

**ADDENDUM NUMBER 2
TICKETING SERVICES FOR THE PORTLAND CENTER FOR THE PERFORMING
ARTS**

RFP 11-1857

This addendum provides changes to the specifications for the above-entitled project to be considered by each respondent. Any changes made by this addendum to said Request for Proposals offset only the portion of the words or paragraphs specifically mentioned herein, and the balance of the Request for Proposals remain in full force. It is the responsibility of all respondents to conform to this addendum.

Question:

The RFP says MERC provides personnel and permanent ticket booths at each facility. How many personnel at each facility, and what type of equipment should they each be equipped with, workstations, scanners, etc?

Answer:

Numbers vary. Equipment currently in use is listed in Addendum #1.

Question:

What are the import requirements of your EBMS event management software? Does it support an interface for our company to insert event/ticketing information?

Answer:

EBMS is used for all business transactions-booking and scheduling, finance, accounting, event information, budgeting, etc. To know if it supports an interface for your company you would need to contact EBMS at Ungerboeck Systems Inc. 636-688-2000.

Question/Answer:

Equipment:

Q: Are you currently renting equipment for your ticketing system from your existing vendor?

A: No. It is supplied by the vendor.

Q: If so, do you have specific requirement for the maximum number of windows you'll be operating at each venue?

A: Number of windows is in Ticketing Addendum #1

Q: Do you have specific requirements for box office equipment? Do you want a full turn key retail solution with register, card swipe, signature pad, and locking cash drawer?

A: Yes

Q: How many ticket printers would you want, one per station or will multiple windows share a printer?

A: One per station

Question:

By "Void sale" do you mean you want the capability to void a transaction before it's conclusion, or is this just a method of removing things from your cart as you're placing your order?

Answer:

We want both of these options.

Question:

Under price scaling, what is BOGO functionality?

Answer:

The ability to "buy one ticket, get one free".

Question:

Where you have Auctions and VIP packages, are you wanting the ability to run these through the ticketing system, or does this in some way need to work in conjunction with your EBMS software?

Answer:

Only through the ticketing system.

Question:

Under "inventory management" the ability to hold same seats for multiple events. Is this a standard set of seats held for all performances such as for members of the press on opening night? Is this a sort of reservation type for groups or individuals, or maybe seats held for sponsors of the event?

Answer:

We want the ability to place holds for one event and then have the ability to transfer these same holds to the other performances in the run.

Question:

Ability to pre-pull tickets for presenters. Would these be tickets that would be comped within the system, or would this be a set of tickets given to the presenter that they would be responsible for selling?

Answer:

Both.

Question:

Under 'Internet' you have flexible event presentation. Does this mean you need the ability to present an event on the website in a variety of ways? Can you give some examples?

Answer:

It would be nice to have the flexibility to have events listed by venue; artist pages that list all of a particular artists events; venue/artist pages that list all particular artist events at particular venue (event runs w/ multiple performances), as well as traditional event ticketing page for one date/venue.

It would be especially helpful if this could be manipulated by client using URL codes/addresses- otherwise have done by ticketing agency for client.

Question:

Handling promo codes by deep linking. What does this mean?

Answer:

The ability for patrons who use promo codes, linking them directly to the purchase page without having to click several different times.

Question:

What do you mean by 'sale promotions from a hold code'?

Answer:

Placing specific seats on hold, then sending out a promotion where only these holds can be purchased.

Question:

Can you give some examples of standard query statements you would use and the data you would be after from those statements?

Answer:

We need the following: data that includes account information for a particular event, the ability to pull specific reports for an event (i.e. mop reports,) and daily sales information by ticket seller and transaction.

Question:

You want the ability to integrate our product with other software. What software do you need to integrate with ours, and would you require us to do the integration work, or do you want this set up so your organizations could do this themselves?

Answer:

We want to know your company's abilities to do so.

Question:

For ticket outlets, are there certain outlets in the Portland area that you would prefer that we work with. If so, do you have a list we could get? Do we need to set this up with each ticket outlet, or do you already have a working relationship with them?

Answer:

We are looking for the ticketing company to tell us what their plan is for providing ticket outlets.

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