

RippnerTennis

Proposal for Management:

Southwest Williamson County

Regional Park Tennis Center

Reference Number 22RFP112

Williamson County | June 17, 2022

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|A| Executive Summary

RippnerTennis is an Austin-based, female owned and operated tennis management company with over 15 years of experience managing tennis centers in the Austin area, including serving as the 'Pro Manager' of the South Austin Tennis Center (SATC) since 2007 and Williamson County (WilCo) since 2017. RippnerTennis was founded by Brie Rippner after retiring from her professional tennis career where she reached the ranks of #57 in Women's Singles and #92 in Women's Doubles. Brie started RippnerTennis to create grassroots tennis centers to make tennis fun for people of all ages and backgrounds.

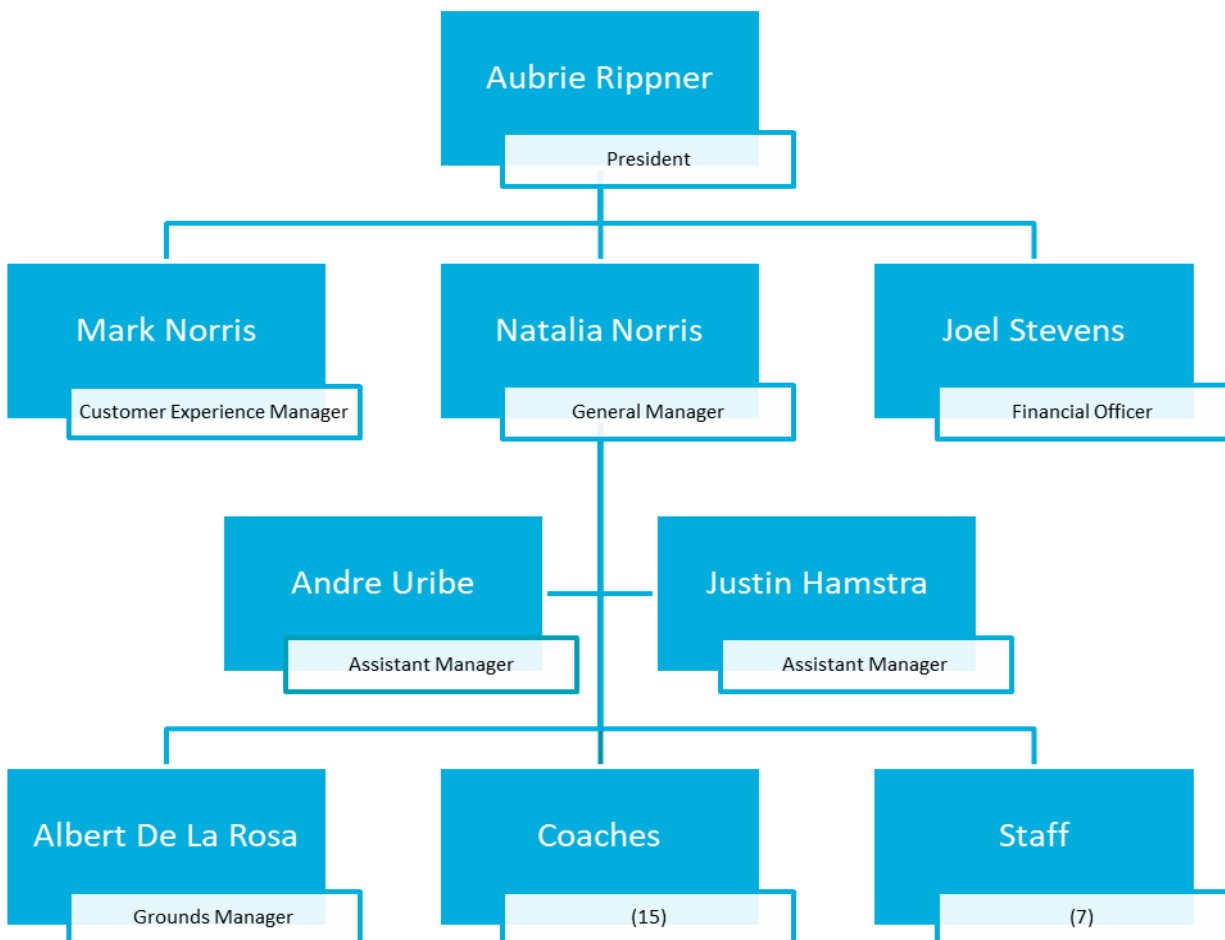
To that end, RippnerTennis already provides the widest, most available tennis programming in the greater Austin area. Our elite coaching staff is unparalleled in their expertise, allowing us to reach all ages and levels, from players who have never picked up a racquet looking for exercise and health to experienced athletes looking to improve their skills. Over the last 15 years, we have created a fun, professional tennis experience that has built a large loyal community. We have consistently expanded our offerings in response to the demand and requests of our players, built from beginners and intermediate players consistently improving their tennis abilities. As a result, we now offer 200 adult clinics and over 100 junior clinics per week at an affordable, a la carte price. These clinics are available year round morning and evening, 7 days a week with an adaptable schedule that meets the demands of the community. Depending on the month, we provide tennis instruction for 3,000 to 5,000 people.

For customers looking for individual instruction, we offer private lessons during non-prime time hours in order to maximize court usage. For our younger patrons, RippnerTennis provides junior camps, events, tournaments, and leagues throughout the year. For adults, in addition to the extensive group clinics, we provide tournaments, mixers, leagues, and socials.

RippnerTennis also provides tennis services to take care of all of our customers' tennis needs. Our stringing services include extensive options and a quick turnaround time. We have four ball machines available to rent, including a Playmate commercial Lift machine that can serve tennis balls of any type up to 120 miles an hour. We also provide tennis grips, dampeners, and other accessories as well as tennis racquets and apparel. Concessions are available for purchase for all players.

RippnerTennis understands that it is not enough to provide extensive tennis instruction and services—we also aim to provide a great customer experience. First, we have hired and trained an extensive management team with a dedicated customer-experience manager. As part of our on-boarding process, we provide customer service and sensitivity training to all of our staff and coaches. Additionally, we have a detailed process to handle any complaints, which quickly escalates to our management team via our customer-experience manager.

The breadth of our organization is shown below:



In addition to our staff, RippnerTennis also believes the major touch-points for customers should be as easy and intuitive as possible. Our reservation system is the most customer interaction; gone are the days where customers needed to call in early in the morning to reserve courts on the phone. Instead, RippnerTennis uses a best-in-class reservation system, Club Automation, which is the same system used by major tennis clubs throughout the United States. Our patrons are able to use a custom-made application, specific to RippnerTennis, on their devices to manage their appointments and services in real-time. Of course, they can also access our reservation system online, at rippnertennis.com. Thus, customers are able to manage reservations with ease at any time of the day. At the same time, we also provide customer service on the phone and in person—we have two customer service representatives answering phones during business hours. Rippner Tennis also manages court usage, court reservations, and payment of court fees according to the Williamson County policies.

In conjunction with our local marketing partner and website manager, Workhorse Creative Agency, RippnerTennis provides marketing, advertising, and promotional activity via multiple channels. We have a professionally managed website that allows customers to understand our offerings, review our tennis schedule, and make reservations. We also have an online presence on multiple social networks where we remind followers of our tennis programs and services. We further run physical and online advertisement campaigns at various times throughout the year to extend our services to new customers.

With a renewal of our contract, we will be able to continue to grow and invest in our vision:

Our mission is to make tennis enjoyable, accessible, inclusive, and affordable for people of all backgrounds and levels.

|B| Operating Plan

RippnerTennis is dedicated to continually expanding our offerings through a wide variety of programming intended to be inclusive of all ages and skill levels. Our adult programming includes beginner, advanced beginner, 2.5, 3.0, 3.5, 4.0, 4.5, and 5.0+ clinics as well as tournaments, mixers, socials, and leagues. Of course, we also offer private lessons for individuals and groups. For junior programming, we have daily offerings of red ball, orange ball, green ball, yellow ball, competitive development, advanced competitive development, and high performance programs. We offer 200 adult clinics and over 100 junior clinics per week at an affordable, a la carte price. These clinics are available year round morning and evening, 7 days a week with an adaptable schedule that meets the demands of the community. Depending on the month, we provide tennis instruction for 3,000 to 5,000 people. RippnerTennis also partners with a number of organizations and businesses in greater Austin area to provide our clients and students with special events next to the action on the courts. As we continue to see our programs grow, our clients show us which offerings to expand through participation, and we adjust our offerings accordingly.

