

REQUEST FOR PROPOSALS “RFP” PS20210331

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

**QUESTIONS AND ANSWERS NO. 4**

ISSUED ON OCTOBER 19, 2021

Q1	Besides the handheld scanners, what additional hardware is the vendor expected to provide (e.g. computers, printers, paper stock, etc.)?
A1	<b>Any additional required hardware is dependent on interface capabilities and compatibilities of the vendor’s solution.</b>
Q2	Section 6.1 [Maintenance and Support] states minimum requirements for response time to customers by phone, email and live chat. What is the approximate annual volume the vendor will be expected to handle for each of these communication channels?
A2	<b>The City does not have annual volume information from existing ticketing vendors; however, the volume of inquiries historically has been higher when the purchase process was less-defined. The City has offered only email support in the past: therefore, the City is unable to project what the uptake would be for phone or live chat customer support channels.</b>
Q3	Annex 1 - VPBT 0057 states the vendor is responsible for chargebacks and any related fees. A) please provide further general clarification on this expectation. B) is there a forecasted figure of the cost incurred for these fees?
A3	<b>A) In the case of the services being sought after in the RFP, the customer will be purchasing tickets through the City’s contracted vendor, and credit card charges will be processed through the contracted vendor’s merchant account. The contracted vendor will be responsible for disputing any chargebacks made against them on tickets sold for the Park Board. Regardless of whether the contracted vendor is successful in countering a chargeback dispute, the contracted vendor cannot charge the City to recover the chargeback fee from the City. The City should not incur any charges related to chargeback disputes on sales made through the contracted vendor’s merchant account, including but not limited to the recovery of chargeback fees and/or loss of service charge fees from the customers.  B) At this time, the City does not have easily-accessible historical data on the cost incurred for chargeback fees. Any such historical data for forecasting purposes may have very limited value, as the volume of disputes depends on many factors. Vendors with relevant experience can state their estimates or assumptions in their proposals.</b>
Q4	Does the City accept vendor servers being physically located outside of Canada?
A4	<b>Refer to FIPPA Section 30.1(a), and Section 33.1(1)(i.1). The City will perform a privacy impact assessment and also review other protection measures in place, including the physical and technical controls over protection of personal data residing on the servers.</b>