

State Fair Ticketing System

Amendments to the RFP:

Amendment #1 The RFP Schedule is amended at follows:

Proposals Due 2/15/12 no later than 3:00 p.m. EST

Optional Demonstration 2/20/2012

Selection by 2/29/12

Amendment #2 The Department is requiring that proposers agree to charge credit card processing fees to customers at the same rate paid by the proposer for credit services, i.e., there can be no mark-up or additional service fee, other than that actually charged by the credit card company. If you are the selected proposer, you will be required to submit copies of your agreements with the various credit card purveyors so that the various rates may be established. Accordingly, the Fee Sheet has been amended, to require you to show the fee that would be charged for your services, not inclusive of the credit card processing fee. Please refer to revised fee sheet

Amendment #3: Page 8, paragraph 1 states: "As previously stated, once installed, all fiber will become and remain the property of the Department." This statement is replaced with "All fiber will become and remain the property of the Department at the end of the contract."

Amendment #4: The RFP is now amended to include: "If the contract is renewed for an additional 5 year term, the vendor may increase fees charged for Grandstand Admissions and Fair Gate Admissions annually by no more than the average annual increase charged by the vendor for each of these fees during the initial 5 year contract term".

Questions & Answers

Definitions:

Pedestrian Gate – Gate through which individuals walk through and enter the Fairgrounds via a barrier device (or equivalent).

Vehicle Gate – Occupants of a vehicle enter the interior of the Fairgrounds. A parking ticket is not required and each vehicle occupant must have an admission ticket which is processed.

Pedestrian/Vehicle Gate – Both Pedestrians and Vehicles enter through co-located Gates and admission for each individual is processed.

Box Office – located adjacent to Gate 1 – used for selling:

- Pre-Fair - advance sale admission and grandstand tickets, \$5 parking tickets, midway ride cards, multi-day frequent Fairgoer passes.
- Fairtime - grandstand concert tickets only.

Ticket – admission for entrance onto the Fairgrounds – what is necessary to trip barrier device (or equivalent) at a pedestrian Gate for entrance.

Pass– multi-day admission for entrance onto the Fairgrounds – what is necessary to trip barrier device (or equivalent) at a pedestrian Gate for entrance.

1. **Q. Will the infield require any system setup?**

A. No.

2. **Q. Can pedestrians come through Gate 10?**
A. Yes.
3. **Q. Is there any advance sale parking?**
A. Parking is not part of this RFP.
4. **Q. Are parking credentials issued?**
A. Parking is not part of this RFP.
5. **Q. What Gates will need only pedestrian and pedestrian/vehicle access?**
A. Please see the attachment "New York State Fair Ticketing Gate Configuration".
6. **Q. How are admission tickets validated now?**
A. 1. **Pedestrian Gates** – There are turnstiles at all pedestrian Gates.
 - There are "paid" turnstiles for cash Gates where admission is purchased from a ticket seller and the individual then enters the grounds through the adjacent turnstile (the amount of sales is matched against the count on the turnstile).
 - There are also "non-paid" turnstile Gates (where an individual already has a ticket) where a portion of the ticket is collected by the ticket taker and placed into a box where the tickets are later sorted (by color and type). Children and seniors enter the "non-paid" turnstile Gates. The Department uses a unique ticket to signify a senior and the ticket is dropped into a box (at all Gates) to be counted. To determine the number of children that entered, the tickets are counted and that count is subtracted from the count on the turnstile.
 - There is a "pass" Gate (also used as the exit Gates). Individuals with multi-day passes enter this Gate.2. **Pedestrian/Vehicle Gates** – Each individual must have a ticket.
 - The admission ticket is sold by a ticket seller using an apron and processing the transaction with each vehicle. A portion of the ticket is collected by a ticket taker. Children and seniors are counted by use of a unique ticket and the ticket is dropped into a box to be counted later.
7. **Q. Is Gate 10 both vehicle and pedestrian? Would you want the people in the car to walk up or pay in the car?**
A. Please see the attachment "New York State Fair Ticketing Gate Configuration".
8. **Q. Can the number of people entering by Gate location be provided?**
A. Yes, please see "Admissions by Gate Location" for the number and type of ticket used at each Gate.
9. **Q. Is there fiber at any of the Gates now?**
A. No.
10. **Q. Does each Gate have power?**
A. Each Gate will have power.
11. **Q. Is there phone at each of the Gates?**
A. Each Gate will have a phone. The phone service at each gate is not a dedicated line; each is an extension of the main phone line.

