	GRAND TOTAL
FRNC165	10/31/2014	DL380 GEN 9 APPLES TO APPLES	3087514	\$9,714.35

**QUOTE DETAILS**

ITEM	QTY	CDW#	UNIT PRICE	EXT. PRICE
 <p><b>HP ProLiant DL380 Gen9 Base</b> - Xeon E5-2620V3 2.4 GHz - <b>16 GB - 0 GB</b> Mfg. Part#: 752688-B21 UNSPSC: 43211501 Contract: National IPA Technology Solutions (130733)</p>	1	3465522	\$3,347.00	\$3,347.00
 <p><b>HP - DDR4 - 16 GB - DIMM</b> <b>288-pin</b> Mfg. Part#: 726719-B21 UNSPSC: 43201402 Contract: National IPA Technology Solutions (130733)</p>	1	3465465	\$320.00	\$320.00
 <p><b>HP Midline - hard drive - 3 TB</b> - SATA 6Gb/s Mfg. Part#: 628061-B21 UNSPSC: 43201803 Contract: National IPA Technology Solutions (130733)</p>	5	2637007	\$479.00	\$2,395.00
 <p><b>HP - hard drive - 300 GB - SAS</b> <b>12Gb/s</b> Mfg. Part#: 737261-B21 UNSPSC: 43201803 Contract: National IPA Technology Solutions (130733)</p>	2	3458129	\$436.00	\$872.00
 <p><b>HP CTO ONLY DL380 GEN9</b> <b>12LFF SAS CAB</b> Mfg. Part#: 785991-B21 Contract: National IPA Technology Solutions (130733)</p>	1	3501854	\$79.00	\$79.00
 <p><b>HP power cable</b> Mfg. Part#: AF556A UNSPSC: 26121636 Contract: National IPA Technology Solutions (130733)</p>	1	1485404	\$16.51	\$16.51
 <p><b>HP Foundation Care 24x7</b> <b>Service - extended service</b> <b>agreement - 3 years - on</b></p>	1	3470074	\$1,458.00	\$1,458.00

**DEAL OF THE WEEK**

Every Monday.  
One new deal.  
One product.

Up to 65% off!

Be the first  
to know!

**SUBSCRIBE**

Mfg. Part#: U7AE5E  
 UNSPSC: 81111812  
 Electronic distribution - NO  
 MEDIA  
 Contract: National IPA  
 Technology Solutions (130733)



**Microsoft Windows Server  
 2012 R2 Standard - license** 1 3178091 \$574.84 \$574.84

Mfg. Part#: P73-06309  
 UNSPSC: 43233004  
 Electronic distribution - NO  
 MEDIA  
 Contract: Illinois Microsoft LAR  
 Agreement (CMS2595580)



**Microsoft Windows Server  
 2012 - license** 3 2803032 \$22.40 \$67.20

Mfg. Part#: R18-04302  
 UNSPSC: 43233004  
 Electronic distribution - NO  
 MEDIA  
 Contract: Illinois Microsoft LAR  
 Agreement (CMS2595580)



**Microsoft SQL Server 2014  
 Standard - license** 1 3321648 \$584.80 \$584.80

Mfg. Part#: 228-10366  
 UNSPSC: 43232304  
 Electronic distribution - NO  
 MEDIA  
 Contract: Illinois Microsoft LAR  
 Agreement (CMS2595580)



**CDW HARDWARE INSTALLED  
 ON A SERVER.** 1 1706188 \$0.00 \$0.00

Mfg. Part#: HWINSTALLSERVER  
 UNSPSC: 81111812  
 Contract: National IPA  
 Technology Solutions (130733)

<b>SHIPPING DETAILS</b>	<b>SUBTOTAL</b>	\$9,714.35
<b>Shipping Address:</b> VILLAGE OF GLENWOOD DEMITROUS COOK 1 ASSELBORN WAY GLENWOOD, IL 60425-1400 <b>Phone:</b> (708) 753-2400 <b>Shipping Method:</b> Dynamex Messenger Overnight Noon <b>Payment Terms:</b> Net 30 Days-Govt State/Local	<b>SHIPPING</b>	\$0.00
	<b>GRAND TOTAL</b>	<b>\$9,714.35</b>
	<div style="border: 1px solid black; padding: 5px; display: inline-block;"> <b>CONVERT QUOTE TO ORDER</b> </div>	