GENERAL HOURS OF OPERATION

RippnerTennis strives to maximize the opportunities for our clients and students to enjoy our facilities and all that our programs have to offer. We propose staffing the pro-shop based on court reservations and demand and expanding our operational hours regularly to meet the needs of the community. We would close the pro shop in the case of inclement weather or events restricting access to the tennis courts.

|i| Junior Programs

JUNIOR PROGRAMMING OVERVIEW

RippnerTennis views its juniors program as a complete educational experience for young athletes with tennis acting as a vehicle to impart skills for a lifetime. Our junior participants are students, not clients—we seek to guide their development through mentorship and commitment. Our coaches are constantly thinking of ways to improve the on-court experience and give our students the chance to experience tennis and overcome life's challenges. Through RippnerTennis' educational approach to junior programming, we also seek to build a strong sense of community. We see the Williamson County Tennis Center as a stable and nurturing place to foster capable young men and women. We currently serve over 1,000 junior students per month and see room for tremendous growth as we build on this foundation.

To provide a solid instructional foundation, RippnerTennis employs certified coaches who have shown a commitment to their craft through continued professional education and a dedication to developing the junior game. Our coaches implement the latest coaching methods tailored to the unique challenges of training young players.

JUNIOR PROGRAM OFFERINGS

We are currently offering single classes for students starting at age 3. These classes are offered seven days a week and at an affordable a la carte price. There is no minimum or maximum amount of classes a week required to register.

Red Ball Ages 3 & 4

This class is the ideal entry point for future tennis stars to fall in love with the game. We provide a warm, inviting atmosphere so that our youngest students can gain a positive association with the tennis court. In this structured setting, children will learn basic hand-eye coordination and body control through a combination of games. Education and enjoyment take top priority.

Beginner Red Ball (Beginner youth ages 5-8)

The ideal introduction for students to begin their tennis education. In this program, students will learn basic athletic skills — spatial awareness, coordination, balance, etc.

Students will learn to follow a bouncing ball to a controlled movement with their racquet. Introductory rallying will begin and students will begin to lead their own competitive scenarios. Students will learn which side of their body uses one hand and which side of their body uses two hands.

Intermediate Red Ball (Intermediate youth ages 5-8)

For the student with increased coordination and racquet control with the ability to semi-consistently get the ball over the net. Displays familiarity with tennis terminology, scoring, and etiquette. Increasing play time as students begin to develop the ability to serve, return, and work towards holding a rally.

Advanced Red Ball (Advanced youth ages 7-8)

Students who are rallying back and forth, scoring, learning serves and ball placement. This class is for the player that has graduated from RippnerRed and is on their way to Orange Ball. Rallying will remain a large part of the class focus with over-the-net scenarios comprising the majority of play time. Students will develop the use of overhand serves and the understanding of deuce and ad sides of the court. Students excelling at overhand serving and rallying will be invited to participate in match play sessions and encouraged to enter their first tournaments.

Intro to Tennis 1 (Beginner youth ages 9-11)

For students aged 9-11 new to the sport or with minimal experience. They will learn the fundamentals and techniques for a lifelong foundation. We will teach them the basic fundamentals of grips, groundstrokes, volleys, serves and footwork. This will all be coach fed since these students are not yet rally-ready.

Advanced Intro to Tennis 1 (Beginner youth level 2 ages 9-11)

For students aged 9-11 with minimal tennis experience who have completed 4-8 classes of Intro to Tennis. These players are ready to attempt rallying though they are not completely rally-ready yet. They know the basics of forehands, backhands, volleys and serves. They understand basic tennis terminology.

Intermediate Orange Ball (Intermediate youth ages 9-11)

For students who have achieved the general competencies of Red Ball or Advanced Beginner (rallying, reactions on both sides of their body, overhand serve, and strategy). Able to keep a rally going and can successfully serve about half of their attempts. Students already know vocabulary such as, rally, forehand, backhand, serve, return, volley, deuce, ad, let, and ready position. In this class, students will build on basic fundamentals by continuing their technical development using spin and body turn. Students will learn to use

court dimensions (height, width, and depth). Students in this class may have already started competitive play.

Advanced Green Ball (Advanced youth ages 9-11)

Designed for tournament players that have a grasp of all strokes and are seasoned competitors. These players are learning to improve their understanding of optimal training practices, competition preparation, mental toughness, strategy and fine-tuning technique. Students in this group compete a minimum of 4 times per year, take at least one private lesson per month, attend match play sessions and train several times per week.

Intro to Tennis to Tennis 2 (Beginner youth ages 12-15)

For students aged 12+ new to the sport or with minimal experience. They will learn the fundamentals and techniques for a lifelong foundation. We will teach them the basic fundamentals of grips, groundstrokes, volleys, serves and footwork. This will all be coach-fed since these students are not yet rally-ready.

Advanced Intro to Tennis to Tennis 2 (Beginner youth Level 2 ages 12-15)

Once your 12-15 year old has become familiar with the basic fundamentals and techniques of the sport and are starting to become competent in their rally skills (they can rally several times back and forth with a partner), serving technique and serving execution, and ball placement they are ready to promote into Advanced Intro to Tennis 2.

Competitive Development (Intermediate youth ages 12-15)

For students that have a grasp of all strokes and game play. When rallying they are able to rally more than 3 shots about 50% of the time. They are able to serve and are able to get their serve in play about 25% of their attempts. These players are learning to improve their situational play and are either in the beginning stages of their competitive play or have yet to enter their first competition.

Advanced Competitive Development (Advanced youth ages 12-15)

Designed for tournament players that have a grasp of all strokes and are seasoned competitors. These players are learning to improve their understanding of optimal training practices, competition preparation, mental toughness, strategy and fine-tuning technique. Students in this group regularly compete in tournaments and match play.

Match Play, Leagues, and Tournaments

We offer match play, leagues, and tournaments that are designed to give our students experience to prepare them for competitive play. Players learn to keep score, make calls,

and implement strategy during a match under the oversight of our coaches. We offer three divisions based on age and playing level: orange ball, green ball, and yellow ball.

Camps

Our elite coaching team combines training, instruction and fun for kids ages 5 and older during the summer and all major holidays. Students in this program will improve their fundamentals, athletic skills and tennis knowledge from experienced instructors. Our camps also include non tennis games and activities as well, as we believe in developing the whole athlete while providing plenty of enjoyment and play.

Parents Night Out

For Parents Night Out our customers who are parents get to enjoy an evening out! This is a 2-3 hour evening event, so it is a perfect opportunity for parents to drop off their child and enjoy a date night. The little ones spend the evening with us learning the fundamentals of tennis or sharpen up on the skills they already have! Our coaches and counselors run drills and play tennis games, followed by pizza and a rated G movie. This is an ideal setting for beginner, intermediate and advanced players ages 5-12, to practice their tennis skills and socialize with other tennis students in a friendly and social environment!

| ii | Adult Programs

ADULT PROGRAMMING OVERVIEW

RippnerTennis provides a full-service experience for the adult members of our community. The adult program offers a welcoming and nurturing environment for players nascent in their experience with the sport of tennis as well as rigorous training for highly competitive players. Like our junior offerings, we take pride in our ability to provide a complete education. That is to say, RippnerTennis helps beginners and intermediate players with skill acquisition and also leads our students through the USTA competitive pathway. Our adult program truly functions as a holistic approach to instruction.

We offer around 200 classes per week for our adult customers, including beginner, advanced beginner, 3.0, 3.5, 4.0, 4.5, and 5.0 clinics. For customers looking for individual instruction, we offer private lessons during non-prime time hours in order to maximize court usage. In addition to our extensive instruction offerings, we offer a home for many USTA, Austin Women's Tennis Association (AWTA) and Austin Tennis League (ATL) teams. Throughout the week and through the weekend, our courts are bustling with adult players testing their skills against their peers. The team environment allows the adult members of our community to experience unparalleled comradery and prove their might in stressful, character-building situations. At RippnerTennis, we enjoy seeing our players achieve new levels of personal growth and constant improvement. Furthermore, in the vein of community-building, we also offer adult mixers that allow our players to participate in casual competition and commune over food and drink. One of our skilled teaching professionals facilitates these events and designs an entertaining, festive program for participants.

