



## **ADDENDUM II**

**SUBJECT:** Request for Proposals – Automated Ticketing System, (RFP 19-002), Scheduled to Close: Tuesday, February 12, 2019; Date of Issue: Friday, January 11, 2019

**FROM:** Denise D. Gómez, C.P.M., CPPB  
Procurement Administrator

**DATE:** February 7, 2019

### **THIS NOTICE SHALL SERVE AS ADDENDUM NO. II - TO THE ABOVE REFERENCED REQUEST FOR PROPOSALS**

#### **THE ABOVE MENTIONED REQUEST FOR PROPOSALS IS HEREBY AMENDED AS FOLLOWS:**

- Change:** The proposed submittal deadline is hereby extended. Proposals must be received no later than **11:00 a.m., Central Time, on February 15, 2019.**
- Add:** **Proposed Plan, Section 6 – Management Access (b):** Provide plan for access control integration with the Ticketmaster systems used by the San Antonio Bowl Association (Alamo Bowl), UTSA, and the Commanders Alliance Football. Describe the degree of integration available with your system.
- Add:** **Proposed Plan, Section 6, Management Access (c):** Describe Respondent's plan for integration with parking access systems.
- Add:** **Exhibit 11 – Total Ticket Sold by Channel 2012-2018.** This document will be posted as a separate file.
- Clarification:** Addendum 1, question 9 response regarding Box Office hours – Clarification to Box Office hours are 10:00 am to 5:00 pm Central Time, Monday through Friday (subject to change), and vary during event days.

#### **QUESTIONS SUBMITTED IN ACCORDANCE WITH SECTION 011, RESTRICTIONS OF COMMUNICATION:**

Question 1: The bid refers only to PCI-DSS compliance. Do you currently use P2PE devices for credit card processing and do you require end-to-end encryption for credit card sales?

Response: Chase Paymentech currently provides the City with Ingencio iCT 250 and Verifone VX680 (wireless) terminals. Yes, the City requires end-to-end encryption for credit card sale

Question 2: Please define in detail "complete compatibility and full integration" with the Ticketmaster system as referred to in question 2, Scope of Service: *Complete compatibility and full integration with the ticket sales and distribution systems currently utilized by the, San Antonio Bowl Association (Alamo Bowl), UTSA, Commanders Alliance Football, all of which are currently utilizing the Ticketmaster system.* For clarity, access control integration for Ticketed events sold through Ticketmaster is addressed in question 3 and is a common practice for most vendors. Full integration and compatibility with "Ticket sales" and "distribution" would require Ticketmaster to open their proprietary software and networks to other vendors. Are you requiring Ticketmaster to open their sales and distribution networks for the named

organizations' events to the awarded vendor? If Ticketmaster refuses to allow the awarded vendor to integrate as required in question 3, is this requirement voided?

Response: This requirement has been deleted. Refer to Proposed Plan addition in section 6 – Management Access (b).

Question 3: What are the actual ticket fees, itemized by event or series, charged to consumers (ticket purchasers) in the last two years (2017 and 2018)?

Response: Due the number of events annually, the City is not able to itemize by event or series. Refer to table below for ticket face value and services charges charged to consumers purchased through the City's current ticketing contractor and City's Box Office:

Calendar Year	Location	Ticket Face Value	Ticket Face Value	Total Ticket	Face Value	Face Value with	Total Face Value	Total
		without service charges	without Service Charges	Face Value without	with Service Fees	Service Charges	with	Total
		Ticketing Contractor Channels	City's Box Office	Service Charges	Ticketing Contractor channels	City's Box Office	Service Charges	Service Charges
2017	Alamodome	\$16,912,439.54	\$7,018,258.75	\$23,930,698.29	\$22,117,957.54	\$8,034,819.75	\$30,152,777.29	\$6,222,079.00
2017	Lila Cockrell Theatre	\$706,812.85	\$267,100.98	\$973,913.83	\$902,364.82	\$289,933.98	\$1,192,298.80	\$218,384.97
2018	Alamodome	\$4,046,917.80	\$4,419,734.50	\$8,466,652.30	\$6,025,222.48	\$5,495,909.90	\$11,521,132.38	\$3,054,480.08
2018	Lila Cockrell Theatre	\$538,254.50	\$259,721.45	\$797,975.95	\$664,621.18	\$280,915.45	\$945,536.63	\$147,560.68

Question 4: Can you provide the actual fee and fee to City breakdown from the last two years (2017 and 2018) in the form provided (form 15a)?