12. **Q. With such an aggressive timeline, will the Fair ensure that it will have power at each location as well as the conduit all run?**
A. Yes, page 7 of the RFP states: "The Department shall provide, install, maintain and repair the conduit, if necessary, and power for the System."
13. **Q. Are there any permits that need to be obtained for running the conduit/wire and how long can it take to get these permits?**
A. The Department is responsible for the permitting process.
14. **Q. Who are the current internet service providers on the Fairgrounds?**
A. In 2011, these companies provided internet service on the Fairgrounds: Time Warner Cable, Verizon, and New Vision. Each of these vendors have demarcations located on the Fairgrounds.
15. **Q. Have these vendors been notified of this project?**
A. No. Please contact the providers directly.
16. **Q. Do these providers have service at the Grandstand also?**
A. Yes, please contact the providers directly.
17. **Q. The RFP notes that the wire needs to be run underground, is there any flexibility with regard to the locations of the wire?**
A. All fiber, if needed, must be run underground. If conduit is needed, the Department expects to run it along the gate line and from the head end to the gate line. Please provide your proposed infrastructure in your proposal.
18. **Q. When will there be a decision made regarding the closing of Gates?**
A. Decisions have been made. Please see the attachment "New York State Fair Ticketing Gate Configuration".
19. **Q. Currently the Department is using turnstiles; does the Department plan on continuing using these same turnstiles for the solution?**
A. No, due to their age and limitations. One of the objectives of the RFP is that the system "be integrated with a turnstile system or its equivalent operated by scanners that will prevent the operation of the turnstile or equivalent without clearance from the scanner." You should provide a detailed list of the equipment to be used as part of your response to the RFP.
20. **Q. Where does the Department want the access control turnstiles placed?**
A. Your proposal should provide sufficient equipment to handle the anticipated admissions at each gate as provided in the RFP. Please note that the gate configuration has changed and see the attachment "New York State Fair Ticketing Gate Configuration" for gate information and a sample configuration.
21. **Q. Can the Department provide a list of the number of turnstiles, box office staff, number of ticket sale windows and the number of kiosks wanted per Gate?**
A. Please see the answer to question #20.
22. **Q. Will the Fair consider running the fiber while it is running the conduit?**

A. No, the RFP states on page 8: "The selected proposer shall provide all fiber, connections, hardware, wireless points and other equipment and software required for the proposed system."

23. Q. What locations will need access to the ticket system for printing tickets?

A. Your proposal should provide sufficient equipment to handle the printing of tickets as provided in the RFP. The solution should provide a means of ensuring the validity of each ticket. All printers should be high speed and high volume and able to accommodate the anticipated sales as provided in the RFP. Please note that the gate configuration has changed and see the attachment "New York State Fair Ticketing Gate Configuration".

24. Q. What areas will need access to the computer system for reports?

A. The Department will need access to the computer system from various locations and will require different levels of access depending on user and role/job duties. Access to the computer system should be password protected. Each ticket seller in a booth and each seller located at a pedestrian/vehicle Gate will need to be able to generate a report for reconciliation and balancing. In addition, administrative reports will need to be generated at various locations including sites at the fairgrounds and from the Albany NY office. Please see "Reporting Requirements for the Ticketing System."

25. Q. Will the computer system need to be integrated into the Fair's current computer system?

A. No.

26. Q. Will there be back-up power for the equipment?

A. Yes. Please include back-up power requirements in your proposal.

27. Q. What locations will the Fair provide for the selected vendors equipment?

A. As part of the response to the RFP, each proposer should note both the number of locations and size of space needed for their equipment and staff. These needs will be reviewed with the selected proposer and locations will be determined accordingly.

