Performing Arts Ticketing Software RFP FAQs

1. We would like to enter a competitive bid and work with the City of San Ramon going forward. We want to make sure that the bid is for the right product that fits the City's needs. How would you suggest we approach the RFP given our option either to bid the right size solution, but potentially not meet the requirements, or bid the higher level solution and satisfy all of the requirements but end up with the wrong size platform for the venue?
   a. We understand that there are different platforms offered by your company and we would like your team's recommendation on what solution would be best suited for the City of San Ramon. That being said, the City suggests that any interested entity provide a proposal for the recommended solution, but provide additional information for upgrade options to the Higher Level solutions, so the City can make a decision based on all of the features of your product. An example of how to do this would be to work through the Matrix attachment in two separate colors to outline what the proposed product could provide and what upgrades would come with the higher level solution. By doing that, you can make your recommendation for the product that the City of San Ramon should be using, but also can provide options that would meet all the requirements posted in the Matrix attachment. Please ensure that you mention any available upgrades, along with cost, in the proposal.

Below are questions regarding specific sections from the RFP:

2. What are the retention policies that we need to support?
   a. The City must keep data for at least 4 years.
3. Maintains audit logging to record access activity: User submitted transactions   Please define User Submitted Transactions in this context.
   a. Tracking of transactions processed by staff users.
4. System overrides. Please define System Overrides in this context.
   a. Permits an override function if a user is not allowed to complete a transaction modification due to security limitations.
5. Provides control reports for all data conversion processes including balances and counts.   Can you provide more information on this requirement?
   a. Ability to provide a report that will show debits, credits, count for transactions for based on staff user, date, etc.
6. Supports the following transaction processing capabilities: one-time, s allocations & distributions, automatic reversals (accruals), and corrections.   Can you provide more information on this requirement?
   a. System should allow allocation of payments to customer accounts. Staff users must be able to run reports for accruals and make corrections to reports/user transactions if necessary (i.e. refund, account adjustment, etc.)

7. Ensures appropriate cross-references to payment history for refunds processing. Can you provide more information on this requirement?
   a. Looking for a function that allows us to look at payment history based on event, date, or customer information to prepare for refund processing if necessary.
8. Fully integrated with other modules (e.g., payments made during purchase, or with online "Cart" are with the POS function). Can you provide more information on this requirement?
   a. All ticketing features are linked together within the software so a user can purchase and checkout within one transaction.
9. Supports multiple media formats (e.g. audio, video, image, etc) - Can you please provide more information on the audio / video requirements and how they will be utilized?
   a. The City would like to be able to include audio (MP3), video (MP4), and image (jpeg) files in the software with the event listings as another marketing opportunity for the event.
10. Can you provide me with an estimate on the number of G/L accounts that are utilized?
    a. 10-15 estimated GL accounts.
11. Does the City's current ERP software support the ability to connect via an API?
    a. The City currently uses Tyler Munis, which does have the ability to connect via an API if necessary. That being said, the functionality, set up, etc. would have to be worked out with the City's Finance and IT teams as that is not handled by the Parks & Community Services Department.
12. Are we expected to complete and sign the agreement in advance, or will this only be done if we are selected as the Performing Arts software provider?
    a. Any agreement will only be signed once a vendor is selected and all interested parties have been notified. The selected vendor will also have the opportunity to review and request edits to the Agreement prior to signing.
13. **Compensation** - The "lump sum" requirement - Shall this be provided as an annual cost or a combined total for all three (3) years of the contract through December 2023?
    a. Please provide the Annual cost. Also, please provide what the cost might be if the contract amount is going to increase annually (for example, CPI).
14. As a software provider, we require all our clients to execute a mutually agreed upon Services Agreement, and agree to our Terms and Conditions. As is common with RFPs for city-managed venues, we fully understand that you have your own Terms and Conditions which need to be worked into any agreement between our two organizations. Can you confirm whether this model is acceptable to the City?
    a. In past years, the City has been able to execute a mutually agreed upon service agreement with partnered organizations, so that should not be a problem. Our City Attorney's Office will review all terms of the agreement, and there might possibly be paperwork on the City's end that will need to be signed as well, however, the City understands that companies require their service agreements to be executed.
15. In the Ticketing Software Response Sheet, under the "Financial/Payments Function" section, Heartland is listed in question #17. Is Heartland your Gateway and Processor, or just your processor? We integrate with Authorize.net for gateway solutions. Authorize.net supports Heartland as a processor, so just want to clarify whether the City would be able to accommodate that arrangement. Can you confirm?

     a. The City currently uses Heartland as our Gateway and Processor. In the past, other ticketing/registration service providers have used Authorize.net, so the City is familiar with that relationship with Heartland. If Authorize.net is what your company uses for gateway solutions, the City would be able to accommodate that.

16. Section 4. D. in the RFP requests a resume of the key personnel that will be providing services. We assign our key personnel upon confirmation of a project and its timeline to ensure that we are maximizing our resources at all times. I can assure you that our entire team is well-qualified for executing this project, therefore, we will submit a snapshot of some of the team members with whom you'll work across the course of our relationship and their roles, however, we will not be submitting individual resumes. Is that okay?

     a. You are free to submit any information you feel best responds to Section 4.D in the RFP.

17. **Hardware Requirements** - can you provide details on the hardware (if any) that will be the vendors responsibility to provide? We understand the Performing Arts venue has six (6) iOS scanning devices, but will the City be directly responsible for the purchase of computers, printers, ticket stock and any other required hardware over the term of the contract? If hardware is required, can you please provide specifics regarding quantities?

     a. The City is requesting that the proposal include what hardware would be needed to operate their application and what the cost per item that would be. The City will be responsible for purchasing these items separately or from the vendor, but they will not be part of the contract. Regarding quantity, the City is requesting to see the price of each item, so a calculation of the total cost for new hardware could be completed based on varying factors, including the quantity of hardware needed.