



**JAMES CITY COUNTY  
REQUEST FOR PROPOSAL**

**RFP 2022214  
Touchless Ticketing System**

Date: July 28, 2021

ADDENDUM NO. 1

The above referenced RFP is hereby amended and clarified as follows:

The following modifications, additions, or deletions are *hereby incorporated into the contract documents*.

**CLARIFICATIONS:**

After registering on Demand Star per attachment locate the proposal document and enter all requested Vendor information. In the blank on the registration form requesting your bid/proposal amount place \$0.00. Proposal Documents and electronically sign/scan forms are to be uploaded to Demand Star. If providing a Redacted copy upload it separately in the area labeled "Supplemental". See instructions for proposal upload into Demand Star per attachment.

**QUESTIONS:**

**Question 1:** In a pre-COVID year, how many paid tickets were sold?

**Response:** Typical high school theatre event would be 600-700 tickets per performance for 3 consecutive performances  
Typical high school football game will have 1000-1500 tickets per game (typical season @ 6 home games)  
Typical high school JV football game will have 500-750 tickets per game (typical season @ 5 home games)  
Typical high school field hockey game will have 175 tickets per game (typical season @ 7 home games)  
Typical high school volleyball game will have 200 tickets per game (typical season @ 9 home games)  
Typical high school boys' basketball game will have 350 tickets per game (typical season @ 9 home games)  
Typical high school girls' basketball game will have 350 tickets per game (typical season @ 9 home games)  
Typical high school baseball game will have 175 tickets per game (typical season @ 7 home games)

Typical high school softball game will have 175 tickets per game (typical season @ 7 home games)

Typical high school boys' soccer game will have 250 tickets per game (typical season @ 7 home games)

Typical high school girls' soccer game will have 250 tickets per game (typical season @ 7 home games)

**Question 2:** Of this number, how many were sold online and how many were sold via the box office?

**Response:** One high school theatre used a paperless ticket service pre-covid/ all tickets were purchased on-line, no box-office sales. Patrons could still use on-line service while in line to enter show. No athletic tickets were sold online in the past. All were sold in the box office.

**Question 3:** How many comps were issued (regardless if they were all redeemed)?

**Response:** This number varies too much for a concise number in theatre productions. Approximately 20 VIPs is normal, however, in some cases, faculty members may be granted a comp ticket each. In athletics this number also varies greatly. There are bay Rivers passes, Golden Age passes, and a select number of VHSL passes and booster club VIP passes, but they vary per sport and game. Approximately 20-50 per game.

**Question 4:** Has Williamsburg-James City County Public Schools ever used a ticketing software vendor? And if so, what company?

**Response:** Yes, Theatre Department has used On the Stage. The Athletic Department has not used ticketing software.

**Question 5:** Regarding payment, our system is not a collect and remit model where money is sent via ACH to various organizations. All our clients have their own merchant account and 100% control of its revenues (we bill our clients once a month for our fees). Reporting can be separated by individual organizations but the county would be responsible for dispersing funds. Is this a deal breaker?

**Response:** The Request for Proposal is for companies to submit a project approach that would meet the requirement needs of this proposal. WJCC Public Schools is looking for the best proposal from a company that demonstrates its capabilities and are able to provide a total solution to the WJCC School Division and that is best suited per the Evaluation Criteria provided in the RFP.

**Question 6:** Allow the participation of (HABE) Hispanic America Business Enterprise and (MBE) Minority Business Enterprise?

**Response:** Yes

**Question 7:** Do you prefer a local vendor or this may be located in another state, Florida for example?

**Response:** There is no local preference for this project.

**Question 8:** What is the estimated volume of transactions and how often would the events happen?

**Response:** Estimate: Athletics – 100, 000 tickets, 300 events annually, Theatre – 15,000 tickets and 14 events annually.

**Question 9:** Did they also need POS? If so, how many would they be and where is it?

**Response:** Yes, tickets purchased at the door. No way to estimate presale vs at the event sales.

**Question 10:** Could they indicate how many locations will be used for the events and the capabilities of each?

**Response:** Seven (7) schools locations for athletic events.

**Question 11:** What is the estimated percentage of VIP tickets and tickets?

**Response:** This is situational and different for each event/production.

**Question 12:** Will the items to be sold with tickets be delivered to the locations or will they be mailed? If sent by mail our system will calculate the appropriate value according to dimensions of the same, that cost will be added to the school or the buyer?