ADULT PROGRAM OFFERINGS

Beginner

Our Adult Beginner Classes are for those new to tennis with little to no tennis experience. Our coaches will show you the basics regardless of your fitness level and sports background. We focus on making our players feel comfortable while learning essential tennis terminology, stroke fundamentals, and show them how to keep the ball in play in a cooperative atmosphere.

Advanced Beginner

Our Advanced Beginner clinics are ideal for players that haven't been on the court for awhile, but already know the basics and fundamentals. This is the perfect restart for those with limited experience or those looking to get a refresher on the basics, without being too remedial. Participants are able to serve the ball with some level of success and more consistently keep a rally going, working towards match play.

Adult Intermediate (levels 3.0-4.0)

Our Adult Intermediate clinics are designed for players that have a grasp of all strokes and are looking to improve their understanding of optimal training practices, competition preparation, mental toughness, strategy and fine-tuning technique. Singles and doubles point simulation are a significant part of these classes, so it caters to customers that are fluent in tennis terminology, confident in their understanding of strategy, scoring, etiquette, and are rally ready.

Adult Advanced (levels 4.5-5.0)

Our Adult Advanced clinics focus on singles and doubles competitive point simulation. Designed for the players who are looking to improve their match play and take their strategic skills to the next level to help win that important league, tournament, or ladder match. 4.5-5.0 level classes are restricted to those who have put in serious training and competitive hours on court. We ensure that our coaches enforce level requirements for participants in Advanced Classes.

Private Lessons and Groups

Private lessons are a way to allow students to reserve a teaching professional for one-on-one or private group instruction. Private lessons help players learn sound mechanics and fine-tune skills with undivided attention from staff. We seek to meet the demand of all private lesson requests whenever available, with a focus on filling non-prime time court hours. We want to create an environment that meets the needs of many instead of a select few.

Socials and Mixers

Our Socials allow customers to enjoy tennis in a more laid-back social environment. This is the perfect setting to not only get some match play in, but also socialize and network with other tennis players in the RippnerTennis community.

| iii | Pro Shop Services and Fees

RippnerTennis continues to upgrade and add to the existing services we provide our customers. Along with a wide range of opportunities to play the sport, RippnerTennis is also the place to receive essential services related to the tennis experience. We offer over 35 different racquet options for purchase, top quality apparel for the court, racquet fittings and stringing, and ball machine rentals. We boast knowledgeable and certified staff to answer all merchandising and gear maintenance questions.

RACQUETS SALES, DEMOS, AND EQUIPMENT CUSTOMIZATION

RippnerTennis boasts a large selection of racquets for any age, skill level, or gender. We currently stock 35 racquets handpicked by our staff. We do our best to keep prices competitive with online and big box sporting goods retailers and attempt to match prices when possible. The Pro Shop also offers big discounts for last season's overstock and retired demo racquets in our bargain bin.

Not all racquets are made equal. Even two racquets of the same model from a manufacturer can have different weights and balances. For an affordable per-racquet fee, a certified technician at RippnerTennis will use our customization machine to match a client's two racquets for weight, balance, and swing weight. Our staff will re-grip a client's tennis racquet for free when the grips are purchased at the Pro Shop. For an affordable per racquet price, we can also build up the grip, with an average turnaround time of 2-4 days.

Our Pro Shop also offers restringing service performed by in-house certified specialists. We offer an express 48-hour turnaround as well as a standard five day turnaround at affordable prices. We stock over 15 types of strings, including best sellers from Prince, Babolat, and Wilson. RippnerTennis boasts the residence of Mark Norris, a certified Master Racquet Technician. Mark is a foremost expert in racquet equipment, stringing, and modification. We are fortunate to employ his services, and our customers offer glowing reviews of his product.

At RippnerTennis, we recommend test driving multiple racquets before purchasing. We provide demo racquets free of charge with our lessons and clinics. For those renting courts, we offer a demo service where customers can test out a new racquet for a nominal daily fee.

BALL MACHINE RENTALS

RippnerTennis is one of the few tennis centers in Austin to provide ball machines for rental from the Pro Shop. At an affordable per hour rate, our clients can use a top-of-the-line Playmate ball machine on the courts. In addition, we recently purchased a Playmate commercial Lift ball machine that can serve tennis balls of any serve-type at up to 120 miles an hour. This service allows users to control the timing, speed, spin, and location of the ball and helps users develop a consistent and technical swing. The repetition of the ball machine is great for working on mechanics and can really help clients perfect a certain type of shot.

OTHER MERCHANDISE

Aside from racquets and accessories, our Pro Shop also stocks performance apparel, food, and beverages. Our other apparel options include wristbands, headbands, hats, and visors. Our Pro Shop is stocked with great healthy snacks and drinks to ensure our clients and students have the energy to compete and have fun out on the courts. We carry snack options like nuts, trail mixes, dried fruit, fig bars, and granola from companies including Kashi, CLIF bar, Kind, and Nature's Valley. Our staff also counsel our clients and juniors on proper nutrition to further strengthen the health of our tennis community.

|iv| Customer Service

EMPLOYEE GUIDE TO CUSTOMER SERVICE

1. Attitude counts; maintain a positive one.
 - a. We are in the business to serve customers and can only truly do that if we truly care.
 - b. We show that we care with a positive attitude, a smile, and a “can I help you with that?” approach.
 - c. Never forget that the customer provides us with the opportunity to earn income to live.
2. Listen with purpose; be a good listener.
 - a. Take time to identify what the customer needs by asking the right questions based on what they are actually saying.
 - b. Listen for more than words; notice tone of voice, body language, and try to get a sense of how the customer feels.
 - c. Beware of making assumptions and thinking you know more of what the customer wants than they do.
3. No multitasking and no smart phones.
 - a. Effective listening, undivided attention, and maintaining a positive attitude are particularly important in the customer service industry where there are many distractions that can preoccupy your attention.
 - b. Look around and see what things can be done without a supervisor asking you. Stay focused on one task until it is completed.
 - c. When a customer is present, their needs always supersede your task at hand. No multi-tasking or smart phone use should ever make a customer wait.
 - d. The customer in front of you comes first. If a call comes in, put the caller on hold with a pleasant demeanor and complete the service of the customer in the Pro Shop.
4. Anticipation and appreciation.
 - a. Anticipating a customer’s needs gives them a sense of good feeling that you are providing a solution to the problem. It is all about their experience; get to know them and ask questions about their game.
 - b. Feeling appreciated is the foundation of a customer’s loyalty. Treat them as individuals, always use their first name, and find ways to engage them.
 - c. Customers value sincerity and are very sensitive about whether you really care about them. Thank them every chance you get. Treat them like you would want to be treated.

- d. The customer needs to know why. Customers feel appreciated when helped with understanding the interworking of our systems. Not just what but why!
 - e. If a customer is misinformed or has misinterpreted one of our policies it can lead to confusion, impatience and anger. Take time to listen and politely explain how to prevent the issue they are having from re-occurring again.
- 5. Give more than expected.
 - a. The future of our well-being lies in keeping the customers happy. Think of ways to leave a positive impression with every customer that walks through the door.
 - b. Consider what we provide that they cannot get anywhere else.
 - c. What can we do to thank customers even when they pay a court fee and purchase nothing else?
 - d. Provide the customer with the unexpected, and see how they respond the next time you see them.
- 6. Communication.
 - a. The power of "YES!" Always look for ways to help our customers within the guidelines of our policy.
 - b. Make doing business easy. Always follow through even if it is as simple as taking a note and having someone with more knowledge follow up for more consultation.
 - c. Presentation matters. Make sure your body language conveys sincerity. Your words and actions should be consistent.
 - d. Crossed arms and lack of eye contact tell your customers that you are not interested and that they are not welcome.
 - e. Smile. Look them in the eye, and keep your posture welcoming and positive.
 - f. Know how to apologize when something goes wrong. It is easy and customers really appreciate it. Customers may not always be right, but they always come first.
 - g. Deal with problems straight away, and let the customer know you have taken action. Make it straightforward and simple for the customer to lodge a complaint. Go out of your way to make them feel comfortable.
- 7. Encourage customer feedback.
 - a. We need and value feedback. Listen carefully to what they say.
 - b. We must invite constructive criticism and comments, so we know where to improve.
 - c. Check back regularly with a customer to see how things are going and if the changes we made have been effective.

