



SEDGWICK COUNTY, KANSAS

DIVISION OF FINANCE

Purchasing Department

? 604 N. Main, Suite F ? Wichita, KS 67203 ? Telephone (316) 660-7255 ? Fax (316) 383-7055 ?

Request for Proposal 04-0084

COMPUTERIZED TICKETING SOLUTION FOR SELECT-A-SEAT ADDENDUM #1

December 10, 2004

Some questions have been presented concerning this Request for Proposal. This addendum will provide answers to those questions. The due date shall remain the same.

Please acknowledge receipt of this addendum on the Proposal Response Form in the appropriate place.

Should you elect to participate in the bid process, **return one (1) original, four (4) signed copies and three (3) electronic (Microsoft Word or PDF file format)** of the entire document and supplemental materials to Sedgwick County Purchasing Department, 604 N. Main, Suite F, Wichita, KS 67203-3672 **on or before 1:45 P.M, (CST) Tuesday, December 21, 2004.** Bid must be sealed in an envelope and marked with firm name and address, bid number, and bid open date. The County will not accept bids with insufficient postage or collect on delivery.

Late or incomplete bids will not be accepted and will not receive consideration for final award.

Kandace K. Johnson, CPPB
Senior Purchasing Agent

Questions received are in bold typeface. ANSWERS ARE IN CAPITAL LETTERS.

1. In the cover letter, you mention that “the County cannot guarantee the purchase of the services / product described herein”, but that it is “anticipated that an official purchase order will be issued after the Board of County Commission approval of the recommended proposal.” Referring to your timelines on page 5, are we correct in assuming that there will be no final word as to whether a decision to move forward at all, until February 2, 2005 at the earliest? OFFICIAL WORD WILL BE WHEN THE BOARD OF COUNTY COMMISSIONERS GIVE FINAL APPROVAL. IT IS OUR INTENT TO MOVE FORWARD WITH THIS PROJECT.

2. Would it be possible for the roles of the individuals who make up the Board of County Commission be identified? (if understandably not their names)... It is important for us to understand the functional areas that are being represented on this decision committee in order to tailor a response accordingly, and this information would help significantly. THE BOARD OF COUNTY COMMISSION ARE INDIVIDUALS THAT ARE ELECTED BY DISTRICT. THE DECISION COMMITTEE WILL BE MADE UP OF INDIVIDUALS FROM A VARIETY OF DEPARTMENTS.

3. On page 2 of your RFP, section 3, you mention that the current system handles approximately 500,000 tickets per year, while telephone and internet sales surpassed the 1 million mark. On the “Sedgwick County 2005 Budget”, page 6, “performance management summary”, it indicates that the projected number of tickets sold for 2005 will be 150,000. Can you please clarify our understanding here? IT IS PROJECTED TO BE AROUND 500,000 TICKETS. THE PERFORMANCE MEASURES WERE DONE AT A TIME WHEN WE THOUGHT THE COLISEUM MIGHT BE SHUT DOWN THE MAJORITY OF 2005, THIS WILL NOT OCCUR. THE 1 MILLION MARK REFERS TO THE DOLLAR VALUE OF TELEPHONE AND INTERNET SALES.

4. In house vs. out sourced model – has Sedgwick County determined whether it is looking for a fully outsourced ticketing model, or will they be looking to bring these operations in house, along with hardware, and staff to maintain it as well? (Or has this not yet been determined?) THE COUNTY WILL LOOK AT ALL OPTIONS.

**5. How many different ticket selling channels are there, and what is the approximate number of tickets sold at each? (ie: box office, web, phone, group sales, subscriptions, etc.?) WE SELL THROUGH BOX OFFICE, OUTLET, PHONE SALES, INTERNET, GROUP SALES, AND SUBSCRIPTIONS. THE BREAKDOWN THAT I HAVE IS AS FOLLOWS:
OUTLETS – 116,000 TICKETS, PHONE – 38,000 TICKETS, INTERNET – 37,000 TICKETS, AND BOX OFFICE WHICH INCLUDES GROUPS, SUBSCRIPTIONS AND INDIVIDUAL SALES FOR THE KANSAS COLISEUM, KANSAS STATE FAIR, THUNDER HOCKET, WICHITA STEALTH FOOTBALL, AND THE REST OF THE BOX OFFICES ON THE SYSTEM IS AROUND 230,000.**

6. Will any form of access control be part of this project? If so, please describe. IT HAS NOT BEEN DETERMINED AT WHAT LEVEL ACCESS CONTROL WILL BE UTILIZED. REFER TO SECTION 16, NUMBER 16.13.

7. What was envisioned for payment processing? (ie: credit card swipes?) CASH, CREDIT CARD (SWIPES), DEBIT CARD, CHECKS, ON LINE AUTHORIZATION.

8. What types of printers are used currently, and are they the same kind that would be used for this project? WE ARE CURRENTLY USING BOTH BOCA AND DATAMAX PRINTERS. THIS BRAND IS NOT A REQUIREMENT.

9. How many users will need to be trained on this system, and what are their roles? TWO (2) SYSTEM ADMINISTRATORS AND AN ESTIMATED FIVE (5) INDIVIDUALS WILL RECEIVE TRAINING TO TEACH OTHERS FOR END USE. (TRAIN THE TRAINER)

10. From a data migration standpoint, how much data from the old system is intended to be brought over, and what kind of data is it? STARTING FROM 2002. THIS CAN BE CONVERTED IN EITHER ASCII OR EXCEL FORMAT.

11. With respect to your deadline of May 1st, is there any significance to that from an operational standpoint?

YES, THIS IS OUR SLOWER TIME OF YEAR.

12. What dedicated resources are available on your end to implement this project? RESOURCES WILL BE ALLOCATED ONCE AWARD OF THE PROJECT/PROPOSAL HAS BEEN MADE.