**Response:** The Request for Proposal is for companies to submit a project approach that would meet the requirement needs of this proposal. WJCC Public Schools is looking for the best proposal from a company that demonstrates its capabilities and are able to provide a total solution to the WJCC School Division and that is best suited per the Evaluation Criteria provided in the RFP.

**Question 13:** They have the features they want to sell (weight, volume)

**Response:** The Request for Proposal is for companies to submit a project approach that would meet the requirement needs of this proposal. WJCC Public Schools is looking for the best proposal from a company that demonstrates its capabilities and are able to provide a total solution to the WJCC School Division and that is best suited per the Evaluation Criteria provided in the RFP.

**Question 14:** Do you want to have a data record of donations made?

**Response:** Yes

**Question 15:** Do you want to get only the service, or do you want to own the software developed?

**Response:** The Request for Proposal is for companies to submit a project approach that would meet the requirement needs of this proposal. WJCC Public Schools is looking for the best proposal from a company that demonstrates its capabilities and are able to provide a total solution to the WJCC School Division and that is best suited per the Evaluation Criteria provided in the RFP.

**Question 16:** Do you want the system to be linked to the institution's existing website or do you need to acquire a new domain for your use?

**Response:** The Request for Proposal is for companies to submit a project approach that would meet the requirement needs of this proposal. WJCC Public Schools is looking for the best proposal from a company that demonstrates its capabilities and are able to provide a total

**solution to the WJCC School Division and that is best suited per the Evaluation Criteria provided in the RFP.**

**Question 17:** Should the platform have a digital catalogue?

**Response:** **The Request for Proposal is for companies to submit a project approach that would meet the requirement needs of this proposal. WJCC Public Schools is looking for the best proposal from a company that demonstrates its capabilities and are able to provide a total solution to the WJCC School Division and that is best suited per the Evaluation Criteria provided in the RFP.**

**Question 18:** We understand that it is a tailor-made solution, to properly size it, would be possible to make a videoconference that allows us to directly obtain a complete vision of the expected product, the project fulfilling?

**Response:** **No, as stated in the RFP we are looking for your approach. Offerors who submit a proposal in response to this RFP may be required to give an oral presentation of their proposal to the Division if necessary. This provides an opportunity for the offeror to clarify or elaborate on the proposal. This is a fact finding and explanation session only and does not include negotiation. The School Division will schedule the time and location of these presentations. Oral presentations are an option of the Division and may or may not be conducted.**

**Question 19:** Would the service be hosted on the institution's servers, or would it be hosted by a third-party data centre?

**Response:** **The service would be managed by provider for Williamsburg/James City County Public School Division.**

**Question 20:** Will the platform be managed by staff of the institution or by a third party?

**Response:** **See Page 11; Section V. STATEMENT OF NEEDS of the Request for Proposal.**

**Question 21:** Do you want the platform to have an app for access from mobile devices?

**Response:** **Yes**

**Question 22:** Will WJCC consider vendors that offer limited reserved seating functionality? Or, is assigned seating (i.e.: individual seat selection) a must have?

**Response:** **The Request for Proposal is for companies to submit a project approach that would meet the requirement needs of this proposal. WJCC Public Schools is looking for the best proposal from a company that demonstrates its capabilities and are able to provide a total solution to the WJCC School Division and that is best suited per the Evaluation Criteria provided in the RFP.**

**Question 23:** What is the average cost per ticket? If appropriate, please break this down by athletics, performing arts, and extra-curricular events.

**Response:** **Plays run from \$8-\$12 per ticket, depending on production and age level**

**Extra-curricular events like dances range from \$5-\$10 for informal and \$50+ per couple for formal dances**

**Varsity Football - \$6**

**JV Football and all other varsity sports - \$5**

**Student Ticket - \$3**

**Parent Season Pass - \$2 discount to all games**

**Question 24:** What is the total (annual) ticket volume collected by WJCC?

**Response:** **There is no available data. Schools keep their own records and events and participation varies from school to school**

**Question 25:** Please confirm the fifty (50) one side page count does NOT include the required vendor forms outlined in the RFP.

