ADDENDUM #1

This addendum is issued in order to modify three (3) sections in the RFP, and to provide answers to questions that have been submitted.

Modifications

1. **Change to Section 2.3 Criteria for Selection**
   
   *Originally stated:* References from universities of similar size and complexity.
   
   *Revision:* Quality of references, with preference given to references of similar or larger size and complexity to UNTS.

2. **Change to Section 5.1 Vendor Minimum Requirements**
   
   *Originally stated:* Proven track record of providing services to Division I college athletics program. This shall be demonstrated by the submittal of a list of five (5) present customers to serve as references. Respondents shall have been in business for a minimum of three (3) consecutive years under the same ownership. References must be similar in complexity and size to North Texas and in the Football Bowl Subdivision (FBS). North Texas to be sole judge of similarity and will contact listed references to verify services offered and similarities of systems. Submittal to include the reference school name, address, contact name, contact email address, and contact phone number.
   
   *Revision:* Proven track record of providing services. This shall be demonstrated by the submittal of a list of five (5) present customers to serve as references. Respondents shall have been in business for a minimum of three (3) consecutive years under the same ownership. Preference will be given to references of similar or larger size and complexity to University of North Texas. North Texas to be sole judge of similarity and will contact listed references to verify services offered and similarities of systems. Submittal to include the reference school name, address, contact name, contact email address, and contact phone number.

3. **Deletion of Section 3.5.2 from the proposal.**
   
   *Originally stated:* Signed and completed HUB Subcontracting Plan (Ref. Section 2.5 of this RFP). PLEASE SUBMIT THIS INFORMATION IN A SEPARATE ENVELOPE.
   
   *Revision:* This requirement is removed; no HSP Plan is required.

Questions and Answers

1. Section 3.11 references two separate merchant accounts on the same contract - is this a requirement or a preference?  
   *Generally, one merchant account is used, and then reporting is provided to allow for accurate separation of funds between departments*  

2. Merchant Processing – does UNT handle or current provider?  
   *Current provider sets up merchant IDs*  

3. Minimum requirements, the RFP states requiring references from "5 present customers...similar requirement, or may we submit the comparable experience we have with smaller colleges/universities and larger sports/entertainment venues as references and still be permitted to participate in the RFP?  
   *See Modification 2 above in this addendum*
4. Does the system support "view from the street" functionality during the shopping process?  
   *This should read "view from the seat"*

5. Section 2.35 Does the system support single user password functionality? If yes, please describe the capabilities. Can you please clarify what type of single user password functionality you are looking for? Is this on the consumer side or operator side for the donor and ticketing platforms? Is this in regards to any other platforms besides the ticketing and donation platforms?  
   *Single sign-on would be on the consumer side.*

6. How many concurrent users of the Ticketmaster system do you have currently?  
   *We currently have 15 users with full back office access and 17 users that are just game day sales/customer service.*

7. For scanning, do you currently scan at all Athletic Venues listed in the RFP?  
   *We currently scan at Apogee Stadium, the Super Pit, Volleyball gym, and Lovelace Field.*

8. For the Janam Scanners, do any also have magstripe readers? If so, how many?  
   *We have 17 magstripe readers*

9. Are any of the 32 workstations currently owned by the University, or are they provided by the current vendor? Include number owned, plus make, model for each.  
   *5 units are owned by North Texas*

   Do any need to be replaced? Included number.  
   *Of the university owned workstations, none need to be replaced*

   Will awarded vendor be responsible for providing workstations to the University? Or, will University consider options to purchase separate from any agreement related to this RFP?  
   *Please provide your company’s solution to a client needing 27 workstations.*

   Does the University anticipate the need for additional workstations beyond the current quantity?  
   *No need for additional workstations at this point.*

10. Are any of the 32 BOCA Lemur S ticket printers currently owned by the University, or are they provided by the current vendor?  
    *19 are owned by North Texas.*

    Please confirm if all have a USB or parallel connection.  
    *USB*

    Do any need to be replaced? Included number.  
    *Of the university owned printers, none need to be replaced.*

    Will awarded vendor be responsible for providing ticket printers to the University? Or, will University consider options to purchase separate from any agreement related to this RFP?  
    *Please provide your company’s solution to a client needing 13 BOCA Lemur S ticket printers.*

    Does the University anticipate the need for additional ticket printers beyond the current quantity?  
    *No need for additional ticket printers at this time.*

11. For the BOCA Printers, can you provide the following information: What is the DPI?  
    *300 DPI*

12. Do those printers have the 46 FGL option Can you confirm the throat width - either RADJW2 or ADJ4  
    *All printers have the 46 FGL option and the throat width is RADJW2*

13. Are any of the 32 keyboard CC swipes currently owned by the University, or are they provided by the current vendor?  
    *5 are owned by North Texas*

    Do any need to be replaced? Included number.  
    *Of those owned by the university, none need to be replaced.*
Will awarded vendor be responsible for providing keyboard CC swipes to the University? Or, will University consider options to purchase separate from any agreement related to this RFP? 