**Need Assistance? CDW•G SALES CONTACT INFORMATION**



## Heritage Technology Solutions

13600 S. Kenton Ave  
Crestwood, IL 60445  
Phone: (708) 597-5005 | Fax: (708) 597-5091  
www.htspsc.net



### Arbitrator Server for Glenwood

1. **Term of Agreement.** This Agreement between **Village of Glenwood**, herein referred to as Client and Heritage Technology Solutions, hereinafter referred to as Service Provider, is effective \_\_\_\_\_, and shall remain in force for the period of performance required to complete the engagement.

HTS intends to undertake the responsibilities noted herein. We imply that these services will be performed in a time conscious and professional manner. Our intention and our objectives are to perform these services with the minimal inconvenience to yourself and your staff. HTS shall not be liable for any damages caused by the delay in furnishing services or other performance under this agreement. The sole and exclusive remedy for any breach of warranty, express or implied, including services furnished under this agreement and all other performance by HTS under or pursuant to this engagement shall be limited to the re-performance of any defective service provided by HTS and shall in no event include incidental or consequential damages.

The prices contained herein represent only the work that is clearly specified and outlined in the attached scope of work. If for any reason a work stoppage or delay is incurred due to unforeseen reason outside of this scope of work, the nature of the problem will be pointed out immediately. At that time, supplemental billing may be incurred outside of the scope of this agreement at the normal billing rate if special arrangements have not been made prior to the onset of this project.

For our objectives to be met, we request that **Village of Glenwood** provide adequate facilities (i.e. space, power outlets, etc.). Additionally, it is understood that **Village of Glenwood** is aware and acknowledge the following issues (*where applicable*):

- a. **Chief Cook of Village of Glenwood** will be the contact for the duration of this agreement. All installation, support, and problem-solving issues will be directed to HTS through this individual. If HTS is to provide other individuals ongoing information concerning the work/scheduling of HTS, it will be the customer's responsibility to provide HTS with the names of any additional individuals prior to DBS beginning the service call.
- b. The customer will allow authorized HTS employees to access all areas involved in the service call from 8:00 a.m. to 4:30 p.m. Monday through Friday or any other time or days needed as mutually agreed upon by both parties.
- c. Our engineering team will be given a temporary user account with administrator rights to all files, file directories and file subdirectories located throughout the network.
- d. The customer ensures that any necessary phone/data lines are installed and are operating according.
- e. The customer ensures that all network cabling to the data jacks complies with industry standards and specifications.
- f. The customer will ensure all data jacks are properly labeled referencing back to the wiring in the data closets.





## Heritage Technology Solutions

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13600 S. Kerston Ave  
Crestwood, IL 60445  
Phone: (708) 597-5005 | Fax: (708) 597-5091  
www.htsinc.net



### Appendix A:

Labor does not include software installation assistance to third party vendor.

Labor Includes:

- Inventory Hardware/Software
- Install Components
- Create Arrays

- Backend Server
- Configure TCP Stack
- Connect to Domain
- Configure TCP Stack(local and new wireless subnet)

- SQL Server
- Create VM\DRIVES\Configure Settings
- Configure TCP
- Configure Domain Connectivity
- Configure Nic for wireless access only (vendor provided info)

- Backend Server
- Install Server 2012
- Install Service Packs\patches
- Install Endpoint
- Install Labtech
- Install Required Roles and Features
- SQL Server
- Install Server 2012
- Install Service Packs\patches
- Install Endpoint
- Install Labtech
- Install SQL Requirements
- Download/Install SQL 2012



## Heritage Technology Solutions

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13600 S. Kerton Ave  
Crestwood, IL 60445  
Phone: (708) 597-5085 | Fax: (708) 597-5091  
www.htsps.net



Update Diagram

Document Credentials/pertinent information

Total

**\$3,125.00**

**Out of Scope Services:**

**\$500.00**

5-hour discounted pre-paid block of time to cover out of project scope services during the project. After the initial block of time is utilized, additional out of scope time will be invoiced as required.



