

# ST. CLOUD STATE UNIVERSITY TICKETING SYSTEM

## ADDENDUM NO. ONE

The Proposal due date of October 30<sup>th</sup>, 2020 will not change as a result of this Addendum No. One.

### CLARIFICATION:

1. What CRM system does Foundations use? **We currently use Talisma CRM.**
2. What is the make and model of the ticket scanners SCSU owns? **Motorola MSR5500-100R**
3. What type of chip do Faculty, staff, and student ID cards have? **The chip in the current cards is Desfire ev2.**
4. Does the chip in the ID cards broadcast NFC (Near Field Communication) to allow for wireless ticketing? **The current cards SCSU has do not broadcast NFC or RFID.**
5. Can companies outside of United States submit a response to this RFP? **Yes, we accept foreign vendors.**
6. Are for foreign vendor representatives required to travel to SCSU campus for meetings? **Meetings can be attended either in person or remotely.**
7. Can tasks related to the RFP be performed remotely? **Some tasks may be able to be performed remotely but if hardware setup or trouble shooting may require a representative to be onsite.**
8. Can proposals be submitted via email? **At this time we prefer responses be submitted electronically to [ejmears@stcloudstate.edu](mailto:ejmears@stcloudstate.edu). It is preferred that responses be submitted via email with the excel workbook and all other required forms listed in question 11 as one pdf.**
9. Is there a way we can get added to a vendor pool to get notifications on future RFP/RFQ's? **Vendors can get on a listserv by subscribing from [Minnesota State's vendor webpage: https://www.minnstate.edu/vendors/index.html](https://www.minnstate.edu/vendors/index.html)**
10. Our redemption hardware does not support swipe to validate student ID's at venue entry points. Is SCSU open to an alternate way of admitting students -- such as allowing them to access tickets electronically online and/or from the box office? **We would prefer to keep having SCSU Students use their ID cards for access to our sporting events versus getting electronic tickets online. SCSU would be open to a non-swipe contactless option.**
11. Can we get a hold of the 'Specifications and Request for Proposal forms' you refer to below or are the two docs I currently have (SCSU\_TicketingSystemRFP\_App1\_09282020.xlsx AND SCSU\_TicketingSystemRFP\_09282020) all that I'll need? **The forms that are required for you submission is the two excel workbooks (SCSU\_TicketingSystemRFP\_App1\_09282020.xlsx & SCSU\_TicketingSystemRFP\_App2-10152020.xlsx), EXHIBIT A–PROPOSAL OFFERING FORM, EXHIBIT B–AFFIDAVIT OF NON-COLLUSION (we are not requiring this to be notarized at the time of submission but will request prior to executing the contract), EXHIBIT C–STATE OF MINNESOTA –AFFIRMATIVE ACTION CERTIFICATION (if you expect the contract total value to exceed \$100,000), if the contract value is estimated to exceed EXHIBIT D–EQUAL PAY CERTIFICATEAPPLICATION must be obtained from Minnesota Department of Human Rights prior to execution of the contract, EXHIBIT E–VETERAN OWNED PREFERENCE FORM if applicable, and any redlines to EXHIBIT G –SAMPLE CONTRACT. The exhibits maybe requested as word documents if preferred.**
12. Can the SCSU please provide more detail on what is required here: Describe your ability to manage and enforce limits and caps on price types, promo codes, registrations. **This refers to the ticketing software's ability to manage a venues setup to assign a set number of seats/admissions, how many price types can be created for a specific event, is there a limit of promo codes able to be setup in the ticketing system, and how your software manage event registrations.**
13. What would the SCSU consider as a duplicate profile? Is this the same person with multiple email addresses or something else? If so, how would the SCSU like to determine that a record was in fact a duplicate before merging? **Currently as customer can only use one email per account. If the person attempts to create an account**

using an email that has already been used they are taken to a “forgot password” link. We usually get duplicate accounts when importing donations via Excel file import for folks that have donated with our Foundation. I am open to suggestions on best practices on determining a duplicate account prior to merging.

