

## **RFP EXHIBIT 10**

### **MINIMUM TICKET SYSTEM FUNCTIONAL REQUIREMENTS**

Following is a list of the minimum functional requirements of the ticket system.

1. Provide for the inventory of the seating capacity by Facility and configuration, and for the creation, maintenance, and storage of ticket manifests by City staff and not just Respondent's staff, digitally in real-time for all sales mechanisms, as well as manage and reconcile the ticket inventory, and continuously synchronize the ticket manifest with sales, access control, and reporting capabilities.
2. Provide multiple customizable event categories, including season, group and single event account storage, and be capable of transferring prior season ticket manifest to current season ticket manifest.
3. Provide the capability to create and edit ticket manifests at any time, including ticket header information, date of change, section name change, and section addition/deletion/relocation.
4. Provide account storage capabilities for ticketed events not manifested through the ticketing system (i.e. high school football games, cheerleading competitions).
5. Provide ticket manifest and sales capabilities for ancillary tickets and events such as parking, and consumer and trade shows tickets.
6. Provide a Graphical User Interface (GUI) in a Windows environment for Point-of-Sale (POS) terminals/computers and internet sales, or other suitable alternative which is simple, intuitive, efficient, and timely.
7. Provide for season ticket renewals via the internet and telephone.
8. Provide a website that is secure and customizable with administrative control and access capabilities.
9. Seamlessly integrate and communicate with ticketing systems used by the University of Texas at San Antonio (UTSA), San Antonio Bowl Association (Alamo Bowl), and the Commanders Alliance Football, who all currently use the Ticketmaster system.
10. Ticket System integration with the City's Parking Panda parking POS System.
11. Provide high-volume onsite sales and printing of tickets for all events in a timely, efficient and accurate manner through individual Points-of-Sale (POS).

12. Provide integrated ticket printing configured for high-volume applications for all Point-of-Sale (POS) terminals/computers at all Facility box offices, retail outlets, and any other applicable sales mechanisms.
13. Provide for all tickets sold via on-site Facility box offices, internet, phone, retail outlets, and any other sales mechanism, other than those tickets printed by customers, to consist of thermal paper with embedded security measures and contain unique and secured barcodes and confirmation codes used in conjunction with an integrated wireless ticket access control system.
13. Provide integrated credit/debit card swipe capabilities for all Point-of-Sale (POS) terminals/computers at all Facility box offices, retail outlets, and any other applicable mechanisms using credit card terminals provided by the City's current Merchant Banking Services Provider, Chase Paymentech, at Facility box offices.
14. Provide multiple payment and discount types including major credit/debit card (VISA, MasterCard, Discover), electronic check, coupon, Cash on Delivery (COD), exchange and other payment forms for all sales via the Facility box offices, internet, phone, retail outlets, and any other sales mechanism. For all sales through the Facility box offices, the City's Merchant Banking Services Provider shall provide end-to-end merchant banking services customarily provided in processing credit card transactions, including but not limited to: the provision of equipment/software; credit and charge transaction authorization, and; routing, clearing and settlement services for all major credit card brands. The selected Respondent must be certified to process credit card transactions through the City's current Merchant Banking Service Provider's platform, which is currently Chase Paymentech. Should the Merchant Banking Service Provider change, the Contractor must have the capability of adjusting to accommodate possible changes in the platform utilized.
15. Provide the capability for split payments by customers on individual purchases to include multiple payment methods and multiple party payments for an individual purchase.
16. Provide for the assessment, collection and accounting of various types of fees and charges for various ticket types and quantities, including City and Respondent fees and charges by venue.
17. Display and print all system and custom reports, and export/download data and report information into Microsoft Office programs, including Excel, Word and Access, via American Standard Code for Information Interchange (ASCII) format. Additionally, provide for the automatic download of revenue data into the City's current SAP general ledger system.
18. Provide user access levels, including limiting staff access to data associated only with their department without access to overall sales activity.
19. Provide all associated accounting requirements:
  - a. Record sales of tickets as either cash or non-cash transactions, and post the information accordingly.