Response: The City's Facility Access Fee averages about \$5.50 per ticket over the past two year and the ticketing contractor's \$6.00 processing fee. In addition to these fees, customers are also charged for on-line and phone order Convenience Fees outlined in the table below:

<b>Concerts and Professional Sporting Events</b> Face Value of Ticket	On-line and phone order Convenience Charge 07/01/2016 to 06/30/2017	On-line and phone order Convenience Charge 07/01/2017 to 06/30/2019
Under \$20.00	\$5.25	\$5.50
\$20.01 to \$40.00	\$6.75	\$7.00
\$40.01 to \$60.00	\$8.25	\$8.50
\$60.01 to \$99.99	\$9.75	\$10.00
\$100.00 and above	10%	10%

<b>All Other Attractions</b> Face Value of Ticket	On-line and phone order Convenience Charge 07/01/2016 to 06/30/2017	On-line and phone order Convenience Charge 07/01/2017 to 06/30/2019
\$10.00 or less	\$3.50	\$3.75
\$10.01 to \$20.00	\$5.50	\$5.75
\$20.01 to \$29.99	\$6.50	\$6.75
\$30.00 or more	\$7.50	\$7.25

Question 5: Can you provide an itemized breakdown for ticket fees for the Alamodome by point of sale? Please include both Ticketmaster and City Facility Fees.

Response: Refer to responses to questions 3 and 4.

Question 6: Does the City receive a portion of fee revenues from the events ticketed by the excluded entities named in this bid?

Response: The City receives revenues (Service Charge Revenue) from the UTSA Football games and AAF Commanders. The City does not receive any revenues from any Feld events (Monster Jam, Disney, and Marvel) nor the Valero Alamo Bowl.

- Question 7: Do you anticipate additional programming at the Lila Cockrell theatre during the term of this contract, particularly Broadway Across America touring productions as approved by the City in August, 2017 (as per the Council Meeting minutes)?
- Response: Yes, additional programming is expected at the Lila Cockrell Theatre when Broadway Across America begins in 2023.
- Question 8: Do you anticipate any additional events other than those named in this RFP to take place at the named venues during the term of the contract?
- Response: The Convention & Sports Facilities goal is to bring quality events to its venues to maximize ticket sales. However, the City does not guarantee any event mix or number of events.
- Question 9: Does the awarded vendor need to provide computers as part of this bid?
- Response: Yes, the selected Respondent must provide computers.
- Question 10: What is the anticipated go-live date for sales of events on the new system?
- Response: The target goal is on or before October 1, 2019.
- Question 11: Will the City of San Antonio be willing to establish their own merchant account with Chase Paymentech?
- Response: Yes.
- Question 12: If selected, how much time will be allocated for the presentation?
- Response: The interview time allotted for presentation and follow up questions will be approximately one hour.
- Question 13: What is the approximate expected value of the contribution for the Arts & Entertainment Enhancement Fund?
- Response: Each Respondent shall determine their own proposed contribution for the Arts and Entertainment Fund.
- Question 14: Exhibit 10 appears to be missing from the document, can you please provide or indicate where it is located in the RFP?
- Response: Exhibit 10 - Minimum Ticket System Functional Requirements has been added to website.
- Question 15: Are the service charge schedules provided flexible to allow us to enter additional revenue opportunities for City of San Antonio?
- Response: The Respondent must complete the requested information in RFP Attachment B - Pricing Scheduled and Forms 15a and 15b. In addition to this information, Respondent may indicate additional revenue opportunities.
- Question 16: The events and tickets sold only shows the total tickets sold. Would it be possible to get the same list of events broken out by how the tickets were sold?
- a. Internet, phone, outlet, back office, box office, seasons tickets, and/or comps
- Response: Refer to Exhibit 11 - Total Tickets Sold by Channel.
- Question 17: In form 15B, the pricing is requested by face value of the tickets and broken down into concerts, family shows, and other. Can you provide a breakdown of the last two years of the on-line tickets sold by price, by the three categories requested? Concerts, family shows, and other.
- Response: While it is difficult to list every single ticket price for all of the events that took place in the calendar years 2017 and 2018, the City can provide sales channels by Concerts, Family Events (namely FELD events), and all other events (sporting events, trade shows, etc.). Refer to Exhibit 11 – Total Ticket Sold by Channel for this information
- Question 18: In the scope of service, page 3, item 2, you mention full compatibility and full integration of the ticket sales and distribution systems currently utilized by the Ticketmaster system. Can you please provide a list of all the sales and distribution systems that Ticketmaster utilizes?
- Response: Refer to question 2 response in this Addendum II.