14. Does the SCSU require online auctions for tickets or something else? **We have conducted online auctions for jerseys, and other items in the past.**
15. What does the SCSU mean by flag sponsorships? **Is your software able to indicate (ticket type) whether an account holder is a corporate sponsor or a paying season/single game ticket holder.**
16. What does the SCSU consider to be an exchange fee? Is this the fee applied when a customer exchanges one ticket for another? **An exchange fee is a fee assessed on the rare occasion that a fan needs to change their tickets from 1 game to another due to the staff time involved in making the change.**
17. How many user accounts (administrators) will require access to the platform? **SCSU is anticipating 5-10 account admin profiles would be needed.**
18. How many constituent profiles would the platform typically be required to support? **Currently SCSU has 43,845 constituents in our system.**
19. Does the SCSU have a preferred pricing matrix on which proposals should be based?  
**Pricing should be based on the grand total annual cost for each of the 5 years of the agreement; for example, if we had to write one check for payment each year how much would that be, “all in”**  
**This annual grand total pricing should include:**
  - a. **Annual hosting fees, if any**
  - b. **Ticket transaction fees, if any**
  - c. **New season fees, if any**
  - d. **Season renewal fees, if any**
  - e. **Other, if any**
  - f. **Feel free to detail what is included in the “all in” annual cost****First year pricing should also include any implementation / set-up / training fees (if any); and/or additional hardware/software fees (if any) required for conversion to the new ticketing system.**
  - a. **Years 2-5 should include the same costs, if any are expected**
20. Is there a current point/ranking system in place with your current ticketing provider? **The only point/ranking system is for donors. We manage our student rewards system based on events attended but that is done outside of our ticketing software.**
21. Which companies have been invited to respond to the RFP? **We notified Technotic Sports, AudienceView, Ticket Master, University Tickets, Paciolan, Agile Ticketing, and Accesso but any relevant vendor/supplier may submit a response.**
22. Appendix 1: Question 271 – there is no list of options to check. Please provide the list of options. **The options for this question are Third Party User Assessment, In-House User Assessment, Automated Assessment, and other. Please indicate how your company determines ADA compliance in column E in row 271 with a description in column E of row 272.**
23. Who is the current merchant service process for SCSU? Are you open to changing providers? Does SCSU have a preferred payment gateway for Online Payments? **SCSU currently uses Heartland Payment Systems. SCSU’s first preference is to not change providers and is our preferred payment gateway for online payments.**
24. Will you provide some historical sales figures – averages for a single year is fine:
  - a. Total number of single tickets processed (comps broken out and listed separately)? Can this be roughly broken down into price brackets, i.e., \$0-\$5 - 10,000 / \$5-\$15 - 100,000 / \$15+ - 250,000 etc?
  - b. Total number of subscriptions processed (comps broken out and listed separately):  
**Total Single Game Tickets Sold: 25,649**  
**Average Price of Single Ticket: \$16.12 (Men’s Hockey \$25, Other Sports \$10)**  
**New Season Ticket Orders for Past Fiscal year:**  
**Men’s Hockey- 209 Tickets- 89 orders**  
**Basketball- 0 Tickets- 0 orders**  
**Average Price of New Season Ticket: Men’s Hockey \$405, Basketball \$50**  
**Percentage breakdown by channel: Internet 25%, Phone/Box Office 75%**

Season Ticket Renewal for Past Fiscal Year:

Men's Hockey- 1180 Tickets-669 orders

Basketball- 218 Tickets- 71 orders

Percentage breakdown by channel: Internet 25%, Phone/Box Office 75%

- c. Total number of donations processed: Donations processed via Ticket website past fiscal year: \$120.
- d. Total number of merchandise/concessions items processed: SCSU does not process concession/merchandise items with our current ticketing software.
- e. Any other category of items processed through the system (gift certificates, parking passes, etc.) We process 200 parking passes via GA seat map for Men's Hockey Reserved Parking.

25. Is it possible to get 3-years of ticket quantities in order to provide accurate pricing. Simply, all I need is the total amount of paid tickets and total amount of complimentary tickets provided during each year.

FY18:

- Tickets Sold: 106,409
- All Comps: 27,084

FY19:

- Tickets Sold: 104,164
- All Comps: 29,538

FY20: (COVID)

- Tickets Sold: 93,679
- All Comps: 21,677

The above ADDENDUM Number One shall be attached to and become part of the bid. Receipt of this Addendum No. 1 shall be acknowledged by including it with the bid. Failure to do so may subject BIDDER to disqualification.

**END OF ADDENDUM NO. ONE**

St. Cloud State University  
Business Office AS-123  
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St. Cloud, MN 56301-4498

Ted Mears  
Director of Purchasing

Dated this 16<sup>th</sup> day of October, 2020.