- b. Provide an audit trail of all ticket and monetary transactions, including user identifications, dates and times.
  - c. For exchanges and refunds, as well as provide an option to access and automatically post additional exchange and refund fees.
  - d. For sales via internet, telephone and retail outlets.
- 20. Process a sale and donation as a simultaneous transaction.
- 21. Provide online seating charts for all Facilities and seating configurations, with total event inventory.
- 22. Provide for specific seat sales via automatic seat selection (best available), price category sales, series sales, and multiple event sales.
- 23. Provide for the search of events by event type, artist, location and price with user-defined criteria and data elements.
- 24. Provide for the sale of both single and series/season events on the same system by only changing the event code.
- 25. Provide all users the ability to view available and unavailable seating in section displays, including section, row and seat identification.
- 26. Allow short-term hold of seats by customers out of sales mode via purchase by internet, telephone, or other applicable sales mechanism.
- 27. Provide the highest level of safety and security of data and customer information, including safeguarding and protecting customer personal and financial information, and providing opt-out of third-party advertisers and services.
- 28. Maintain a response time not to exceed thirty (30) seconds, ninety-five percent (95%) of the available sales time, for all Point-of-Sale (POS) terminals/computers. Response time is defined as the elapsed time after pressing the “return” or “enter” key on a POS terminal/computer keyboard until the first character appears on the POS terminal/computer screen.
- 29. Ticket System integration with the City’s Parking Panda parking POS System.
- 30. Provide Automated Clearing House (ACH) settlement for events with secured online financial reporting.
- 31. Provide discount code and ticket package capabilities.
- 32. Provide cross-selling capabilities for food and beverage and other promotions, including pre-sold reservations for event dinners, pre-ordered drinks, merchandising, parking, smart cards, and self-service ticket kiosks.
- 33. Provide fan-to-fan re-sales and ensure that local and state re-sale laws are not violated.

34. Provide for the simultaneous access of multiple users while providing record locking to allow multiple users to access and change data without compromising data integrity.
35. Provide user-defined security levels to permit access to the system, including menu and screen-level permissions that permit queries and updates to specific areas and data.
36. Provide for the creation, capture, storage, maintenance, and manipulation of detailed customer demographic and account information entered in data entry fields, which includes historical seating history, donor level (if applicable), order status, methods of payment, current and previous addresses, seating preferences, and account notes. In the event the Respondent either stores, manages, or is provided physical or logical access to systems, networks or applications that handle City credit card transactions, Respondent shall comply with Payment Card Industry (PCI) Data Security Standards (DSS).
36. Provide Spanish language support in all aspects of ticket sales, customer service, and technical support, including internet and telephone.
37. Provide the ability to resale refunded and exchanged tickets.
38. Provide for the capability to generate maps of entire events, specific consecutive sections, open seats, seat types (i.e. complimentary, adult, pre-print), etc. with time and date of report.
39. Provide for database access and ticket sales remotely during non-business hours.
40. Provide print-at-home capabilities for customers.
41. Provide a full range of common and customizable reports without the need for programming utilizing integrated reporting capabilities or Crystal Reports.
  - a. Produce detailed advance sales reports or audits that post sales as they occur and supply continuously updated information. Additionally, the reports should indicate number of tickets sold by price category, corresponding dollar value, number of seats on hold or reserved, number of pre-printed tickets issued, number of seats “killed”, and the net and original event capacity.
  - b. Produce real-time event seating manifests, including seats sold by category type (price, complimentary, season ticket, etc.).
  - c. Produce ticket access control reports, including tickets scanned and un-scanned.
  - d. Produce daily and specific sales reconciliation reports, including sales reference/onsite and cash/internet orders.
  - e. Produce a combined single report of all events or event days.
  - f. Produce reports by categories, including system, primary, secondary, season and exchanges.
  - g. Produce a report listing all refunds transacted by event.
  - h. Produce a detailed report of all daily transactions posted separately as they occur on an individual or operator basis, including the event name, type of transaction, seats affected, time and date activity occurred, total tickets, and dollar amounts affected.

- i. Produce a daily sales report for all operators or sellers by category, including cash sales, unique charge sales, and refunds.
- j. Provide remote access to reporting, as well as email and/or text message reporting capabilities.
- k. Provide extensive online or other suitable reporting capabilities to manage and monitor sales and other information, to include at a minimum detailed historical customer account and demographic information. If reporting is not online, provide licenses of reporting software to City at Respondent's cost. In the event that Respondent either stores, manages, or is provided physical or logical access to systems, networks or applications that handle City credit card transactions, Respondent shall comply with Payment Card Industry (PCI) Data Security Standards (DSS). City of San Antonio is required to periodically demonstrate compliance with PCI DSS (Payment Card Industry Data Security Standard). The compliance process requires Vendor to provide a third party QSA Report of Compliance (ROC) for the vendor system implemented at COSA.
- l. Vendor will achieve and maintain PCI DSS compliance against the current version of PCI DSS published on the PCI SSC (PCI Security Standards Council). The vendor will be required to provide evidence of compliance when requested, a current Report of Compliance signed by a PCI QSA (Qualified Security Assessor)
- m. Vendor will create and maintain reasonable detailed, complete, and accurate documentation describing the systems, processes, network segments, security controls, and dataflow used to receive, transmit, store and secure Customer's cardholder data. Such documentation will conform to the most current version of PCI DSS. Vendor will, upon written request by COSA, make available such documentation and the Individuals responsible for implementing, maintaining and monitoring those system components and processes

**NOTE: Any information technology components ( hardware or software) proposed by the Respondent that will interface with any City information systems or information technology infrastructure must comply with the City's current information technology standards, Exhibit 9 of the RFP.**