CUSTOMER COMPLAINT RESOLUTION PROCEDURE

RippnerTennis promises to address and resolve any customer complaints, concerns, and inquiries as quickly and considerately as possible. All staff members, regardless of job title or responsibilities, are trained to offer assistance and services to all customers in a fair, equitable, and consistent manner during the performance of their jobs.

1. Whenever possible, staff will respond to initial customer complaints within 24 hours of receipt. It is the policy of RippnerTennis to attempt to resolve all customer complaints at the time of submission if possible.
2. Front desk staff are responsible for receiving, reviewing, and resolving all minor customer complaints in a timely and fair manner. Staff shall thank the customer for the submission and attempt to immediately resolve the problem.
3. If the front desk staff are unable to resolve a customer complaint, they will provide the complaint to the business manager or the customer experience manager, who will address the issue personally.
4. If a situation arises in which a complaint cannot be satisfactorily resolved by the business manager or senior management, we will mediate with the contract manager as needed.

GUIDELINES FOR INITIALLY HANDLING CUSTOMER COMPLAINTS

RippnerTennis views customer complaints as an opportunity to improve our facilities, management, daily interactions with customers, and future programs. We continually strive to improve service to our customers and stress the importance of the exceptional service expectations from our employees through annual training, periodic performance reviews, and customer comments.

According to RippnerTennis policy, minor complaints are resolved by front desk staff. If the front desk staff are unable to resolve the complaint quickly, the customer's concerns are promptly placed in the hands of our business manager.

The following are guidelines on how front desk are trained to handle customer complaints:

1. Thank the customer, and set the right tone with a smile. Make eye contact. Keep your body language positive and attentive. Show that the complaint is welcomed.
2. Tell the customer that you appreciate being informed of the issue. Let them know that you see this as an opportunity to fix a problem.
3. Apologize as soon as you understand the nature of the problem. Don't apologize beforehand; this can appear insincere. Be aware that, while you may have no

personal responsibility for the problem, you are accepting responsibility on behalf of RippnerTennis.

4. Assure the customer that RippnerTennis is committed to resolving the problem to the customer's satisfaction, whenever possible.
5. Use the Customer Complaint Form as a guide to ask for at least the minimum amount of information needed to solve the problem. Write this information down, if needed, so the customer is not forced to repeat themselves. If possible, identify what result the customer will find acceptable.
6. Take immediate action. Speedy resolution of the problem is one of the best ways to retain customers.
7. After you reach a resolution, check with the customer to ensure satisfaction. Perform a follow-up call on the telephone if needed.
8. Inform the business manager immediately of ALL customer complaints.

|C| Business Plan

RippnerTennis is proud to have served as the managing organization of the Williamson County Tennis Center over the past 5 years as well as the managing organization of the South Austin Tennis Center over the last 15 years. Our roots run deep in the community, and we continue to find new and innovative ways to serve the community and its residents.

During our management, we have substantially increased opportunities for clients of all skill levels and created one of the largest offerings of any public tennis center. As our management team continues to refine our programming, we plan to add additional offering to match any and all demand. The added revenues from program growth and special events expansion should permit RippnerTennis to continue providing top-notch customer service and programming.

|i| Financial Strength and Start-Up Costs

Since we are already the manager at the Williamson County Tennis Center, we would incur no start-up costs nor is there any need for a transition plan. We plan to continue to provide the same great service and programs that have made RippnerTennis a tennis leader in Central Texas.

With established locations and long-term management vision, RippnerTennis carries no major debts or obligations. We have cash on hand and substantial cash flow from our existing operations for programming improvements, promotional and marketing events, and continued hiring for growth. We are able to provide further financial information to Williamson County on request, and we ask that such information remain proprietary and private.

Through steady growth in our junior programming and new and exciting offerings for our adults, RippnerTennis expects increased revenues over the 5 years of a new contract with Williamson County. Increased attendance will correspond with an increased need for the various services offered by our Pro Shop, including new apparel, racquets, accessories, re-stringing, and concessions. Many of our staff rely upon their position at RippnerTennis to support their families, so it is of the highest importance that we continue to grow and represent the community.

| ii | Five-Year Business Plan

RippnerTennis' 5-year budget projections are based upon Williamson County's current court fee schedule, 15 years of tennis center management experience, 5 years of program management at the Williamson County Tennis Center, and demand on our services from the residents of the community.

	Year 1	Year 2	Year 3	Year 4	Year 5
Revenue	\$360,000.00	\$396,000.00	\$435,600.00	\$479,160.00	\$527,076.00
Court Fees	\$25,000.00	\$27,500.00	\$30,250.00	\$33,275.00	\$36,602.50
Credit Card Fees	\$18,747.60	\$20,622.36	\$22,684.60	\$24,953.06	\$27,448.36
Payroll	\$235,680.00	\$247,464.00	\$272,210.40	\$299,431.44	\$329,374.58
Supplies	\$50,513.50	\$55,564.85	\$61,121.34	\$67,233.47	\$73,956.82
Software Costs	\$21,120.00	\$21,120.00	\$21,120.00	\$21,120.00	\$21,120.00
Insurance Costs	\$7,800.00	\$8,190.00	\$9,009.00	\$9,909.90	\$10,900.89
Taxes	\$2,500.00	\$2,625.00	\$2,756.25	\$2,894.06	\$3,038.77
Net	-\$1,361.10	\$12,913.79	\$16,448.42	\$20,343.07	\$24,634.08

| iii | Revenue Sharing Proposal

RippnerTennis proposes to keep \$1,000 per month of court fees, and send the remaining court fees to Williamson County. We further propose to split court fees at 50% for any amount above \$25,000 per year. RippnerTennis keeps all revenue related to tennis instruction, services, and concessions.

Revenue-Sharing PROPOSAL

THIS FORM MUST BE COMPLETED, SIGNED, AND RETURNED WITH PROPOSAL

The undersigned Respondent, having become familiar with this RFP agrees to remit revenues to Williamson County Parks Department in accordance with this RFP.

Please include details for all revenue-sharing models offered on Proposal

- Performance guarantee
 - Reduction of percentage paid based on actual revenue generated and revenue projection

Numerical amount _____ written amount _____

- Percentage of yearly revenue
 - Percentage on revenue generated

Numerical amount 50% written amount fifty percent above \$25,000 per year

- Flat service fee
 - One-time yearly fee not dependent on revenue generated

Numerical amount \$12,000 written amount one thousand per month withheld from court fees

The undersigned hereby certifies that he or she has read the terms of this RFP and understands that Williamson County reserves the right to waive any informality in or to reject any or all proposals.

Respondent Name: Brie Rippner

Address: 2400 Sutherland Street, Austin, TX 78746

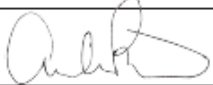
Telephone: (512)466-1044 Fax: _____

Contact Name (please print): Brie Rippner

Authorized Signature: 

Title or Representative Capacity of Signer: _____

State of Incorporation/Organization or Primary Place of Business: Texas

Company Name:	RippnerTennis
Authorized Signature:	
Title:	President

|iv| Proposed Changes to RFP

1) RippnerTennis notes that the Revenue Sharing Proposal Form above uses the term “revenue” in various places. RipperTennis proposes to modify the term or the interpretation of that term to refer to “court fees”, which do not include revenue related to tennis instruction, services, and concessions.

2) Modification of “Scope of Services” section b: “Be allowed to use the equivalent of four (4) of the eight (8) tennis courts for programming, lessons, clinics, ~~leagues~~, camps, and limited concessions as approved by the County”. We note that tennis leagues are generally considered part of public use, and therefore we believe they should be allocated to all 8 courts or the 4 public courts rather than those courts allocated for RippnerTennis services.

|D| Management Experience and Personnel

RippnerTennis is an Austin-based, female owned and operated tennis management company with over 15 years of experience managing tennis centers in the Austin area, including serving as the 'Pro Manager' of the South Austin Tennis Center (SATC) since 2007 and Williamson County (WilCo) since 2017. RippnerTennis was founded by Brie Rippner after retiring from her professional tennis career where she reached the ranks of #57 in Women's Singles and #92 in Women's Doubles. Brie started RippnerTennis to create grassroots tennis centers to make tennis fun for people of all ages and backgrounds.

