

RFP 21-0015

Ticketing Software System

Answers to Questions as 2/22/21

Q – Line 20 - Does your system support a zero-configuration web-based only environment?

Answer – The question is intended to determine if your system requires any onsite footprint. Is it cloud based, or does it require and hardware onsite?

Q – Line 101/105 - Does your system effectively allow for interactive, real-time ticket sales from a shared ticket inventory pool for current and future events through the following single event sales channels, please describe. Please describe the use case for a kiosk –

Answer – In this instance kiosk is intended to mean a self-serve standalone POS where patrons can buy tickets, pick up Will Call, or gather information. In some instances, this can be an iPad on a pedestal. Please describe any similar feature you may offer.

Q – Line 126 - Does your system have shopping cart functionality? Can it be turned off? Please provide a use case for turning off the shopping cart functionality?

Answer – In many cases there is a preference to turn off shopping cart functionality (or ability to add many items into a cart) for high volume on sale events to expedite the sale and to prevent patrons from holding many seats in their cart while they “shop” for better seats or options.

Q – Line 253 - Stored Value Ticketing (using barcode/QR code). Is this section referring to gift vouchers/certificates? Please clarify.

Answer – The section is referring to “loaded tickets” (like the Givex - Uptix product), whereby the barcode on the ticket or RFID chip can be used to access dollars for use at retail and concession stands. Or for redemption of any other items.

Q – Line 297 - Describe your systems ability to handle multiple concurrent seasons or groupings of events. Please explain the business use for this question.

Answer – By concurrent seasons we mean different grouping of events for control and reporting purposes. In other words, if we were to go on sale for the next season of Broadway Across America while still doing shows for this season, what is your systems ability to segregate these events for control, accounting and reporting purposes. Please describe.