**Response:** **Per RFP page 14, Item #9: Each proposal should be limited to no more than fifty (50) one sided pages excluding title page, letter of transmittal, table of contents, reference lists.**

**Question 26:** What is the anticipated Award Date?

**Response:** **30 to 120 days from receipt of Request for Proposal due date.**

**Question 27:** What is the anticipated Go-Live Date?

**Response:** **Unknown at this time.**

**Question 28:** What is the anticipated Implementation Date?

**Response:** **Unknown at this time.**

**Question 29:** Will finalists be allowed to demonstrate the proposed solution? If so, when?

**Response:** **Oral Presentation: Offerors who submit a proposal in response to this RFP may be required to give an oral presentation of their proposal to the Division if necessary. This provides an opportunity for the offeror to clarify or elaborate on the proposal. This is a fact finding and explanation session only and does not include negotiation. The School Division will schedule the time and location of these presentations. Oral presentations are an option of the Division and may or may not be conducted.**

**Question 30:** Please confirm that WJCC's current Student Information System is Synergy.

**Response:** **Yes**

**Question 31:** Please confirm that WJCC's current Financial/Accounting System is Munis.

**Response:** **Yes**

**ATTACHMENT:**

1. Demand Star Registration and Instructions.

This Addendum 1 is incorporated into the RFP Documents and will be made part of the resulting contract. Please acknowledge receipt of this Addendum in the space provided in the bid form section of the Request For Proposal.

ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME.

# Registering for DemandStar



We are pleased to announce our membership in the DemandStar network. DemandStar is an online marketplace that connects our suppliers directly to the bids, quotes and RFPs that matter to them.

DemandStar is open and accessible to all businesses and provides instant access to our solicitations. By registering for your complimentary DemandStar account, you will receive:

- **Instant** access to bids, quotes and RFPs
- **Automatic** notifications, right to you inbox, of bids that match the commodity codes you select
- The ability to **quickly view** the contractual terms and scope of work
- All the **forms and documents** you need in one place
- Access to **more government bids** in neighboring cities, counties and states

**It's EASY!** Get started with these 3 easy steps!

## 1 REGISTER

Go to:

<https://www.demandstar.com/registration>

### Create an Account with DemandStar

You are one step away from picking your free government agency

Email Address

Company Name

I accept the DemandStar [Terms of Use](#) and [Privacy Policy](#)

Next



## 2 CHOOSE YOUR FREE AGENCY

Type in the name of the government agency you'd like to add, for example "City of Metropolis" in the Search Box

## 3 CHECK OUT

Check out with your **FREE AGENCY** Registration by clicking "Skip for now" on the page where it gives you options to add additional counties and States

### ← Choose Your Free Agency

Receive full access to the government agency of your choice and receive advance notifications of new opportunities.

City of Metropolis ✕

Narrow down your search by selecting a state and county.

<b>State</b>	<b>County</b>
Select State ▼	Select County ▼

- City of Metropolis – Board of Commisioners
- City of Metropolis Purchasing
- Metropolis Technical College

You have chosen **Metropolis Technical College** as your free agency.  
Add additional government agencies below for \$25 per County,  
Statewide and National subscriptions available.

My Subscriptions  [0]

**Nation (0)**

**States (0)**

**Counties (0)**

		Your Current Rate
<b>Total</b>	(0 subscriptions)	<b>\$0/year</b>

**Proceed to Checkout**

**Skip for Now**

**SIGN UP**

Visit [www.demandstar.com](http://www.demandstar.com)





# Responding to an Electronic Bid

5 Step Instructions

# Step 1

Many governments are moving toward requiring bid responses electronically. Here are the steps to respond to a bid Electronically.

- Click on the solicitation name

The screenshot shows a procurement portal interface. At the top, there are navigation tabs: 'Board', 'Bids', 'Quotes', 'Coming Soon! Activities', 'Coming Soon! Messages', and 'Responses'. Below the tabs is a dark blue header bar. Underneath, there is a yellow arrow-shaped button labeled 'Bids'. To the right of this button is a 'Sort By' dropdown menu set to 'Due Date'. Below the 'Bids' button is a list of bid items. A red arrow points to the first item, 'TSEBIDVINO24JAN01'. Each item has a title, a description, an ID, broadcast and due dates, the number of planholders, and a 'Watch' button. The status of each item is shown in a yellow box labeled 'Active'.

