

## Grandstand RFP Q&As

**1. Q. Can you tell me who you use for online ticketing for general admission?**

A. The State Fair will not be using online ticketing for general admission to the Fair in 2012.

**2. Q. Do you also subcontract your general admission gate ticketing POS hardware and staffing and if so to whom?**

A. No. General admission gate ticketing is provided and staffed by the Fair.

**3. Q. Would there be any possibility of bidding on admission gate ticketing hardware and staffing as well?**

A. Not for the 2012 Fair.

**4. Q. We sell timed tours to 50 people in half hour increments with an average attendance of 200,000 per year. Would that meet the minimum qualifications of a "venue with seating capacity of 15,000"?**

A. Based upon the information provided, it does not appear the entity meets the minimum qualifications stated in Part 1, Minimum Qualifications, #1 of the RFP.

**5. Q. We built a standalone ticketing system for one client, would the lack of three installations of our system disqualify us from the RFP?**

A. Based upon the information provided, it does not appear the entity meets the minimum qualification stated in Part 1, minimum Qualifications, #3 of the RFP.

**6. Q. Please provide the number of ticket takers at Gate 1 and 10 and also at the Grandstand.**

A. The proposed system must have the ability to allow entrance using a Paperless Grandstand Ticket as follows:

- a. Gate 1 – 2 ticket takers
- b. Gate 10 – 2 ticket takers
- c. Grandstand East End – 7 ticket takers
- d. Grandstand West End – 5 ticket takers.

**7. Q. Is paperless ticketing functionality a requirement for winning the RFP bid?**

A. Yes

**8. Q. Will the department provide the turnstiles, or is the selected vendor responsible for providing them?**

A. The selected vendor.

**9. Q. There was an RFP previously issued for a State Fair Ticketing System (due 2/15/12). I reviewed the RFP requirements and it included Grandstand Tickets which is the basis for the current RFP that is due 4/6/12. Does this mean that there wasn't a selected vendor for the 2/15/12 RFP? Or was a selection made, and the winning vendor is unable to service the Department's requirements for Grandstand Tickets? And what is the name of the company that won the bid from the 2/15/12 RFP?**

A. There was no award made for the 2/15/12 RFP.

**10. Q. The RFP states a venue capacity of 17,000 with 5 concerts scheduled. So is the maximum number of tickets that can be sold 85,000? Or may a greater number of tickets be sold as (1) the possibility of no-shows may occur for the concert events or (2) the Dept is able to sell standing room only tickets?**

A. The maximum number of tickets that can be sold is 85,000.

**11. Q. Can you please define the term "Paperless Tickets"? Does this mean that the Fair will not accept a physical ticket (typically 5.5" x 2") nor an electronic receipt ticket (typically on an 8 1/2" x 11" piece of paper) as proof of admission?**

A. We are seeking a system that is paperless and compatible with New York State Arts and Cultural Affairs Law section 25.30 – see attachment C of the RFP.

**12. Q. Omission of a paper ticket means that either the attendee displays (1) a non-paper receipt such as the credit card used to purchase the tickets that the Fair matches against the master list of ticket buyers or (2) a mobile device such as a smartphone would carry a barcode that would be scanned at the door. How do you provide for admittance to the Fair for people who either paid cash or do not own a mobile device that can display a barcode?**

A. See answer to Question 11.

**13. Q. Paperless tickets count for 5 points in the Department's scoring structure. So it is possible that a vendor may still win the bid if it does not provide paperless ticketing?**

A. No. The RFP makes clear we are seeking a paperless system that complies with New York State Arts and Cultural Affairs Law section 25.30

**14. Q. It is stated that the Dept at its discretion may issue one year renewals of the contract. Is there a date each year when the Dept will notify the selected vendor of the Dept's decision to renew?**

A. The Department will notify the selected vendor regarding its intention to renew the contract 90 days prior to the end date of the contract.

**15. Q. Can you please define the Dept's understanding of "Interactive Seating" as it related to the Grandstand Tickets?**

A. The Department's understanding of interactive seating is the ability for the consumer to select a specific seat from what is available.

**16. Q. Does the Department currently own turnstiles that can link to scanners or is the vendor required to provide its own turnstiles or the equivalent?**

A. The vendor is required to provide turnstiles or equivalent.

**17. Q. What is the fair's expectations as far as concerts beyond year one of a contract?**

A. It is anticipated that 5 to 7 concerts will be held per year.

**18. Q. How much equipment is needed at Gates 1 & 2 and at the Grandstand?**

A. See answer to question number 6.

**19. Q. If the contract is extended past Year 1, will there be the option to increase convenience fees incrementally?**

A. No

**20. Q. How many and what type of staff will need to be trained by May 16th?**

A. Up to 12 box office and up to 12 administrative State Fair staff must be trained by May 16<sup>th</sup>.

**21. Q. Please breakdown the annual grandstand ticket sales for the last 3 years by those purchased online, by phone and at the Box Office.**

A. For Grandstand Concerts in 2011

a.	Sold over the internet	74.82%
b.	Sold over the phone	7.39% * {do not plan on phone sales for 2012}
c.	Sold via an outlet network	2.50%
d.	Sold via the box office	14.45%
e.	Sold via box office for walk-up	0.84%

**22. Q. Please list the number of box office operators and provide the required number of box office point of sales.**

A. The maximum number of box office operators is 12 employees, with up to 4 points of sale open at a given time.

**23. Q. Please provide the number of scanners to be in use at any one time at the grandstand, Gate 1 and Gate 10.**

A. See the answer to question number 6.

**24. Q. Please list the number of entry points into the grandstand.**

A. See the answer to question number 6.

**25. Q. Please provide the number of turnstiles required at the grandstand.**

A. See the answer to question number 6.

**26. Q. Please explain what network solution is in place or if a wireless network is to be provided by the Offeror.**

A. The vendor is responsible for the network or wireless solution.

**27. Q. Will gates 1 and 10 be the only place that paperless ticket holders will be able to enter both the Grandstand and the Fair? IE if a fan goes to another gate with a paperless ticket, how will they enter?**

A. A Grandstand Concert event ticket holder will be redirected to and must enter the fairgrounds through gates 1 or 10.

**28. Q. How many scanners are needed at each gate for the Grandstand tickets?**

A. See the answer to question number 6.

**29. Q. Is the NY State Fair making all Grandstand tickets paperless or just a portion?**

A. The proposed system must comply with New York State Arts and Cultural Affairs Law section 25.30 – see attachment C of the RFP.

