

REQUEST FOR PROPOSALS “RFP” PS20210331

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

QUESTIONS AND ANSWERS NO. 6

ISSUED ON OCTOBER 21, 2021

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| Q1 | Is the Guest Checkout feature required, or preferred? |
| A1 | Guest checkout is a required feature. If the vendor’s solution is not able to meet this requirement out-of-the-box, please clearly state this in the vendor’s response. |
| Q2 | Will laptops and scanners be stored in a locked/secured facility? |
| A2 | Yes: locked and secured storage will be provided for vendor’s equipment. |
| Q3 | Please confirm strong LTE signal at each venue. |
| A3 | Yes: LTE signals are available at all locations. It is the vendor’s responsibility to confirm signal strength and whether it meets their system requirements. |
| Q4 | Please confirm if cellular coverage is a must-have for all the locations where cellular credit/debit terminals are deployed. |
| A4 | Yes: cellular coverage is required to enable operation of cellular credit/debit terminals. |
| Q5 | Please confirm power source availability for the charging of all hardware devices. |
| A5 | Yes: power sources will be available at all locations to enable charging of hardware devices. |
| Q6 | What is the Park Board’s protocol in the event of physical theft of laptop, scanners, credit/debit terminals, etc.? |
| A6 | Assuming the theft is the responsibility of the Park Board, then the Park Board would reimburse the vendor the value of the stolen equipment. |
| Q7 | What is meant by: <i>“The Customer shall have the option to use printed ticket or e-ticket (in any offered form) for the event and to present it at the entrance. An ability to easily redeem the ticket without presenting a printed or e-ticket (by email address, confirmation code, etc.).”</i> |
| A7 | For simplicity, the Park Board is seeking a vendor’s solution to enable event entry through the most channels possible, including but not limited to a physical printed ticket, an e-ticket displayed on a mobile device, or the ability to access and validate a ticket by either email address, confirmation code, phone number, etc. |
| Q8 | <i>“The system must have defined capacity for members and paid visitors for each day/event, presented in a logical and clear manner such as a calendar selection.”</i> - do you want the capacity to be shown? |
| A8 | No: the intent is not to show the actual capacity for each event day and time slot. Preferably, the vendor’s solution would indicate to customers whether there is a high, medium, or low inventory of tickets available for each event day and time slot. It is required that the vendor’s system be able to indicate that tickets for a given event day and time slot are sold out. |
| Q9 | <i>“For the offline ticket flow; bulk of the tickets taken out of the online sale: we will be running sales reports for events and need to have fields that will have this calculated.”</i> - please explain what you mean by this, e.g. give an example of what is being described, and/or what would be ideal. |

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| A9 | <p>One example is listed under requirement #0014.</p> <p>Another example: for pools, if the total daily event capacity is 1000 tickets, and 250 have been sold through offline channels (group, corporate, etc.), then 750 tickets shall be still available through online sale.</p> |
| Q10 | <p><i>“The vendor shall provide an ability to manage Park Employee’s access by: i) limiting access to specific information per login, based on role-based access; ii) preventing Park Employee from having multiple logins; and iii) providing Park Employee’s password reset functionality.”</i> - please explain what the Park Employee will be looking to access, and what information/data and functionality they will require.</p> |
| A10 | <p>The type of information and functionality that Park Employees will be looking to access is listed under the acceptance criteria for requirement #0055 and #0056.</p> <div> <p>Provide Finance employees access to sales and reporting dashboard with the functionality that makes it easy to use for:</p> <ul style="list-style-type: none"> - checking ticket sales each day by the ticket type and related taxes with unit prices and quantities, - checking sales revenue, - checking refunds (not just access to net sales information where original sales and subsequent refunds are net out; original transaction should always be accessible with link/reference to/from associated refunds as applicable) - checking sales by both sales/transaction dates and vs. event dates, - checking quantity of tickets sales by the ticket type, discounts, coupons, etc. - checking breakdown of transaction charges (including but not limited to service fees, taxes, and discounts separate from the ticket price. </div> <div> <p>Provide an ability to view/extract/receive information as needed with various data parameters and groupings available on a timely basis:</p> <ul style="list-style-type: none"> - real-time and historical reporting for ticket sales, - query for different dates (sales dates and event date) and ticket parameters inputted by user, - query/report on transaction date/date range or event date/date range and/or combination of both including option of all previous event dates by location. </div> |
| Q11 | What does ‘WCAG’ stand for? |
| A11 | Web Content Accessibility Guidelines. |
| Q12 | <p><i>“The vendor shall be capable to bring all required business continuity data back to the City repository storage through APL.”</i> - please explain the APL process, and what information you are looking for.</p> |
| A12 | <p>There is a reference to API - an API delivers a user response to a system and sends the system’s response back to a user.</p> <p>Requirement #0044 - “The vendor shall be capable to bring all required business continuity data back into the City repository storage through API.”</p> |

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| | <p>Requirement #0045 - "The vendor shall upload all required business continuity data back to the City data storage.</p> <p>The following information is required to be pulled back from the vendor:</p> <ul style="list-style-type: none">- First Name - required- Last Name - required- email address - required- phone number - required- postal code - optional |
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