28. Q. Will the Fair provide racks for the selected proposer's equipment?

A. No.

29. Q. What is the re-admission policy for the grandstand?

A. There is no re-admission to the grandstand.

30. Q. What is the re-admission policy for the admission Gates? How many times will re-admission be allowed for a 1-day, a 6-day and a 12-day pass?

A. There is no limit on the number of times in the same day an individual can enter the Fairgrounds. When an individual leaves the Fairgrounds, his/her hand is stamped and may re-enter through the pass Gate and not be counted again. The stamp is changed daily. This existing practice may be continued. The new system must prevent the use of a single ticket by multiple individuals.

31. Q. What does the Fair define as a "paperless system" for the grandstand?

A. The New York State Arts and Cultural Affairs Law states: "it shall be prohibited for an operator of a place of entertainment, or operator's agent, to: (c) employ a paperless ticketing system unless the consumer is given an option to purchase paperless tickets

that the consumer can transfer at any price, and at any time, and without additional fees, independent of the operator or operator's agent. Notwithstanding the foregoing, an operator or 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 transferrable independent of the operator or operator's agent including, but not limited to, paper tickets or e-tickets."

32. **Q. Is the Fair trying to make it more difficult to re-sell tickets?**
A. No.
33. **Q. When a ticket for the grandstand is purchased, it includes admission to the Fair also, does this mean that there would be two scans necessary for each grandstand ticket sold?**
A. Yes, the sale of a ticket to a grandstand event must allow the purchaser entrance to the Fairgrounds and entrance to the grandstand.
34. **Q. Is there assigned seating to the grandstand?**
A. Yes, each seat is numbered and labeled per section of the grandstand. The Department would like to have "interactive seating" as part of the sale.
35. **Q. Is the goal for the 2012 Fair to go live with all aspects of this RFP?**
A. Yes.
36. **Q. Is the proposed system to have access control to allow for re-admission?**
A. Please see the answer to Question 30.
37. **Q. The Fair currently offers a non-paid 6-day and a 12-day admission ticket. What is the goal for replacing these tickets?**
A. The goal for the non-paid admission is to provide a swipe card that can be set with any number of day's admission for the requestor. The capability of loading, activating, de-activating and revising the card should be able to be easily handled by State Fair staff. The equipment necessary would need to be provided by the selected proposer.
38. **Q. Does the Fair offer any type of frequent fairgoer admission (multi-day admission)?**
A. Yes.
39. **Q. Who will be supplying the stock for the tickets that must be printed?**
A. The Department will be purchasing the stock for all tickets/cards that are necessary and would require the selected proposer to provide the specifications for the ticket/cards.
40. **Q. What staffing is currently at the Gates during the Fair?**
A. Depending on the number of turnstiles at each Gate, each Gate has ticket seller(s), ticket taker(s) as well as security staff. See the attachment "New York State Fair Ticketing Gate Configuration".
41. **Q. The RFP describes training – is this to provide training for a "train the trainer" session or the entire staff?**
A. The training would require training the box office staff (12), the administrative staff (12), the ticket sellers (45) and the ticket takers (both grandstand – 80 and Gates – 90).