*Please provide your company’s solution to a client needing 27 keyboard CC swipes.*

14. Are any of the 32 keyboard CC swipes P2PE compliant? 

*None are P2PE.*

Will awarded vendor be responsible for providing keyboard CC swipes to the University? Or, will University consider options to purchase separate from any agreement related to this RFP? 

*Please provide your company’s solution to a client needing 27 keyboard CC swipes.*

Does the University anticipate the need for additional keyboard CC swipes beyond the current quantity? 

*No need for additional keyboard CC swipes.*

15. Are any of the 44 Janam XM66 ticket scanners currently owned by the University, or are they provided by the current vendor? 

*10 are owned by North Texas*

Do any need to be replaced? 

*None of the university owned scanners need to be replaced.*

Will awarded vendor be responsible for providing ticket scanners to the University? Or, will University consider options to purchase separate from any agreement related to this RFP? 

*Please provide your company’s solution to a clients need for 34 Janam XM66 scanners.*

Does the University anticipate the need for additional scanners beyond the current quantity? 

*No need for additional scanners are this time.*

16. Do the University Student IDs include a magnetic strip, barcode, or both? 

*Student IDs include a magnetic strip.*

17. Do any scanners have integrated or attached magnetic swipe reader? 

*North Texas currently has 17 attached magnetic swipe readers.*

Do you have an onsite server for access control? 

*Yes*

Is onsite server owned by the University or supplied by provider? 

*Provided by current provider*

18. Does the University have anticipated dates for contract execution and “Go Live”? If yes, please provide. If not, can vendor provide project plan without specific dates, or use sample dates of our choosing? 

*Please provide your company’s solution to the RFP scope and specifications.*

19. (Page 10) 3.0 E-Commerce – First paragraph, last sentence: “The system’s website must be able to integrate directly with Facebook via RSS data feed.” Are events automatically created in Facebook for the University via RSS data feed? 

*Please provide your company's solution that addresses the item requested in section 3.0 E-Commerce.*

Are events in Facebook automatically updated when a change occurs to the date or time in the ticket system (i.e. Ticketmaster Archtics)? 

*Please provide your company’s solution that addresses the item requested in section 3.0 E-Commerce.*

What happens when an event is no longer available online? 

*Please provide your company’s solution that addresses section 3.0 E-Commerce.*

Can you provide details on current engagement with Facebook events? 

*Please provide your company's solution that addresses section 3.0 E-Commerce.*

20. There are some sections in the RFP that would appear to need responses from Vendors, however they are not identified in either the Response Format, or under 3.5 Submittal Checklist.
Please provide information regarding your company's solution that addresses the specifications/questions/information requested in the RFP.

21. What are your biggest challenges regarding your current ticket system?
   Please provide your company's solution that addresses the specifications/questions requested in the RFP.

22. Are there any initiatives you've wanted to enact but haven't been able to due to your current provider's limitations?
   Please provide your company's solution that addresses the specifications/questions requested in the RFP.

23. Are there any future initiatives you intend to enact in regards to ticketing/donor management that would be directly impacted by your provider/functionality?
   Please provide your company's solution that addresses the specifications/questions requested in the RFP.

24. Is Donor Management a significant part of this ticketing system initiative?
   Some features would include the ability to take a donation during a ticket transaction, potentially requiring a patron to make a pledge or donation in order to complete the transaction; managing a 'priority points' formula for the fulfillment of ticket and other benefits; and promoting fund drives online.

   Please describe preferred functionality, including anything that is preferred but not available with current system.
   Please provide your company's solution that addresses the specifications/questions requested in the RFP.

25. Are Donations processed directly in the current Ticket System? Online? Back Office?
   Donations are processed in the ticket system back office and online.

26. Does the University have an active Priority Points program for Donors?
   Yes

27. Does the University have seat locations in any venues which require a minimum donation? If yes, how is this process currently managed?
   Yes this process is managed, back office and online through invoicing. Additional information can be found here: http://www.meangreensports.com/tickets/

28. During the last fiscal year what was the total revenue for all ticket sales?
   2,480,646

29. Total revenue for Athletics in the last fiscal year?
   $2,480,646

30. Total revenue in the last fiscal year for Athletics season tickets?
   $747,514

31. Total revenue in the last fiscal year for Athletics single event tickets?
   $1,733,132

32. Total revenue in the last fiscal year for Performing Arts/Non-Athletics, if applicable?
   N/A

33. How many total paid athletic season ticket accounts did the University have in the last fiscal year?
   890

34. How many paid season ticket accounts are renewed online? By mobile device/app? By phone? By mail? Box office/window? Other?
   Online/mobile – 133 Phone/mail/in person - 757