# Heritage Technology Solutions

13600 S. Kingston Ave  
Crestwood, E. 60445  
Phone: (708) 597-5005 | Fax: (708) 597-5091  
www.htspc.net



## ACH Recurring Payment Authorization Form

Schedule your payment to be automatically deducted from your checking or savings account. Just complete and sign this form to get started!

### Recurring Payments Will Make Your Life Easier:

- It's convenient (saving you time and postage)
- Your payment is always on time (even if you're out of town), eliminating late charges

### Here's How Recurring Payments Work:

You authorize regularly scheduled charges to your checking or savings account. You will be charged the amount indicated below each billing period. A receipt for each payment will be emailed to you and the charge will appear on your bank statement as an "ACH Debit." You agree that no prior-notification will be provided unless the date or amount changes, in which case you will receive notice from us at least 10 days prior to the payment being collected.

### Please complete the information below:

I \_\_\_\_\_ authorize <Insert Business Name> to charge my bank account  
(full name)

indicated below on the \_\_\_\_\_ of each <insert frequency> for payment of my <insert type of bill>.  
(day or date)

Billing Address \_\_\_\_\_

Phone# \_\_\_\_\_

City, State, Zip \_\_\_\_\_

Email \_\_\_\_\_

Account Type:	<input type="checkbox"/> Checking	<input type="checkbox"/> Savings
Name on Acct	_____	
Bank Name	_____	
Account Number	_____	
Bank Routing #	_____	
Bank City/State	_____	

Routing Number      Account Number

0001 661 5550 4027

SIGNATURE \_\_\_\_\_

DATE \_\_\_\_\_

I understand that this authorization will remain in effect until I cancel it in writing, and I agree to notify <business name> in writing of any changes in my account information or termination of this authorization at least 15 days prior to the next billing date. If the above noted periodic payment dates fall on a weekend or holiday, I understand that the payment may be executed on the next business day. I understand that because this is an electronic transaction, these funds may be withdrawn from my account as soon as the above noted periodic transaction dates. In the case of an ACH Transaction being rejected for Non Sufficient Funds (NSF) I understand that <business name> may at its discretion attempt to process the charge again within 30 days, and agree to an additional <insert \$> charge for each attempt returned NSF which will be initiated as a separate transaction from the authorized recurring payment. I acknowledge that the origination of ACH transactions to my account must comply with the provisions of U.S. law. I agree not to dispute this recurring billing with my bank so long as the transactions correspond to the terms indicated in this authorization form.

# VILLAGE OF GLENWOOD

ONE ASSELBORN WAY • GLENWOOD, ILLINOIS 60425

708.753.2400  
708.753.2406 Fax



MAYOR  
Kerry Durkin

CLERK  
Ernestine T. Dobbins

TREASURER  
Edwin Reichard

TRUSTEES  
Terrence A. Campbell  
Ronald Gardiner  
Carmen Hopkins  
Richard Nielsen  
Anthony Plott  
Paul Styles, Jr.

November 22, 2014

The Honorable Kerry Durkin  
Board of Trustees  
Village of Glenwood  
One Asselborn Way  
Glenwood, Illinois 60425

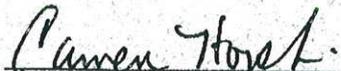
Re: Purchase of new software - ForeUp

Dear Mayor Durkin and Trustees:

The Glenwoodie Golf Committee held a meeting on Saturday, November 22, 2014, and by a vote of 6 ayes, 0 nays, 3 absent, their recommendation is as follows:

The Glenwoodie Golf Committee recommended to the Board of Trustees to approve the purchase of a new software/POS system, ForeUp for the Pro-Shop and Food and Beverage. The annual fee of the software/POS system is \$5400.00 and the initial purchase of four receipt printers, with ForeUp purchasing two of the printers. Billing will be monthly, May 1<sup>st</sup> through October 1<sup>st</sup>.

Sincerely,

  
Carmen Hopkins, Chairman  
Glenwoodie Golf Committee

Seeking board approval to enter into a 2 year lease agreement with ForeUp for the Point of Sale Software at Glenwoodie.

Cost: \$900 per month (May-October) Total = \$5400 Annually

This software would be used for:

- Golf Operations
- Website, Email Marketing
- Text Message Marketing
- Food & Beverage
- inventory management for both Pro Shop & Food & Beverage.

This Fore Up Software was presented and approved by the Golf Committee on November 22<sup>nd</sup>.