To that end, RippnerTennis already provides the widest, most available tennis programming in the greater Austin area. Our elite coaching staff is unparalleled in their expertise, allowing us to reach all ages and levels, from players who have never picked up a racquet looking for exercise and health to experienced athletes looking to improve their skills. Over the last 15 years, we have created a fun, professional tennis experience that has built a large loyal community. We have consistently expanded our offerings in response to the demand and requests of our players, built from beginners and intermediate players consistently improving their tennis abilities. As a result, we now offer 200 adult clinics and over 100 junior clinics per week at an affordable, a la carte price. These clinics are available year round morning and evening, 7 days a week with an adaptable schedule that meets the demands of the community. Depending on the month, we provide tennis instruction for 3,000 to 5,000 people.

Thus, we have extensive experience managing and operating tennis centers in the greater Austin area.

PERSONNEL

Aubrie Rippner, Director of Tennis and founder of RippnerTennis, acts as the authorized negotiator and direct liaison to the Contract Manager for the Williamson County Parks and Recreation Department. Mrs. Rippner reports to the Contract Manager any necessary repairs to the Williamson County Tennis facilities as well as provides all necessary financial and tax documents under the facility management agreement. As the Director of Tennis, Mrs. Rippner oversees the professional tennis staff, quality of programming, and instruction. She collaborates with the rest of management as well as the coaches on programming policy decisions.

Natalia Norris is the General Manager. She is responsible for staff training, enforcing policies and procedures, and upholding the standard of practice expected for customer satisfaction and business organization. Ms. Norris supervises employee schedules and performance. She also manages the court reservation system and the Pro Shop inventory.

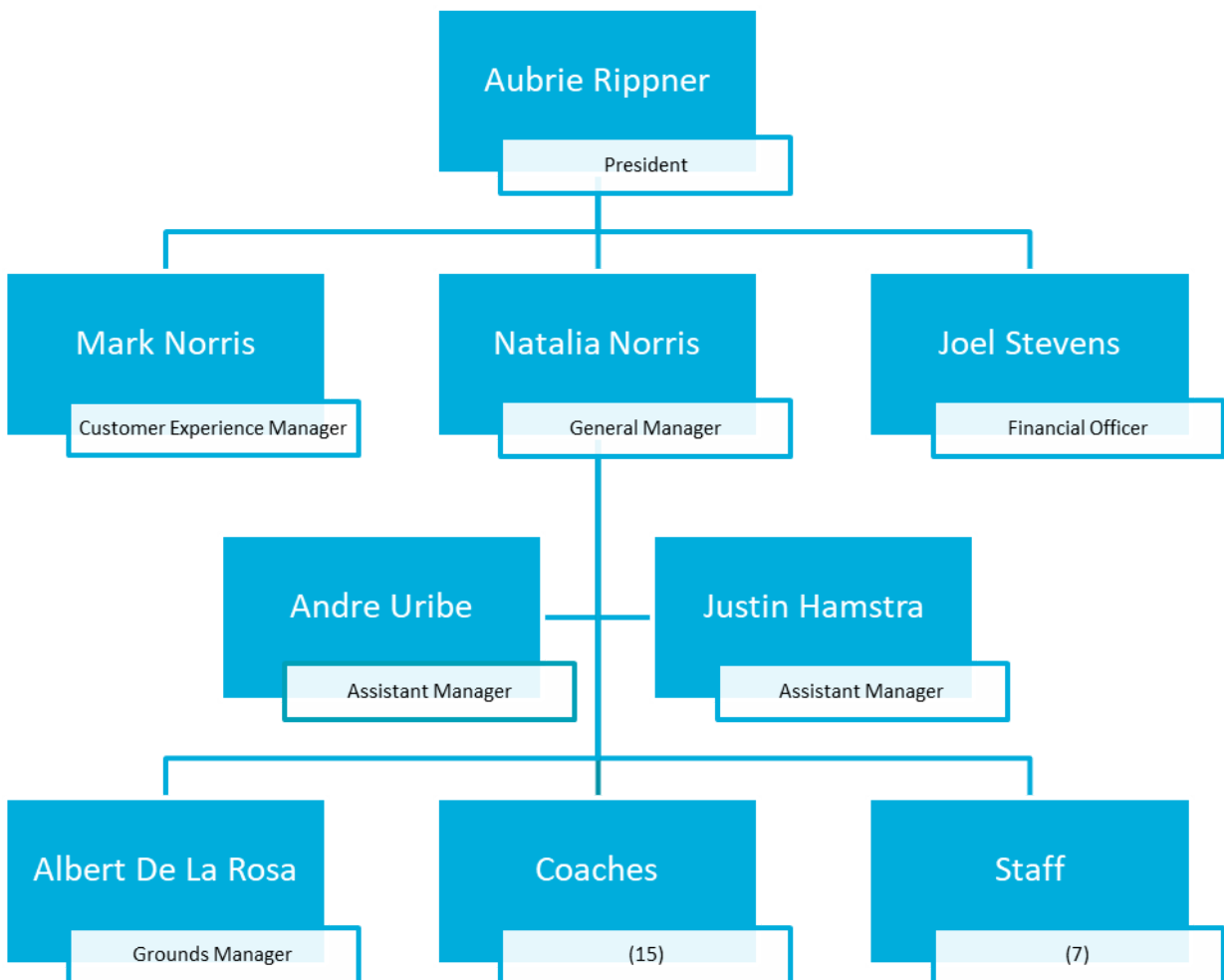
Mark Norris is the Customer Experience manager who works directly with Mrs. Rippner. He and Mrs. Rippner will solve difficult or out of the ordinary customer service issues per the guidelines found in this proposal.

Justin Hamstra is the assistant manager, who, in conjunction with Mrs. Rippner, Ms. Norris, and other staff, oversees operation and maintenance at the Williamson County Tennis Center.

Albert de la Rosa is our assistant manager in charge of maintenance and upkeep of the grounds.

Our other managers and staff assist Ms. Norris with implementing policies, performing maintenance and improvement, staff training, events, and other activities.

ORGANIZATION CHART



Aubrie Rippner

2400 Sutherland Street Austin 78746
(512) 466-1044 | b@rippnertennis.com

SUMMARY OF QUALIFICATIONS

- o Pro Manager at South Austin Tennis Center March, 2007 to present
- o Assistant Teaching Professional at Caswell Tennis Center for 3 years
- o Professional player in 14 main draw Grand Slams
- o Expertise in both private and group lessons for all age groups

PROFESSIONAL EXPERIENCE

- o Following retirement from the WTA Tour, has been teaching tennis to all age levels and ability levels in the Austin community.
- o Has successfully established an extensive waiting list of prospective students due to effectiveness of teaching.
- o Responsible for developing comprehensive juniors' programs.
- o Manages scheduling of all of South Austin Tennis Center clinics, classes, and private lessons.
- o Develops in-depth technique training for students.
- o Manages and oversees all staff members and independent contractors.
- o Manages accounting, financials, bookkeeping, payroll, recordkeeping, licensing/compliance, and filing.