Solicitation Name	Description	ID	Broadcast	Due	Planholders	Watch	Status
TSEBIDVINO24JAN01	City of Fort Pierce - Purchasing Department, Fort Pierce, AZ	BID-TSEBIDVINO24JAN01-0-2020/al	1/24/2020	3/1/2020	3	Watch	Active
AA-BB-CC-DD-EE	agency2.0, Texas, FL	EBID-001-946-00-0-2020/AD	2/4/2020	2/29/2020	0	Watch	Active
TESTBID	agency2.0, Texas, FL						Active

# Step 2

Once you are in the solicitation, you will see the Bid Details page that is standard for all solicitations

- When you are ready to submit your bid, click on “Submit E-Bid Proposal”

TESTBID Active

### Bid Details

Agency Name	agency2.0
Bid Writer	agency2.0 d
Bid ID	EBID-123456-0-2020/AD
Bid Type	EBID - E-BID
Broadcast Date	02/06/2020 9:40 AM Eastern
Fiscal Year	2020
Due	02/29/2020 11:00 PM Eastern
Bid Status Text	BID STATUS

### Scope of Work

Scope to Work

### Documents

Filename	Type	Date Modified	Status
fer	Attachment	02/06/2020	Complete

### Distribution Info

Bid Bond	None
Plan (blueprint)	None
E-Bidding	Submit
Distributed By	DemandStar
Distribution Method	Download and Mail
Distribution Options	Bid has no blueprints associated with it
Project Estimated Budget	\$120,000.00
Distribution Notes	None

### Publications

[View Legal Ad](#)

### Pre-Bid Conference

No Pre-Bid Conference Date Found

### Commodity Code

[001-946-00] FINANCIAL SERVICES

[Submit E-Bid Proposal](#)

# Step 3

Enter information requested page-by-page and you can see what will come next via the menu bar on the left under “E-Bid Progress”



**DEMANDSTAR** Dashboard **Bids** Quotes Coming Soon! Activities Coming Soon! Messages Responses Robyn Galiardi

Home > Bids > TESTBID > My Ebid Response Save & Finish Later Cancel

### Bid Details

Agency Name: agency2.0  
Bid Number: EBID-123456-0-2020/AD  
Bid Due Date: 02/29/2020 (PST)  
Bid Opening: 23 days, 04 hours, 23 minutes, 54 seconds Remaining  
Bid Name: TESTBID

### E-Bid Progress

- Contact Information (Selected)
- Documents Upload
- Review Bid

### E-Bid Response

#### Contact Information

Company Name: Calgon Carbon Corporation

Address 1: P. O. Box 717

Address 2: Address 2 (optional)

City: Pittsburgh

Country: United States of Ame... State/Province: Pennsylvania

County: Select... Postal Code: 15230-0717

Phone Number: 4127876810 Extension: Extension (optional)

Bid Amount: 127,000 (Invalid) Alternate Bid Amount: Alternate Bid Amount (optional)

Notes: For the full 6 month contract (optional)

**Next**

# Step 4

After you click NEXT on the Contact Information page, you will be directed to enter the documents required. In this example, they only ask for one document, however, in others, they may ask for multiple documents that each need to be uploaded separately.

**TIP:**

There is a place for you to add “Supplemental”, i.e. non-required, documents.

The screenshot displays the DEMANDSTAR web application interface for an E-Bid Response. The top navigation bar includes 'Dashboard', 'Bids', 'Quotes', 'Activities', 'Messages', and 'Responses'. The user 'Robyn Gallardi' is logged in. The breadcrumb trail shows 'Home > Bids > TESTBID > My Ebid Response'. The main content area is titled 'E-Bid Response' and is divided into several sections:

- Bid Details:** Agency Name: agency2.0; Bid Number: EBID-123456-0-2020(AD); Bid Due Date: 02/29/2020 (PST); Bid Opening: 23 days, 04 hours, 17 minutes, 21 seconds Remaining; Bid Name: TESTBID.
- E-Bid Progress:** A vertical progress indicator with three steps: 'Contact Information' (completed), 'Documents Upload' (current step), and 'Review Bid' (pending).
- Required Documents:** A section with a heading 'Required Documents' and a sub-heading 'Agency Accepted File Formats'. Below this is a table for document submission:

Required Document	Submission Option	Uploaded Document
Service Doc agency2.0	None	Choose a file

Below the table is a 'Supplemental Documents' section with a text input field for 'Document Title' and an 'Add Document' button. At the bottom, there are 'Previous' and 'Next' navigation buttons.