42. **Q. What staff would need to be trained by the May 15th date?**
A. The box office staff (12) and administrative staff (12) would need to be trained by the May 15th date to be ready for sale of the grandstand concert tickets.
43. **Q. What staff would need to be trained by the July 31st date?**
A. The entire Gate staff (ticket sellers – 45, ticket takers – 170).
44. **Q. Will the selected proposer be asked to build the concert events (provide pricing, etc.)?**
A. The events will be built by the Department and then the information provided to the selected proposer (seating, pricing, etc.) for setup unless the selected proposer's system has the capability to allow for the Department to handle the setup themselves. The Department will need the ability to turn specific ticket sales on and off (for example – stopping advance ticket sales prior to the start of the Fair) as well as the ability to make modifications (additional pricing levels, etc.).
45. **Q. What reports will be required both daily and for staff to balance out?**
A. Several reports will be necessary and depending on the job duties of the individual (please see "Reporting Requirements for the Ticketing System").
46. **Q. What staff and equipment will be located at each Gate?**
A. Please see the attachment "New York State Fair Ticketing Gate Configuration" and "Gate Schematic".
47. **Q. How will calls regarding problems be handled? Will the calls be directed to the selected proposer or to the Fair?**
A. The selected proposer should only be contacted if there was a problem processing a transaction directly from their site. The Department will be responsible for all other calls.
48. **Q. Why was the number of grandstand concerts reduced from 2009?**
A. This was a management decision made by the Department.
49. **Q. Would the Fair consider re-negotiating the proposed contract if the number of concerts changes?**
A. No.
50. **Q. How many concerts were held in 2011?**
A. 7 concerts and 2 motor sport events.
51. **Q. Will the proposed RFP include any other events outside the annual NYS Fair?**
A. No, the RFP is for Fairtime only. All non-Fairtime events are handled by individual promoters.
52. **Q. When does the current ticketing contract expire?**
A. The current contract which is used for grandstand concerts only expires on 5/15/2012.
53. **Q. How have the advance sale tickets been sold in the past?**
A. Advance sale tickets have been sold from our box office and approximately 200 retail locations. Approximately 325,000 pre-printed advance sale tickets were ordered and then counted and shipped for sale to the 200 retail locations. There were only 3

companies that printed their own ticket and did not use the pre-printed tickets (Tops Supermarket, Price Chopper, Wegmans (Rochester only)). Under this RFP, the Department will move advanced sale ticketing to the Internet, and through the use of selected remote self-service kiosks.

54. Q. What percentage of ticket sales (both admission and grandstand) is in advance sale?

A. Approximately 54% of all admission ticket sales are sold in advance and 90% of grandstand tickets are sold in advance.

55. Q. Was there a commission paid to advance sale retail locations?

A. Yes.

56. Q. Who handles the marketing for the Fair?

A. The Fair has an advertising firm under contract.

57. Q. Would the selected proposer have the opportunity to work with the marketing company regarding best practices on online sales?

A. No.

58. Q. Is there a box office for ticket sales located at the grandstand?

A. No. For 2012, there will be a Box Office at the Main Gate only.

59. Q. What is the merchant bank for credit card transactions that currently works with the Fair?

A. The Fair uses Solvay Bank for its credit card transactions.

60. Q. Who would be required to provide the credit card approval system, the selected proposer or the Fair?

A. The selected proposer would be required to provide and process all credit card transactions (online, box office, Fairtime day of sale).

61. Q. What Gates currently have phone service?

A. Please see the answer to Question #11.

62. Q. Who would be covering the credit card fees on transactions?

A. For grandstand tickets, the costs would be passed through to the purchasers and for the admission tickets, the costs would be passed through to the Department. On the cost sheet, the fee per ticket that will be charged by the proposer must not include the credit card fee,