ACCOMPLISHMENTS

- o One of 32 players to reach the 3rd round at the Wimbledon Championships in 2000
- o Finalist in the Wimbledon Junior Championships
- o 3 years on Junior USTA National Team
- o Earned a Top 10 world ranking in Juniors
- o Career high singles ranking of #57 in the world on the Women's Tennis Association World Tour
- o Has studied under world renowned coaches Stan Smith, Rick Macci, and Nick Bollettieri
- o Junior National Champion
- o Competed in 14 singles main draw Grand Slams around the world
- o Was named 2000 Circuit player of the Year along with Austin resident Andy Roddick
- o Doubles victory over Martina Navratilova
- o Has competed against the world's top Professional Womens Tennis Players: Venus & Serena Williams, Martina Hingis, Monica Seles, Mary Pierce, Jennifer Capriati, Amelie Mauresmo, Anna Kournikova, Jana Novotna, Chanda Rubin, Maria Sharipova, Justine Henin

AWARDS AND MEMBERSHIPS

- o 1996 USTA Sportsmanship of Year Award Winner
- o 1995 Maureen Connolly Brinker Outstanding Girl Player of the Year Award
- o YES! (Youth for Environmental Sanity), an organization of youth in positions of influence and leadership involved in improving the community and environment

NATALIA NORRIS

512-217-5718
natalia@
rippnertennis.com

4801 West Gate Blvd
Austin, TX
78745

Skills Profile

- Excellent oral and written communication skills
- Extremely reliable and competent to complete and implement new systems
- Excels in team-oriented settings
- Exceptional time management with multi-tasking abilities
- Capable of quick problem-solving in time-sensitive situations
- Outstanding interpersonal skills
- Able to successfully coordinate planned activities for various age groups
- Intermediate Spanish skills

Experience

General Manager, RippnerTennis - May 2020-Current

- Managed and oversaw over 40+ employees in all different levels of the business
- Conducted interviews during the hiring process for all position levels and implemented training schedules and manuals
- Managing day to day operations of multiple facilities
- Created, edited, and revised weekly employee schedules to accommodate for schedule changes, requests off, etc.
- Swiftly and proficiently solved emergency issues for employees and customers alike
- Adapted easily to perform multiple management and employee roles to fill in where needed

MASCOT Counselor, Mills Elementary School - January 2019- May 2020

- Leading large groups of elementary aged children through planned activities
- Communicating with parents regarding child's development and behavior skills
- Providing social and educational guidance for children in the program
- Securing positive well-being for all students under counselors care

Server, Tacos And Tequila — May 2015 to Present

- Greeting and interacting with guest when they enter
 - Understanding and receiving guest's concerns and needs
 - Providing excellent customer service
 - Communicating and working as a team
-

Probation Officer Intern, Travis County Juvenile Probation Department;
Austin, TX — August to December 2016

- Conducting curfew calls
- Attending placement meetings to make sure case plans are being followed
- Writing meeting reports and organizing juvenile portfolios
- Keeping case plans updated
- Attending court hearings

Marketing Representative, Lexbe LC; Austin, TX — December 2012 -
August 2014

- Extract marketing data from websites and prepare client list
- Research companies market-shares
- Writing monthly client letters about teams progress

Education

St. Edwards University, Austin, TX — Bachelor of Arts in Psychology 2018
Queen Margaret University, Edinburgh, Scotland January to May 2017

Activities

- Residential Planning Board for Basil Moreau Hall, Vice President
- Women's Club Soccer
- Social Chair, Women's Soccer Club
- Hilltop Mentors, Mentor
- Psychology Society, Intern

References

Upon Request

TIMOTHY MARK NORRIS

Experience

Management, Rippner Tennis LLC — 2019-Present

Manage customer experience, tennis pro training and performance, pro shop management, Manage Club Automation software and supervise Rippner Management team.

Partner, Central Insurance Agency — 2006-Present

Insurance agent and Partner/Board Member, Manage insurance book of business, corporate finances, and company relationships. B2B sales and management of owned insurance accounts and loss control for my book of business. Supervise customer service support staff.

Agent, The Insurance Center — 1993-2006

Manage insurance book of business, corporate finances, and company relationships. B2B sales and management of owned insurance accounts and loss control for my book of business. Supervise customer service support staff

Litigation Manager/Sales, Service Lloyds Insurance — 1989-1993

Handle insurance renewals from existing accounts for all January 1st renewals in Central Texas, Manage all Workers Compensation claims that were involved in litigation by working with the attorneys and in house adjusters.

Education

Missouri Southern State University — Business Administration 1985

Skills

Problem Solving, Adaptability, Time Management, Critical Thinking, Analytical Thinking, Working to Deadlines

Justin Hamstra

Austin, TX 78723 | 407-454-4210 | justinhamstra@gmail.com

Education

- University of Florida, GPA 3.8
- Bachelor's of Science in Journalism
- Minor in Business Administration
- Dean's List
- Academic Honor Society
- President, Student Honor Code Administration
- Treasurer, Society of Professional Journalists

Experience

- Event Coordinator, Rippner Tennis, Austin TX Jan. 2022 - Present
Organize and assist with managing company event operations
Outreach & marketing
Customer intake and general client communications
 - Distribution Coordinator, Amazon, Austin, TX May 2021 - Jan. 2022
Stow inventory
Operate carts, dollies; move merchandise
Cross-trained in inbound and outbound departments
 - Account Executive, Indeed, Austin, TX, Oct. 2019 - May 2021
Develop relationships with over 300 clients
Closed an average of 5 sales per day
Exceeded revenue-generating goals by over 25%
 - Store Manager, Apple, Nashville, TN Sep. 2017 - Oct. 2019
Led SW region in sales and retainment metrics
Build schedule, staff and train team
Outreach & marketing
-

Andre C. Uribe

Austin, TX | (915) 240-9936 | andreu4816@gmail.com

PROFILE

- Effective communicator who relates well to diverse groups of people at all levels within an organization.
- Analytical problem solver with managerial experience that can quickly adapt to changing circumstances.

EDUCATION

St. Edward's University, Austin, TX
Bachelor of Business Administration in Finance December 2017

EXPERIENCE

Office/Research Assistant | St. Edward's University Department of Social Work Fall 2014- Fall 2017

- Facilitated communications between professors and students while managing interdepartmental relations.
- In charge of creation, management, distribution, and collection of documents required to maintain department accreditation.

Checker | HEB 2017-2018 • Provided quality customer service to a diverse range of customers.

- Facilitated final purchases on register with constant customer satisfaction.
- Operated point of sale equipment and multiple forms of electronic payment.

Service Lead | HEB 2018-2019 • Managed the front end, tended to the needs of both partners and customers.

- Exuded a friendly, patient, and professional attitude while demonstrating a high level of efficiency.
- Trained and coached partners for register

Business Center Lead & Bookkeeper | HEB 2019-2021 • Processes returns, refunds, and exchanges in compliance with HEB policy.

- Western Union agent, transferring and processing large cash transactions in compliance with MSB regulations.
- Manage trainings and documents to maintain MSB compliance for all partners and other clerical duties for the department.
- Schedule writer for department of 10-15 partners in Business Center and Bookkeeping.
- De-escalation specialist finding compromises to maintain constant customer satisfaction.
- Maintain all tills for Central Checkout, performing cash pickups, till flips, and audits as necessary, creating and submitting nightly cash and check deposits for the store.
- Maintained A+ Scores on all department audits.

Assistant General Manager | RippnerTennis 2021-Present

- Collection and organization of employment documents for a team of 40+ instructors and shop staff
- Hiring, training, and scheduling of the front desk staff team for north and south locations.
- Generate financial reports, pay out court fees for each respective location, check and run payroll on a bi-monthly basis, process and keep record of all deposits.
- Manage all communications, scheduling, invoice creation, and payment collection for all outside leagues using our facilities

Alberto De la Rosa

2503 East Oltorf St Apt 1814 ♦ Austin, Texas 78741 ♦ (512)787-9271 ♦
aether93.adlr@gmail.com

Profile

Motivated, personable business professional with a 14-year track record of profitable c-store management. Diplomatic and tactful with professionals and non-professionals at all levels. Accustomed to handling sensitive, confidential records. Demonstrated history of producing accurate, timely reports meeting stringent labor/budget hour ratios and gross profit sales margin increase.

Flexible and versatile - able to maintain a sense of humor under pressure. Poised and competent with demonstrated ability to easily transcend cultural differences. Thrive in deadline-driven environments. Excellent team-building skills.

Skills Summary

- | | | |
|--------------------------|---------------------|---------------------------|
| ♦ Report Preparation | ♦ Customer Service | ♦ Accounting/Bookkeeping |
| ♦ Written Correspondence | ♦ Scheduling | ♦ Front-Office Operations |
| ♦ General Office Skills | ♦ Marketing & Sales | |

Professional Experience

COMMUNICATION: REPORTS/PRESENTATIONS

- ♦ Prepare reports for operations and audit department, ensuring full compliance with company requirements and tight deadlines.
- ♦ Deliver classes for educating employees on store operations, safety and sanitation.
- ♦ Conduct small-group coaching sessions for employees to increase and refresh operating standards.
- ♦ Communicate with employees on monthly sales goals and plus selling best practices.