- Question 19: Which tickets and/or events were sold OFF of the San Antonio contract as noted in page 3 statement 2 of the scope of work?  
a. This is also mentioned on page 6 with regards to the rights granted. Can you provide a list of events that were included in page 6?
- Response: The excluded rights granted for events are High School Football Playoffs and all Feld Events such as Marvel, Disney on Ice, and Monster Jam.
- Question 20: Can you provide more detail on the Ticketmaster access control specs that would be required to integrate with or would the City of San Antonio consider completely replacing the access control system that is currently in place with one of a new provider?
- Response: It is the City's intent that the Respondent will provide all equipment necessary for access control integration at the remote access points.
- Question 21: In the scope of service, point 4, it is requested of 24/7/365 toll free customer call center. Does the customer call center pertain to the buying public or technical support of the City of San Antonio?
- Response: 24/7/365 is needed for technical support.
- Question 22: Scope of service point 5 – Do you have the specs for the credit card terminals that are provided by Chase Paymentech? Is it mandatory to use these terminals or can the provider use their own provided the City of San Antonio approves?
- Response: Chase Paymentech currently provides the City with Ingencio iCT 250 and Verifone VX680 (wireless) terminals. Credit card terminals must be purchased from the City's current Merchant Banking Services Provider.
- Question 23: Scope of service point 6 – How many full-time support do you require and what are the standard box office hours?
- Response: At least one full-time support is required for standard hours; Monday to Friday, 10:00AM to 5:00PM (subject to change at City's discretion) and event days varies.
- Question 24: Scope of service point 6 – Do the local representatives need to be at the box office or in the South Texas area?
- Response: The full-time local representative must be onsite at the Alamodome Box Office.
- Question 25: Scope of service point 7 – does the Houston dba classify as a South Texas area for a retail network?
- Response: The City is seeking local support. This requirement has been revised to the following:  
"A network of retail outlets locally for ticket sales."
- Question 26: Page 5 point 1 – Can you define the term "most advanced equipment available" and does it pertain to all the components listed in point 1?
- Response: The City is seeking the latest technology available that meets the City's Information Technology Standards outlined in Exhibit 9.
- Question 27: Page 5 point 6 – Does the venue have cabling today that will remain after the contract with the current provider expires?
- Response: Yes.
- Question 28: Page 5 point 10 – are iPods mandatory or would a surface tablet suffice if it was capable of handling the City of San Antonio's needs for high demand on-sales?
- Response: No, iPads (not iPods) are preferred, but not mandatory.
- Question 29: Page 5 point 11 – Can you provide the specs for integration into the Parking Panda POS?
- Response: This requirement has been deleted. Refer to Proposed Plan, Section 6 – Management Access (c).

Question 30: Page 6 – The City may add additional facilities or exclude any of the current facilities from the agreement with the selected respondent.

a. What geographic scope would the addition of additional facilities fall under? IE only City of San Antonio venues or would this expand to ANY venue?

b. Does this mean that the City of San Antonio could remove the Alamodome for consideration?

Response: An addition would mean City facilities within close proximity to the Alamodome, possible outside the access control points at the Alamodome. The intent is not to remove the Alamodome from consideration but possibly expand access control points in the future.

Question 31: Page 7 – section 6 – term of contract – The City may terminate the contract at any time if service is unsatisfactory. Can you please define the current set of criteria that would terminate a contract?

Response: If Contractor fails to fulfill in a timely and proper manner any of its material obligations under the Agreement, files bankruptcy or sells substantially all of its assets and does not cure within 30 days of notice.

Question 32: Page 22 – RFP Exhibit 8 – Can you clarify what these numbers represent? Are they ticket sales, gross revenue, net revenue, rebates received, etc.

Response: Exhibit 8 was revised via Addendum 1 on January 28, 2018 and contains both the City’s commission and total gross sales.



Denise D. Gómez, C.P.M., CPPB  
Procurement Administrator  
Finance Department – Purchasing Division

Date \_\_\_\_\_

Company Name \_\_\_\_\_

Address \_\_\_\_\_

City/State/Zip Code \_\_\_\_\_

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Signature