63. Q. Can the ticket count by sales channel (retail locations) be provided?

A. The retail location sales amounts are provided in "New York State Advance Sale Tickets Sold."

64. Q. How did seniors and children (age 12 and under) enter through the Gates at the Fairgrounds?

A. Please see the answer to Question 6.

65. **Q. How is the Department looking to handle these types of groups with the new system (both admission Gates and grandstand access for children who did not purchase the ticket)?**
A. Your proposed solution should include your best practices in addressing these situations. As stated on page 2 of the RFP: "The System sought by the Department will...be able to account for every person entering the Fairgrounds." Also regarding grandstand access, as stated on page 6 of the RFP, your proposal should describe "how your system will address the transfer of a paperless ticket to a person without a credit card or other form of identification or electronic device, for example, an underage child attending a concert without a parent present."
66. **Q. Could a list of all of the pass turnstiles be noted at each Gate?**
A. Please see the answer to question #20.
67. **Q. The RFP states that the system must include an open architecture and platform with an application programming interface (API) to allow integration with Department systems for the provision of information to ticket holders upon entry. What is the goal with this interface?**
A. The goal is to be able to send a message or coupon electronically from the Department on behalf of a proposer.
68. **Q. Who would handle the marketing of these messages or coupons?**
A. The Department would handle the marketing of this material.
69. **Q. Would the Department consider a total flat fee or percentage for the Fee?**
A. No, any proposals that do not complete the Fee sheet in its current form will be rejected.
70. **Q. The RFP states that the Grandstand per ticket fee will be in addition to the ticket prices set by the Department but the admission per ticket fee will be part of the current admission ticket pricing, correct?**
A. Yes, the Department will not be changing the price of either the advance sale or general admission State Fair Gate ticket price. The grandstand per ticket fee will be in addition to the event ticket price set by the Department.
71. **Q. What does the definition of "Paid Ticket" in the Part 3 – Fee Sheet?**
A. "Paid Ticket" means all tickets purchased for sale (monetary transaction) – regardless of whether it is advance sale or day of sale.
72. **Q. What is the average ticket price at the Grandstand?**
A. The average ticket price at the Grandstand is between \$50 - \$70. The attached sheet shows the last three (3) years grandstand ticket prices "2009-2011 Grandstand Ticket Prices."
73. **Q. Are there any refunds on grandstand ticket sales?**
A. There are no refunds on grandstand ticket sales unless the grandstand show is cancelled. There has not been a cancellation of a grandstand show in the last ten (10) years.
74. **Q. Who will pay the return fee as part of a cancellation?**
A. There should be no cancellation fee as part of the returned ticket.

75. Q. Are there refunds of admission tickets?

A. No.

76. Q. What would be the refund policy of a cancelled grandstand show?

A. If a show is cancelled outright, the Fair would like the ticket vendor to automatically refund the ticket cost to all the customers that purchased tickets via the ticket vendor. The fees paid by the customer also are to be refunded. Refund should be made against the credit card account used to purchase the tickets. For tickets purchased at the Fair Box Office where no electronic data was collected (cash), the customer would have to return the actual ticket to the Fair Box Office. Box Office refunds would be processed in the same method as purchased, i.e. cash refunded for cash purchases and a credit applied for credit card purchases. Any service fees would also be refunded.

For shows that are postponed and rescheduled, refunds must be available upon request. The refunded ticket must be voided in the system prior to the rescheduled event to prevent the ticket holder from entering the show. If a refund is requested after the show, proof must be obtained from the ticketing system that the ticket was not redeemed for show admission.

For refunds made prior to a show, the returned seat(s) must then be made available for purchase by another customer.

77. Q. With the grandstand concert fee as part of the Part 3 – Fee Sheet have to include the credit card processing fee?

A. Part 3 – Fee Sheet has been amended to make clear that the fee per ticket that will be charged by the proposer must not include the credit card fee, which will be passed through to the customer at the proposer's actual cost.

78. Q. Who is providing the ticket stock for the remote vendors on advance sale tickets?

A. Ticket stock for remote vendors will no longer be needed.

79. Q. Who will be handling the printing on the ticket stock?

A. The proposed System.

80. Q. Who will be issuing the non-paid tickets?

A. The Department.

81. Q. Are grandstand tickets and admission tickets subject to tax?

A. The only taxable tickets are tickets sold for motor sport events (in 2011 there were 2 events held – a Tractor Pull and Demolition Derby). In the past, the tax has been included in the ticket price.