# Step 4 continued

**TIP:**  
There is a place for you to add “Supplemental”, i.e. non-required, documents.

**E-Bid Response**

**Bid Details**

- Agency Name: agency2.0
- Bid Number: EBID-123456-0-2020/KD
- Bid Due Date: 02/25/2020 (PST)
- Bid Opening: 19 days, 13 hours, 28 minutes, 21 seconds Remaining
- Bid Name: TESTBID

**E-Bid Progress**

- Contact Information
- Documents Upload
- Review Bid

**Required Documents**

The following documents are required by the agency for this project. Please select which documents you will be submitting electronically (online), and which ones you will submit directly to the agency (offline).

**Agency Accepted File Formats**

- Adobe Acrobat (\*.PDF)
- AutoCAD Drawing (Web Format (\*.DWG))
- JPEG Image (\*.JPG)
- Microsoft Excel (\*.XLSX)
- Microsoft Word (\*.DOC)
- Plain Text (\*.TXT)
- Rich Text Format (\*.RTF)
- WordPerfect (\*.WPO)
- AutoCAD Drawing (\*.DWG)
- GIF Image (\*.GIF)
- Microsoft Excel (\*.XLS)
- Microsoft PowerPoint (\*.PPT)
- Microsoft Word (\*.DOCX)
- Plot File (\*.PLOT)
- TIFF Image (\*.TIFF)
- ZIP Compressed Archive (\*.ZIP)

Required Document	Submission Option	Uploaded Document
Service Doc agency2.0	Electronic/Online	Service Doc agency2.0.TXT

**Supplemental Documents**

You can upload additional documents here.

Document Title:  Add Document

Required Document	Submission Option	Uploaded Document
Service Doc agency2.0	Electronic/Online	Service Doc agency2.0.PDF
References	Electronic/Online	References.PDF
Plans	<input type="text" value="Online/Electronic"/>	<input type="button" value="Choose a file"/>

Previous Upload

# Step 5

Review Your E-Bid Response, and if everything is correct, then press “Submit Response”

You are done! And the government to which you’ve submitted this will download your responses and documents and see the day and time upon which you submitted your proposal.

The screenshot displays the DEMANDSTAR web application interface. The top navigation bar includes 'Dashboard', 'Bids', 'Quotes', 'Activities', 'Messages', and 'Responses'. The user is logged in as 'Robyn Gallardi'. The main content area is titled 'Review Your E-Bid Response' and is divided into several sections:

- Bid Details:** Agency Name: agency2.0; Bid Number: EBID-123456-0-2020AD; Bid Due Date: 02/29/2020 (PST); Bid Opening: 23 days, 04 hours, 10 minutes, 47 seconds Remaining; Bid Name: TESTBID.
- E-Bid Progress:** A vertical progress bar with three steps: Contact Information (completed), Documents Upload (completed), and Review Bid (current step).
- Contact Info:** Company Name: Calgon Carbon Corporation; Address 1: P.O. Box 717; Address 2: ; City: Pittsburgh; State: Pennsylvania; Country: United States of America; Postal Code: 15200-0717; Phone Number: 4127876810; Tax: ; Bid Amount: 3127,000.00; Alternate Bid Amount: ; Notes: For the full 6 month contract.
- Agency Required Documents:** Service Doc agency2.0(Electronic/Online) (checked).
- Supplemental Documents:** References(Electronic/Online) (checked).

At the bottom of the page, there is a 'Previous' button and a 'Submit Response' button. A red arrow points to the 'Submit Response' button. Below the 'Submit Response' button, there is a list of steps that will begin after clicking 'Submit Response':

1. We will verify that your response is complete as entered.
2. You will see a confirmation page with your confirmation number and date/time stamp of your upload.
3. You will receive a confirmation e-mail indicating a successful response submittal.
4. You may track your response submission under the Responses page.

If you do not receive any of the above, please call Supplier Services at (202) 940-0005.