CITY OF VANCOUVER

REQUEST FOR PROPOSALS "RFP" PS20210331

PROVISION OF CLOUD-BASED ONLINE TICKETING SERVICES FOR VANCOUVER PARK BOARD

<u>QUESTIONS AND ANSWERS NO. 1</u>

ISSUED ON OCTOBER 6, 2021

Q1	Regarding capital costs related to the service, how many scanning devices and what type (handheld vs stationary) will the Park Board need?
A1	**At peak periods, up to 15 handheld scanners will be needed. Stationary scanning capability is out-of-scope of the RFP.** **For clarity: as part of the service offered by the proponent, the Park Board expects the proponent to provide the scanning devices.**
Q2	What is the estimated annual revenue that will be processed through the ticketing system?
A2	**Based on the most recent activity levels: between $4.25-4.5 million.** **The Park Board anticipates annual revenues to grow in the future.**
Q3	Are there any fundraising needs for the Park Board, or will the ticketing system be used only for ticketing and marketing?
A3	**The primary purpose of the ticketing system is for ticketing and marketing: fundraising has not been identified as an immediate need, although the Park Board may consider using the ticketing system for fundraising in the future.**
Q4	Is there a requirement for all data to be housed in Canada?
A4	**Refer to the requirements under Freedom of Information and Protection of Privacy Act (FIPPA), Sections 30.1 and 33.1(1)(i.1).**

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