82. Q. How many concerts will there be at the grandstand in 2012?

A. There will be 5 concerts and 2 motorsports events.

83. Q. How many gates will be admitting fans?

A. Please see the attachment "New York State Fair Ticketing Gate Configuration".

84. Q. How many scanners are needed at each gate?

A. Please see the answer to question #20.

85. Q. How many grandstand box office locations are there?

A. In 2012, there will be one Box Office located at the Main Gate.

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

A. At the Main Gate Box Office there are 4 selling stations.

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

A. Please see the answer to Question 20.

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

A. Please see the attachment "New York State Fair Ticketing Gate Configuration" .

89. Q. Is power available at all scanning locations?

A. Please see Question 10.

89. Q. Can the NY Fair provide the following ticket sales breakdown?

1. Sold over the internet
2. Sold over the phone
3. Sold via an outlet network
4. Sold via the box office
5. Sold via box office for walk-up

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% |

90. Q. What bank is the current credit card processor for the Fair?

A. Please see the answer to Question 59.

91. Q. Is it mandatory to have an integration with a turnstile system, or can scanners at the gate suffice?

A. The RFP states on page 3 under Objective: "The System sought by the Department will...be integrated with a turnstile system or its equivalent operated by scanners that will prevent the operation of a turnstile or equivalent without clearance from the scanner."

92. Q. Is the \$10,000,000 surety bond mandatory?

A. Yes, the RFP states on page 9 under Security for Performance: "The selected proposer shall provide a surety bond in the amount of \$10,000,000 in the name of the Department for the Term of the contract."

93. **Q. In part 2 - Technical Proposal - question 10, it states that no aerial fiber or communication cable may be used, what is acceptable?**
A. Please see the answer to Question 17.
95. **Q. Will there be "Will Call" services provided in 2012?**
A. No.
96. **Q. How should voids of transactions be handled?**
A. Your proposal should describe how the box office staff will be able to void a transaction that may have been processed in error during a sale.
97. **Q. Can you please explicitly state which additional questionnaires/forms need to be included with the rfp (e.g. vendor responsibility questionnaire, offeror affirmation & agreement, etc.)?**
A. All forms required for the proposal have been attached to the RFP (pages 15-24, please note that page 15 has been amendment)
98. **Q. Can you please send a soft copy of the map with the gate locations (the map we received in the in-person meeting)**
A. A revised map has been posted, please see "State Fair Ticketing System Fairgrounds Map".
99. **Q. What is the total acreage of the fairgrounds?**
A. 375 acres.
100. **Q. Can you specify which gates are for ticket buying (e.g. will all gates sell tickets)?**
A. Please see the attachment "New York State Fair Ticketing Gate Configuration".
101. **Q. Is it possible to set up a conference call with the site's technical contact (maybe there could be 1 conference for all bidders to participate)?**
A. An optional technical review meeting was made available for all bidders on January 18, 2012.
102. **Q. Where on the grounds could we set up a Central Command center?**
A. Please see the answer to question #27.
103. **Q. What is the bandwidth of the conduit (e.g. pipe)?**
A. Bandwidth of the fiber is determined and provided by the bidder. The conduit will have a minimum of 2" interior diameter. Please contact one of the internet service providers noted in question 14 for additional information on their offerings.
104. **Q. How big is the pipe & where does it come into the fairgrounds?**
A. Please contact one of the internet service providers noted in question 14 for information on their offerings.
105. **Q. Will you have redundancy for the conduit?**
A. No.

106. **Q. Regarding page 2 in the RFP, #2, please give examples of the “demographic and other data/information” required to be provided by the system in real-time.**
A. Please see “Reporting Requirements for the Ticketing System”.
107. **Q. Regarding page 3, #6, please define the extent of branding required on the system. Will the New York State Fair be responsible for creation and delivery of any custom ticket stock to our fulfillment center in West Virginia?**
A. No custom tickets should be needed.
108. **Q. Regarding page 5, #5, what data specifically needs to be extracted from the system?**
A. Details of every purchase.
109. **Q. Regarding page 5, #9, please expound on the definition and expectation of “performance metrics for purchase and admittance activities.”**
A. As noted in the RFP examples of performance metrics “include but not be limited to average response time for ticket purchase, expected acknowledgement time for ticket purchases, and average scan to acknowledgement time”.
110. **Q. Please provide a list of required equipment needed on site at the gates/parking, at the box office and any other location.**
A. Please see answer to question #20.
111. **Q. Once the trenching is complete, who is responsible for repaving the trenched areas?**
A. The Department.
112. **Q. Who is responsible for the power?**
A. The Department will provide power.
113. **Q. Is there a climate controlled location where the equipment can be stored during the off-season? Who will be responsible for the off-season storage costs?**
A. This is the responsibility of the successful proposer.
114. **Q. Will there be a secure location during the Fair to charge the ticketing equipment?**
A. Yes.
115. **Q. Will the Fair provide the required power needed to charge and run the ticketing equipment during the Fair and at no additional cost to the provider?**
A. Yes.
116. **Q. On page 6, of the RFP, under Grandstand Admission #3, please give an example of how a ticket for an underage child attending without a parent should be forwarded paperlessly.**
A. Your proposed solution should include your best practices in addressing this situation.
117. **Q. How many full time staff members will be working year-around on New York State Fair?**