CUSTOMER SERVICE/PROBLEM SOLVING

- ♦ Oversee front desk operations and provide impeccable customer service.
- ♦ Develop and implement strategic plan for product rotation.

DETAIL MASTERY & ORGANIZATION

- ♦ Manage all aspects of day-to-day Front desk operations as Manager
- ♦ Finances: accounts payable/receivable, invoicing, budgeting.
- ♦ Compliance with all fire and health code requirements.

Employment History

SAC N PAC, INC - 704 E Hopkins, San Marcos, TX 78666
General Manager – September 2001 to June 2016.

GUCKENHEIMER INC. - University Park- Cactus Café, Austin, TX 78753
Cook- August 2016 to 2017.

Sentene Café, 5900 E Ben White, Austin, TX
Cook- November 2017 to December 2019

RIPPNER TENNIS, INC. – 1000 Cumberland Rd, Austin, TX 78741
Front desk clerk- November 2019 to January 2022.
Front Desk Manager- January 2022 to present.

Computer Skills

- | | |
|------------------------|---------------------|
| ◆ Microsoft Word | ◆ Microsoft Outlook |
| ◆ Microsoft Excel | ◆ Enterprise |
| ◆ Microsoft PowerPoint | ◆ RMS |

Education

Martin High School- Laredo, TX 1989 to 1993. High School Diploma.

University of Texas, Austin, TX 1993 to 1995. Studied Computer Science.

Laredo Community College, Laredo, TX 1995 to 1997. Studied Computer Science.

Southwest Texas State, San Marcos, TX 1997 to 2000. Studied Music Education.

Le Cordon Bleu in Austin, Austin, TX 2015 to 2017. Graduated Culinary Arts Associate Degree.

2503 East Oltorf St Apt 1814 ◆ Austin, Texas 78741 ◆ (512)787-9271 ◆ aether93.adlr@gmail.com

|E| Professional and Community Relationships

RippnerTennis has extensive professional and community relationships in the greater Austin area. We have ongoing relationships with most major tennis suppliers, including Head, Penn, Diadem, Wilson, Yonex, Babolat, Technifibre, and Playmate, among others. We have a long-term contract with Club Automation to provide our reservation software. We also utilize local businesses for other services, including Central Insurance Agency for our insurance needs, Workhorse creative agency for our website and marketing activities, and Bat City for our printing and merchandise needs.

We have myriad relationships with communities that request our tennis services in the greater Austin area, including Eanes I.S.D., School for the Deaf, Avery Ranch neighborhood association, Oak Brook neighborhood association, and others.

We have further relationships with various tennis associations, such as Capital Area Tennis Association (CATA), Austin Tennis League (ATL), Women's Team Tennis of Austin (WTTA), Austin Women's Tennis Association (AWTA), Round Rock Tennis Association (RRTA).

We also have a large network of tennis professionals that have worked or trained with us over the last 15 years, not just those currently employed. We further engage with local colleges and tennis coaches to hire up and coming tennis professionals, including St. Edward's University, University of Texas, Concordia, Vista Ridge, Westwood, Vandergrift, and Rouse.

Some sample references and recommendations are provided below:

Katrina M. Adams
KMA Inc.

To Whom it May Concern:


I have had the pleasure of knowing Brie Rippner for nearly 20 years and during these years of our acquaintance, I observed her to conduct herself in the upmost professional manner as she rose from a US Junior National Champion to a world class highly ranked tennis player on the Women's Tennis Association Tour. Brie's 1996 USTA National Junior Sportsmanship award attests to her personal characteristics.

Brie has used that competitive experience and applied it to her life and career, resulting in a well organized and hardworking individual, with a vision to serve her community. Austin, TX should be honored that Brie has chosen to bring her skill set as a business owner and instructor to the Austin Parks system as well as providing Austin with a handpicked professionally managed staff of community engaged tennis instructors. Brie and Rippner Tennis operate from a vision to increase health and recreation for all ages and backgrounds. They have provided the Austin tennis community with affordable lessons, scholarships, and community oriented programming for both adults and juniors.

As a former professional tennis player, I recognize the importance of having a quality program that develops tennis players. As the President of the USTA, I appreciate Rippner Tennis' efforts in promoting and developing the growth of tennis in your community. I would like to personally recommend Brie and Rippner Tennis for the management of the South Austin Center and a continued successful partnership with the not only the City of Austin Parks Department but the community and its citizens as a whole.

Wishing you much success in your difficult decision in engaging with quality and qualified applicants.

Regards,



Katrina M. Adams



To Whom It May Concern:

On behalf of the Austin Tennis Club (ATC), I would like to enthusiastically endorse Rippner Tennis, specifically Brie Rippner-Rippner, in their bid to continue to operate the South Austin Tennis Center.

For nearly a decade, the Austin Tennis Club has maintained a strong, meaningful relationship with Rippner Tennis and Brie. The Austin Tennis Club's mission is to provide access to tennis activities, sponsor tennis leagues, and operate an annual tennis tournament sanctioned by the Gay and Lesbian Tennis Alliance ("GLTA"). ATC also promotes the development and advancement of tennis activities that welcome all gay and lesbian tennis players. Over the years, South Austin Tennis Center, and Rippner Tennis, has supported us in our mission giving back in many ways. In fact, South Austin Tennis Center has become ATC's unofficial home. SATC supports many of our activities including making courts available for our weekly Friday Night Social Tennis events and our annual Heart of Texas GLTA Tournament, which welcomes players from around the world. South Austin Tennis Center is also the home court for two ATC USTA men's teams in the Spring and Fall.

Without the support of Brie, her staff, and SATC, our nonprofit club would not be able to easily fulfill its mission in the Austin community and tennis for the LGBT community would be less accessible.

Sincerely,

Ted Burton

President

Austin Tennis Club



550 BOWIE STREET, AUSTIN, TEXAS 78703
WWW.WHOLEFOODSMARKET.COM
WHOLE FOODS. WHOLE PEOPLE. WHOLE PLANET.

To Whom It May Concern,

My name is Glenda Flanagan and I have served as the Chief Financial Officer for Whole Foods Market for over 25 years.

It is my pleasure to write this letter of recommendation on behalf of Brie Rippner. I first met Brie when I decided to take up tennis as a newcomer. She is the perfect instructor for me. Her teaching style incorporates fun, knowledge and most importantly a comfort level that is required to learn effectively. Brie has a love for tennis and enthusiasm for teaching that overflows to her students.

I take great pride in supporting an organization that promotes a healthy, fit lifestyle and overall wellness. Brie has started programs that educate and support people to become healthier and more active. Her #RippnerLove campaign widens her outreach to many that otherwise may not find themselves visiting South Austin Tennis Center. Brie's junior program provides scholarship dollars and imparts a vast knowledge to our next generation promoting healthier habits and developing skills that last a lifetime.

It is evident that Brie has worked hard to build an organized, professionally operated facility. I am always impressed with the positive and helpful attitudes of all her staff members. Based on my first hand observation of her operations, I believe that Brie is a great asset to the City of Austin and is no doubt making Austin a healthier place to live.

Sincerely,

A handwritten signature in blue ink that reads "Glenda Flanagan". The signature is fluid and cursive, with a long horizontal stroke at the end.

Glenda Flanagan



June 9,2022

To Whom it May Concern,

Diadem Sports has the pleasure of working with Rippner Tennis as a premier team member in the Austin area. As Diadem Sports continues to grow globally, we reflect how we have gotten so far in such a short time. We continually look at Rippner Tennis for making that happen.

Not only does Rippner Tennis promote Diadem in a positive way, their communication and promptness with our accounts receivables is an example of how a public tennis management company should operate. They have created a model we look for in other partners.

If you need anything else from me to recommend and praise the team at Rippner Tennis, please do not hesitate to reach out to me. However, I would be remissed if I did not take the moment to recommend Rippner Tennis at the highest standard for the continued management of tennis facilities.