35. What is the paid season ticket account breakdown by sport?
   Football: 850  MB: 128  WB: 57

36. How many total paid athletic single/individual event tickets did the University sell in the last fiscal year?
   35,549
37. How many paid athletic single/individual event tickets are purchased online? By mobile device/app? By phone? By mail? Box office/window? Other?
   Online/Mobile – 6880 Everything else – 28,669

38. What is the paid single/individual ticket sales breakdown by sport?
   • FB – 26060
   • SOC – 785
   • VB - 1306
   • MB – 3657
   • SB – 1193
   • WB – 1415
   • Athletic Special Event - 1121

39. In order to provide accurate pricing, can you please provide the following information for the athletic department?
   Number of single tickets sold online, annually:
   7864 –

   Number of single tickets sold through ticket office (including groups), annually:
   76,646

   Number of season ticket packages sold, annually:
   9433

   Average single ticket price:
   $22.81

   Current per ticket fee structure (flat fee, scaled, percentage, etc) –
   Flat fee

40. Ticket Volumes - can you please provide the following for the most recent year – you can either combine for sports that you sell tickets for – or if easier, for the main sports like football, basketball, etc.

   # of single internet tickets sold (both Archtics and Host)
   Football - Archtics: 6521 tickets sold  Host: 1608 tickets sold
   Basketball Archtics: 215 tickets sold  Host: 75 tickets sold

   # of single phone/walk up tickets sold
   Football - 52434  Basketball - 7127

   # of season/combo/mini-plan internet tickets sold
   Football 568  MB: 48

   # of season ticket accounts and average online renewal rates
   Football: 1130 Accounts - 11% online renewal rate
   Basketball: 288 Accounts - 4% online renewal rate

   Average price of a single & season tickets sold
   Football:
   Season – Premium – 312.50 Non premium - 115
   Single – Premium – 33.60 Non Premium – 31.25

   Men’s Basketball:
   Season - Premium – 375 Non-Premium – 112.27
   Single 7.50

41. Total Revenue for all Ticket Sales Processed via Credit Card
   $864,522.41 for Football, Men’s Basketball, and Women’s Basketball

42. If applicable, how many total paid Performing Arts/Non-Athletics single/individual event tickets did the University sell in the last fiscal year?
   N/A
43. What are the current transaction fees charged to patrons?
   Per Ticket Fees? Vary by order method (i.e. internet, phone, etc.)?
   *When applicable $1-$2/ticket online*
   
   Order Fees? Vary by order method (i.e. internet, phone, etc.)?
   *$5 Order fee*
   
   Other (i.e. facility fees, print-at-home fees, transfer fees, etc.)?
   *None*
   
   For season/subscription tickets? Vary by order method (i.e. internet, phone, etc.)?
   *All methods - $5/seat*
   
   What percentage is kept by current vendor?
   *N/A*
   
   Total fee revenue for season tickets in last fiscal year?
   *$13,460*
   
   For Single/Individual tickets Vary by order method (i.e. internet, phone, etc.)?
   *When applicable $1/$2/seat or $5/order*
   
   What percentage is kept by current vendor?
   *N/A*
   
   Total fee revenue for single/individual tickets in last fiscal year?
   *$4,952*

44. What are total annual fees for your current ticketing software?
   *$40,000*
   
   Total fees for annual maintenance & support?
   *$40,000*
   
   Other system fees not already included?
   *Varies depending on needs.*

45. Is a HUB subcontracting plan required to be submitted with a bid response to the RFP?
   *No, refer to Section 2.5 and Modification 3 above to this addendum*

46. Can companies from outside USA apply for this?
   *Yes, but must be able to cover any/all needs, supports, projects, implementation, etc on Central Time*
   
   Do we need to come over there for meetings?
   *Yes*
   
   Can we perform the tasks (related to RFP) outside USA? (like from India or Canada)?
   *Yes, but must be able to cover any/all needs, support, projects, implementation, etc on Central Time*
   
   Can we submit the proposals via email?
   *Per RFP, no*

47. Section 6.0,D, 8. – Voluntary Product Accessibility Template, Does the University have a template that they would like respondents to fill out?
   *The Voluntary Product Accessibility Template is a reporting format created by ITI that enables businesses to document product conformance with relevant accessibility standards. Here is a link for more information: https://www.itic.org/policy/accessibility/

48. Section 6.0, G. 1. References – This was also requested in Section 5.1.1, is section 5.1.1 simply looking for a list of reference while section G is asking for a short summary of each highlighted reference?
Yes, list in 5.1 and elaborate in 6.0 G.1

49. Should we include items 3.5.1-3.5.4 in front of all the content listed under Response Format on pages 12-13? Please provide explanation clarifying overall response format, order of content. Place the response where you think it fits and clearly number it.

-End-

ACKNOWLEDGEMENT: Please acknowledge receipt of this addendum by initialing the appropriate line on the Addenda Checklist, Section 4 of the RFP.