- A. There are currently 44 full time employees at the State Fair
118. **Q. How many full time staff members will be working during the Fair (both box office management/sellers and IT staff)?**
A. Up to 160 staff will be involved with the Gates and ticketing. Please see the answer to Question #41.
119. **Q. Who will be the exclusive booker of talent for the concerts for the Fair?**
A. The Department has an exclusive talent booking agency under contract.
120. **Q. How many ticket sales staff to be trained?**
A. Please see the answer to Question #41.
121. **Q. How many turnstile attendant staff to be trained?**
A. Please see the answer to Question #41.
122. **Q. Do tickets need to be validated at Gate 12 upon entry? At any other parking entry point?**
A. Please see the attachment "New York State Fair Ticketing Gate Configuration".
123. **Q. How many sales terminals would be required and where?**
A. Please see the answer to question #20.
124. **Q. How many turnstiles would be required and where?**
A. Please see the answer to question #20.
125. **Q. How many handheld devices would be required and where?**
A. Please see the answer to question #20.
126. **Q. Will ticket stock be provided by Fair, and if so will selected vendor be involved with specifications to ensure compatibility with ticket printers?**
A. Please see the answer to Question #39.
127. **Q. Are vendors allowed to propose alternative solutions to laying and using a network? Meaning would proposals using telephone lines or wireless network solutions be considered?**
A. Yes, alternative solutions may be proposed. Wireless and telephone line solutions will be considered. The vendor is responsible for providing the infrastructure required to meet the solution. All proposed solutions must comply with the requirement on page 8 of the RFP that "the selected proposer shall provide all fiber, connections, hardware, wireless points and other equipment and software required for the proposed System".
128. **Q. What is the quantity of grandstand tickets purchased at Box office---is the fee charged to the guest the same for walk-up sales and online for grandstand tickets?**
A. Please see the answer to Question #89.
129. **Q. How many remote kiosks are there, and where are they located?**
A. Please see "New York State Fair Ticketing Gate Configuration".
130. **Q. Are the remote kiosks self-serve?**

A. The remote kiosks should be self-serve.

131. Q. Can our brand be included on the web page?

A. No.

132. Q. Please further explain the paperless concept/requirements?

A. Please see the answer to Question #31.

133. Q. Per New York State Arts and Cultural Affairs Law how do you envision handling transfers of paperless and credit card tickets?