Synopsis:

Glenwoodie has used FORE Reservations for the past 15 plus years for all of the above. Last year FORE Reservations, Inc was acquired by GOLF NOW (Golf Channel). GOLF Now for those of you that are not familiar is responsible for lowering the price on golf (Obviously good for the golfer but bad for owner/operators)...costs to maintain courses continues to go up while Golf Now drives them down with their deep discounted Hot Deals.

All the industry leaders (NCGOA, PGA, GCSAA) recommend getting away from these discount programs.

Please see attached letter as well as the recommendation from HitTheCourse.com



11/24/2014

Dear Glenwoodie Golf Club,

It is my pleasure to present an alternative option to meet Glenwoodie Golf Club's operational software needs. I represent ForeUP Golf Software based out of Orem, Utah. We are a privately owned and operated company that provides a cloud based software to golf course owners and operators in exchange for a subscription based fee.

The advantages of choosing ForeUP:

1. Fully cloud based software accessible on any device, anywhere
2. The software is intuitive, fast and easy to operate
3. Our customer support staff is available 24/7
4. We push out updates on a monthly basis at no additional cost
5. Courses can suggest updates and changes that are carefully considered
6. We are quickly growing and expanding our feature set
7. You will always be on the latest version of ForeUP
8. We don't insist on collecting tee time revenue in exchange for the software
9. We don't charge third party fees to your golfers neither do we market to them for other products and services
10. Our marketing feature allows you to email and text individuals and groups within minutes
11. We offer a full suite of services; tee sheet, point of sale, marketing, food and beverage point of sale, website and mobile app services

Thanks again for the opportunity. If you need to reach me directly my contact information is provided below.

All the best,

Richy Damraur  
foreUP Golf Software  
Orem, Utah  
[richy@foreup.com](mailto:richy@foreup.com)  
435-760-2470

[www.foreupgolf.com](http://www.foreupgolf.com)

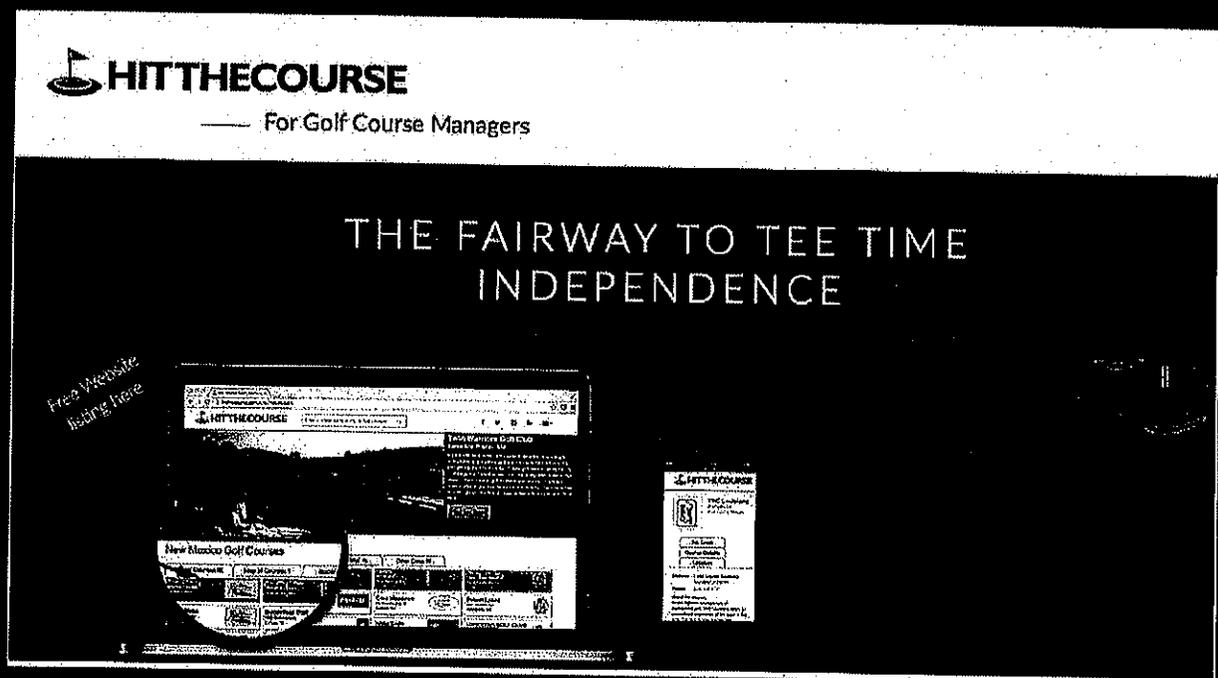
**FW: Best Practices For Your POS, TeeSheet, and Booking Engine**