Best Regards,

Corbin Gapski
Diadem Sports Texas Territory Manager
832-699-8180
Corbin.Gapski@diademsports.com

Diadem Sports
200 Park Central Blvd S
Suite 1
Pompano Beach FL 33064





May 27, 2022

To Whom It May Concern

Head Tennis, the worldwide leader in Tennis related products have maintained an outstanding partnership with Rippner Tennis. For over 15 years we have mutually maintained a joint focused effort to benefit the tennis community. We have participated together on community events, fundraisers and local tennis tournaments. Our working relationship with Rippner Tennis as a public tennis management company is second to none in the state of Texas.

Rippner Tennis has been prompt with their accounts payable for the entirety of our relationship. They continue to remain a model business partner.

We confidently recommend Rippner Tennis for managing Tennis Facilities. We have enjoyed our long-term relationship.

Regards

Mike Young
Head Penn Texas Territory Manager

HEAD Penn Racquet Sports
306 S 45th Avenue
Phoenix AZ 85043
713-858-0408
myoung@us.head.com

BE A #GAMERAISER!





May 27, 2022

To whom it may concern:

Rippner Tennis at South Austin Tennis Center and Wilco Tennis Center have been a long-standing retail partner with Yonex. Their account has always been up date.

We have hosted a couple of successful demo days at SATC, one that had over 80 players. As a strong partner we have committed to supporting several of their teaching professionals with equipment.

We look forward to our continued partnership with Rippner Tennis in the many years to come.

Sincerely,

A handwritten signature in black ink that reads "Mark Gonzalez". The script is fluid and cursive, with the first letters of "Mark" and "Gonzalez" being capitalized and prominent.

Mark Gonzalez

Yonex Independent Sales Representative

Texas – Oklahoma – Arkansas - Kansas

mark@alphatennis.com

(512) 250-1499

Greg - Customer:

Hi Rippner Crew,

I just want to say thank you for a wonderful month of playing tennis with your staff at your amazing facilities. I had so much fun playing tennis nearly every morning while I was in Austin.

My name is Greg, and have been on the road for the past 5 months slowly moving from NYC to LA. I stayed in Austin for the month of June and discovered RippnerTennis. I am in love with the game of tennis there and realized I was really at the sport. Since moving on from Austin, I have played tennis in Santa Fe, Sedona, Utah, and now Los Angeles...and nothing comes close to how awesome your programs are. Truly, I am bummed out that I cannot find the quality of tennis players, staff or just abundance of clinics you have at Rippner. Rippner is pretty special so thank you for making it special.

Which leads me to a question, do you know of any programs, clubs, clinics in Los Angeles that you can recommend? and selfishly I would like you to expand into LA. That would be awesome. There would be no shortage of players here.

Let me know if you have any reccos. And next time I am in Austin, I will see you.

Have a great week.

Andrea - Scholarship:

Just wanted to say thank you for the scholarship so Connor was able to attend Rippner Tennis camp! He absolutely loved it and has been asking to play tennis almost daily since camp! It was just what he needed to give him an active boost!

Have a great day:)

Andrea

Lillia - Employee

Dear Natalia,

Thank you so much for being so amazing through my time with RippnerTennis. I can't express my appreciation enough to you and the rest of the staff. Working here has taught me so much and been a strong opportunity for growth through the commitment it required. I really feel that I have learned so much, not just about tennis but myself as well, and having a job so early has translated into lifelong skills that will help me in the future. Along with that, you have been so accommodating, kind, and flexible, which have all been so amazing as well to still be able to work with a busy schedule these past couple of months.

I hope you have a great rest of your holidays, and thank you again for the best time at RippnerTennis!

Thank you again,

LILLIA KOBZAR

Customer - Carleigh


To whom it may concern,

My name is Carleigh Hazlett and I have been taking tennis lessons at RippnerTennis for the last year or so. I started as a beginner back in January of 2021 and have grown in my game over the past year. I have taken clinics with many different instructors, all who have been extremely knowledgeable, helpful, and fun to work with! The front desk staff has always been helpful to me as well with the check in process, as well as helping to work around my busy schedule!

I have made many friends through these clinics and the social aspect of RippnerTennis, and appreciate that this center has so many sessions to offer with so many great coaches! I have recently moved to Ecuador for the next few years as I am working with the Peace Corp, but plan to return to Rippner next time I am back in Austin!

|F| Addendums

|i| Conflict of Interest Questionnaire

CONFLICT OF INTEREST QUESTIONNAIRE For vendor doing business with local governmental entity		FORM CIQ
<p>This questionnaire reflects changes made to the law by H.B. 23, 84th Leg., Regular Session.</p> <p>This questionnaire is being filed in accordance with Chapter 176, Local Government Code, by a vendor who has a business relationship as defined by Section 176.001(1-a) with a local governmental entity and the vendor meets requirements under Section 176.006(a).</p> <p>By law this questionnaire must be filed with the records administrator of the local governmental entity not later than the 7th business day after the date the vendor becomes aware of facts that require the statement to be filed. See Section 176.006(a-1), Local Government Code.</p> <p>A vendor commits an offense if the vendor knowingly violates Section 176.006, Local Government Code. An offense under this section is a misdemeanor.</p>		OFFICE USE ONLY Date Received
1 Name of vendor who has a business relationship with local governmental entity. Rippner Tennis		
2 <input type="checkbox"/> Check this box if you are filing an update to a previously filed questionnaire. (The law requires that you file an updated completed questionnaire with the appropriate filing authority not later than the 7th business day after the date on which you became aware that the originally filed questionnaire was incomplete or inaccurate.)		
3 Name of local government officer about whom the information is being disclosed. <div style="text-align: center;"> Not Applicable _____ Name of Officer </div>		
4 Describe each employment or other business relationship with the local government officer, or a family member of the officer, as described by Section 176.003(a)(2)(A). Also describe any family relationship with the local government officer. Complete subparts A and B for each employment or business relationship described. Attach additional pages to this Form CIQ as necessary. <p style="text-align: center;"><u>We do not have any employment or other business relationship with a local government officer or a family member of the officer.</u></p> <p>A. Is the local government officer or a family member of the officer receiving or likely to receive taxable income, other than investment income, from the vendor?</p> <div style="text-align: center;"> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No </div> <p>B. Is the vendor receiving or likely to receive taxable income, other than investment income, from or at the direction of the local government officer or a family member of the officer AND the taxable income is not received from the local governmental entity?</p> <div style="text-align: center;"> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No </div>		
5 Describe each employment or business relationship that the vendor named in Section 1 maintains with a corporation or other business entity with respect to which the local government officer serves as an officer or director, or holds an ownership interest of one percent or more. <p style="text-align: center;"><u>We do not have any employment or other business relationship with a local government officer or family member of the officer.</u></p>		
6 <input type="checkbox"/> Check this box if the vendor has given the local government officer or a family member of the officer one or more gifts as described in Section 176.003(a)(2)(B), excluding gifts described in Section 176.003(a-1).		
7 <div style="display: flex; justify-content: space-between; align-items: flex-end;"> <div style="text-align: center;">  _____ Signature of vendor doing business with the governmental entity </div> <div style="text-align: center;"> 6/17/2022 _____ Date </div> </div>		

| ii | Statement of Compliance

RippnerTennis agrees to all applicable rules and regulations derived from federal, state, and local government entities. We further agree to all terms of the Request for Proposal and Scope of Work, including, but not limited to:

1. Maintenance of requisite insurance;
2. Operating Policies for Municipal Tennis Centers, including staff to maintain full operation during business hours;
3. Maintaining the grounds and bathrooms on site as specified in the RFP;
4. Maintaining Financials Related to RippnerTennis Operation and Provision to Williamson County upon request and as specified in the RFP;
5. Completion of AED and other first aid training; and
6. Other items as specified in this plan and in the RFP.

| iii | Background Checks

Rippner Tennis LLC Background Checks April 11, 2022

Employee	Acceptable	Unacceptable				
Natalia Norris	X					
Andre Uribe	X					
Justin Hamstra	X					
Nick Cordes	X					
Kent Frankie	X					
Shawn Young	X					
Natalie Jackson	X					
Albert De La Rosa	X					
Aleck Blair	X					
Karina Flores	X					
Chloe Norris	X					
Mike Morris	X					
Karla De La Luz	X					
Soo In Moon	X					
Kayla Quezada	X					
Tom Emery	X					
Derek Gillespie	X					
Irene Lomeli	X					
Timothy Norris	X					
Fernando Chavez	X					
Geronimo Ornelas	X					