A. Your proposed solution should include your best practices in addressing these situations in compliance with the Law.

134. Q. Are the passes (formerly punch tickets) transferable?

A. Yes, but a pass may not be used by two different individuals in the same day.

135. Q. Does the fair provide call center services?

A. No.

136. Q. Will the fair take responsibility for any cabling (fiber) in the ground once it is in the ground?

A. No, the fiber is the responsibility of the selected proposer throughout the term of the contract.

137. Q. Is the Grandstand seating assigned seating or simply limited date / time capacity?

A. Please see the answer to Question #34.

138. Q. Are Group tickets sold the day of the fair?

A. No, advance sale only.

139. Q. Does the fair offer any type of consignment or pre-arranged credit sales?

A. No.

140. Q. Can the contract be renegotiated should grandstand sales fall below a certain level?

A. No.

141. Q. Why were the grandstand events reduced in 2009?

A. Please see the answer to Question #48.

142. Q. What is your same day re-entry policy?

A. Please see the answer to Question #30.

143. Q. Are the provided statistics based on sales or true attendance/admissions?

A. Please see "Admissions by Gate Location" which shows attendance.

144. Q. What is the average age of Fair attendees?

A. The Department does not have this type of data.

145. **Q. What is the average skill level of the temporary staff for ticketing sales and turnstile attendants?**
A. The Department does not have this type of data.
146. **Q. For the network installation, what is the location of the network head end?**
A. See "Proposed Head End Location" on the "State Fair Ticketing System Fairgrounds Map".
147. **Q. Will selected Vendor be allowed to give input for the conduit at the turnstile locations?**
A. Proposals should include any special considerations or specifications for conduit.
148. **Q. We propose consolidating ticket stock and ticket types to one or two common bases; is that acceptable?**
A. As stated in the RFP on page 6 under Fair Gate Admission – Component 2, "Your proposal must describe your system andHow the System will reduce the printing of numerous separate paper tickets as described in #4 below to 4 kinds of tickets: paperless; a single bar-coded single-day ticket that contains all the information related to the admission described in number 4, below; a ticket printed on-line that has the same graphic and information as the single bar-coded ticket; and a credit card-style ticket that allows for multiple day admissions".
149. **Q. It appears there may be possibilities of extremely long wait lines at the gates; how open are you to considering various options for striking a balance between integrity, logistics and speed of access?**
A. The Department is open to suggestions.
150. **Q. Is there an opportunity for the chosen vendor to partner with your marketing partner from a ticket branding/stock branding perspective?**
A. No.
151. **Q. What are the closing hours of operation?**
A. 10:00 pm.
152. **Q. Regarding training 160 employees prior to the implementation, when will they be available to begin training (prior to the event), and for what period of time?**
A. The Department will coordinate training needs with the selected proposer.
153. **Q. Can you provide a final schematic diagram showing each entry point, and ranking them in order of volume from a historical perspective?**
A. Please see "Admissions by Gate Location".
154. **Q. Can you please confirm vehicle access, pedestrian access, and any combination of vehicle/pedestrian access points on the site map?**
A. Please see the attachment "New York State Fair Ticketing Gate Configuration".
155. **Q. Would it be acceptable to have an ISP demarcation point in the Ticket Box Office by Gate 1 in addition to the proposed building adjacent to Gate 4?**
A. That is between the proposer and their selected ISP provider. If the ISP provider has a demarcation point there, it may be used as long as it is separate from the Fair network infrastructure.

- 156. Q. What is the specific route of the conduit?**
A. The conduit will be placed along the perimeter of the fence line of the Fairgrounds and to the network head end.
- 157. Q. What is the proposed size of the conduit?**
A. A minimum of 2 inches.
- 158. Q. Who provides the Fiber and who provides the Conduit?**
A. As stated in the RFP on pages 7 and 8, "The Department shall provide, install, maintain and repair the conduit, if necessary, and power for the System" and "The selected proposer shall provide all fiber, connections, hardware, wireless points and other equipment and software required for the proposed System".
- 159. Q. Is there a specific size Fiber the Department is looking for?**
A. No. The size depends on the needs of the specific vendor.
- 160. Q. Who installs the Fiber to the buildings?**
A. The selected proposer is responsible for installation of the fiber to each termination point.
- 161. Q. Will an overview map showing where the conduit will be placed be provided?**
A. No.
- 162. Q. How much conduit (in feet) will the Department be installing?**
A. Conduit has not yet been run but a very rough estimate is 13,500 feet
- 163. Q. Will power be available at each gate?**
A. Yes.
- 164. Q. Will the number of turnstiles, kiosks requested be provided?**
A. Please see the answer to question #20.
- 165. Q. How far apart will the pull boxes be placed?**
A. They will be placed in accordance with industry best practices.
- 166. Q. Who retains ownership of the installed ticketing equipment?**
A. The selected proposer. However, at the end of the contract the fiber becomes the property of the Department.