**30. Q. How many box office locations will be required to be enabled to allow for customer service of just the Grandstand tickets?**

A. There is one box office location adjacent to the main gate (gate 1) of the fairgrounds.

**31. Q. How many selling stations at each box office location?**

A. There is one box office with 4 selling stations.

**32. Q. How many computers and ticket printers will be needed for year round staff to use?**

A. See answer to question number 22.

**33. Q. Do you desire self service kiosks? If yes, how many? Is power available at the locations for the kiosks?**

A. No

**34. Q. Is the \$5,000,000 bond mandatory?**

A. During the term of the agreement, the vendor will provide and maintain a performance bond or an equivalent in the amount of \$5 million.

**35. Q. Will the NY State Fair consider a longer term length of 1 year? The pricing is largely dependent upon the CAPEX required, the number of tickets, and the number of years of a contract. A one year contract equates to either a huge amount of risk for a ticketing provider or a large fee if the equipment is amortized over just one year.**

A. The term of the agreement will be 1 year with the option of 4 one-year renewals at the discretion of the Department.

**36. Q. How much equipment is needed at Gates 1 & 2 and at the Grandstand?**

A. See the answer to question number 6.

**37. Q. If the contract is extended past Year 1, will there be the option to increase convenience fees incrementally?**

A. See answer to number 19.

**38. Q. Are Gate 1 & Gate 10 the only places for Grandstand tickets to be scanned? Are these fair admission gates as well? Will tickets be scanned at the Grandstand as well?**

A. Yes to all 3 questions.

**39. Q. How many turnstiles are required and where?**

A. See the answer to question number 6.

**40. Q. Where is the grandstand box office?**

A. There is no grandstand box office. There is only one box office located adjacent to the main gate (gate 1) of the fairgrounds.

**41. Q. How many selling stations at the grandstand box office?**

A. None. See answer to question number 40.

**42. Q. Is it just concerts or are there also other events at the Grandstand?**

A. There will be 5 concerts and 2 motor sports at the Grandstand. The vendor will not be responsible for ticketing for the motor sports events.

**43. Q. Can you provide a zoomed in picture of the Grandstand area?**

A. See Attachment to the Questions and Answers.

**44. Q. Will you be using the ticketing company's merchant processor?**

A. Yes

**45. Q. Are you requiring ticket sales revenues be deposited in your account prior to the events?**

A. Yes, at a minimum weekly, preferably daily.

**46. Q. Can you clarify what you are requiring for the performance bond? Can you send the bond form showing limit & coverage requirements?**

A. See answer to question number 34.

**47. Q. Can you provide a seat manifest?**

A. See attached Grandstand Seating Chart.

**48. Q. How many ticket printers are needed?**

A. There are 4 selling stations and each station will require a printer.

**49. Q. Introduction: Is paperless the only delivery method that you plan to offer? Since the tickets are exchangeable, we would imagine that you would want to offer print-at-home, paperless, and mail/express delivery.**

A. See answer to question number 11.

**50. Q. Part 2, #1. You ask how the system will address the transfer of paperless tickets to a person without a credit card or other form of identification or electronic device. However, New York State Arts and Cultural Affairs Law 25.30, with which the vendor must comply, states: "an operator's agent may employ a paperless ticketing system that does not allow for independent transferability of paperless tickets only if the consumer is offered an option at the time of initial sale to purchase the same tickets in some other form that is transferable independent of the operator....including....paper tickets or e-tickets"**

A. The proposal must address how the system will accomplish this.

**51. Q. To simplify my question: 25.30 says that as long as you offer alternative delivery methods at the time of purchase, that the paperless tickets themselves do not have to be transferable. Since you want to make sure that people that can not manage a paperless ticket (people without phones or credit/debit cards) can have access to exchanged tickets, why not just offer paper tickets, e-tickets and paperless tickets to insure that everyone can buy the tickets and transfer tickets, and be in compliance with 25.30?**

A. The proposal must address how the system will accomplish this.

**52. Q. How many turnstiles and access control gates do you want for grandstand events.**

A. See answer to question number 6.

**53. Q. Part 2, #6: When you say presale what do you mean? (Do you mean fan club pre-sale or other similar promotional event that is access restricted via passcodes or other means OR do you mean tickets sold in advance of the concert date, sometimes called "Advance sales")**

A. Fan club pre-sale or other similar promotional event.

**52. Part 3: Fees- In your form you only leave room for a per-ticket fee. Just to make sure we are comparing apples to apples here, many ticket companies including your current provider TicketMaster almost always charge per-order fees in addition to per ticket fees.**

- **Our interpretation of your pricing requirement is that there can be no order fees charged by the vendor of any kind, and that the only fee charged by the vendor may be a per-ticket fee. Is this the case or are additional order level fees permissible by vendors?**

A. Yes, the interpretation is correct, per ticket fee only, no per order fee.