**Questions and Answers for the Request for Proposals**

**FOR AN INTEGRATED TICKETING SYSTEM**

**FOR THE**

**FORD IDAHO CENTER**

Solicitation Number: 20151022FIC

1. Could you clarify what “Commence Agreement” means to City of Nampa in regards to the “go live” date of 12/1/15 in the RFP?

*Answer: The existing contract expires November 30, 2015. The new vendor would be expected to start operations December 1, 2015.*

1. Is the City of Nampa going to continue with IC Tickets as a reseller? Or use each venues brand moving forward?

*Answer: The City will not require to use the IC Tickets brand moving forward.*

1. Does the city prefer a per ticket deal or annual fee deal?

*Answer: The city will consider either a per ticket deal or annual fee or a combination. The financial proposal should follow the format identified in Section 3, Part 6.*

1. Who is the current ticketing provider?

*Answer: Tickets.com*

1. Is the two week timeline from contract award date to go live (Dec. 1) mandatory?

*Answer: The existing contract expires on November 30, 2015. The selected ticketing company will be asked to begin work December 1, 2015.*

1. Are there any factors that would significantly change (increase or decrease) ticketing volume in future years?

*Answer: At this time it is unknown if there will be a significant change in ticketing volume. However, Spectra was just hired as the management company of the venue and it is anticipated they will work to increase the number and size of bookings at the facility.*

1. Do you have a current content guarantee?
   1. # of shows?
   2. # of tickets?
   3. Types of shows?

*Answer: No there is not a current content guarantee.*

1. Who is your concessionaire/caterer?

*Answer: Sodexo*

1. What other third parties do you currently work with?

*Answer: Spectra for Venue Management and Sodexo for Food and Beverage*

1. Do you have an in-house digital marketing team?

*Answer: Spectra employs an in-house digital marketing team as part of their venue management.*

1. What is the intended term of the agreement?

*Answer: Term will begin 12/1/2015 and end 9/30/2020*

1. Second paragraph of Section 1.01 (Purpose of the RFP) makes reference to “The successful Proposer shall be an independent contractor”. Can you please clarify what specifically this means and how it applies to this particular RFP for Ford Idaho Center Complex.

*Answer: The company selected to provide ticketing services will be an independent contractor providing that service to the City of Nampa and not be employed by the City of Nampa.*

1. It is our understanding that Idaho Center Complex/City of Nampa has acted as a regional ticketing company for other Idaho regional venues, promoters, festivals, etc. Is it the intention the Idaho Center Complex/City of Nampa to continue that practice or would the successful Proposer be providing services and support specifically for the Idaho Center Complex?

*Answer: The IC Tickets platform has provided ticketing services for other regional events, and venues. The City is open to continuing that practice if it is financially beneficial.*

1. Please detail the members of the RFP response evaluation team.  If you cannot provide names and company/organization or department affiliation, please at least provide company/organization or department affiliation.

*Answer: All members of the evaluation team are employed by the City of Nampa consisting of Mayor Henry, Finance Director, IT Director and the Economic Development Director.*

1. Given Spectra’s recent award of the management of the Ford Idaho Center Complex, is there any restriction that wouldn't allow Spectra Ticketing and Fan Engagement and/or their distributors to be a successful Proposer?

*Answer: No*

1. Specific to the hardware needs of the Ford Idaho Center Complex, is it the intention of the Complex to provide your own ticketing and access control hardware or for the successful Proposer to provide? If for the proposer to provide, please provide specifically what hardware and number of units necessary.

*Answer: If new hardware is necessary to be compatible with the ticketing software that will need to be included in the financial proposal. The existing level of service in hardware is identified in the description of the Ford Idaho Center on page 10.*

1. In sections 1.04 & 3.1 of the RFP, you ask for “**seven (4) hard copies of the proposal…**” Please clarify if you need seven or four hard copies.

*Answer: Only four (4) hard copies are required.*