1 message

Tim Donohoe <tdonohoe@glenwoodiegolf.com>  
To: philr@glenwoodiegolf.com

Mon, Nov 24, 2014 at 8:48 AM

**From:** HitTheCourse.com  
**Sent:** 11/24/2014 8:31 AM  
**To:** Tim Donohoe  
**Subject:** Best Practices For Your POS, TeeSheet, and Booking Engine



**Best Practices for POS Systems, Tee Sheets, & Booking Engines**

In this email we have put together a best practices guide for today's POS systems, Tee Sheets, and Booking Engines. If you only take one thing from this email, it should be that these systems should be **integrated** and you should be paying **cash** for them.

**POS SYSTEMS & TEE SHEETS**

Let's start with the heart of any golf course technology: the Point-of-Sale and Tee Sheet. The basic function of this technology is mostly unchanged, although

the new systems available today are much easier to use and learn. Most golf courses today have a POS system, an electronic Tee Sheet, and a booking engine and have likely added these products into their business incrementally over time. As a result, course operators are sometimes paying multiple vendors monthly fees or worse yet, trade for the use of these services. As always, we recommend getting away from any trade arrangement and instead opting for a monthly cash payment from one vendor who can handle all aspects of your POS & tee sheet.

Today, the newest systems are cloud based and can be accessed from any computer with an internet connection. Gone is the era of big, clunky systems that require large capital investments in hardware, software, training, etc. These new systems can be purchased for about \$350/mo. We at HitTheCourseSolutions have researched and tested many of the products available today. In our opinion, ForeUP.com offers the best product out there today. The POS system is easy to use and learn. Plus, it's cloud based, meaning all you need is an internet connection and a computer or tablet and you are up and running. It has a tee sheet and booking engine included, and it has an email blast tool that is completely integrated with your booking engine to ensure your list of golfers is automatically updated.

Any golf course still using an older POS system or using a POS that requires giving 2 trade times/day (EZ Links, GolfNow/Fore Reservations) really should look at this as an alternative.

\*(FYI, we have NO affiliation with ForeUp and receive no compensation from them.)

### **ONLINE BOOKING ENGINES**

Just a quick note about booking engines. There is some confusion about how these work and we just wanted to make sure everyone is clear on this. Your booking engine is a separate entity from your website. Think of it as the middle man between your website and your tee sheet. To get your tee times to show up on your website, you need to use a booking engine, and the booking engine subsequently pushes booked times to your electronic tee sheet in the pro shop. The best booking engines today are seamlessly integrated to your email marketing tool. For example, if you are using the GolfNow booking engine, the emails you are collecting when a golfer books a tee time are not automatically put into your course's email database. To get those emails into your database, you need to call and ask your rep to email them to you on a weekly or monthly basis, which most courses never remember to do.

Our recommendation is to always use the booking engine that is tied to your email marketing tool to ensure the emails of every golfer that books through your golf course website are seamlessly uploaded into your email marketing tool. Again, we recommend ForeUp because we like the fully integrated system and there is a cash payment option, but any booking engine that it automatically integrated with your email marketing tool will do the job and is a best practice for any and all golf courses.

Call us or email us today with any questions you might have.

HitTheCourseSolutions

If you have any questions, contact us anytime at:

816.287.1771

hello@hitthecourse.com

www.HitTheCourseSolutions.com



HitTheCourse Blog

Stay updated on all of the latest industry news pertaining to online tee times, booking engines, websites, social media, tee sheets, and much more.

[View this email in your browser](#)

This message was sent to [tdonohoe@glenwoodiegolf.com](mailto:tdonohoe@glenwoodiegolf.com) by [bob@hitthecourse.com](mailto:bob@hitthecourse.com)

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4405 NW Pawnee Drive, Riverside, Missouri, 64150