Purchasing Department
(660) 785-4326
FAX: (660) 785-7337

TRUMAN
STATE UNIVERSITY

McClain Hall 106
100 E Normal
Kirksville, MO 63501-4221

TO: ALL PROSPECTIVE FIRMS

RE: Addendum No. 2
Ticketing System
Project No. SP21-11

Addendum No. 2 is issued to inform firms that we have received questions that require a response and therefore, an addendum. Please refer to the questions and responses provided. Please confirm that we have the correct email address for your company. This addendum and subsequent addendums will be sent to all firms who have expressed their interest in submitting a proposal.

Firms are to acknowledge receipt of Addendum No. 2 in their response.

Please give me a call at 660.785.4326 or send an email to lthrasher@truman.edu if you have any further questions. We look forward to a response from your firm. Thank you.

Sincerely,

Laura K Thrasher

Laura Thrasher
Purchasing Buyer

Ticketing System
Project No. SP21-11

Questions & Responses

1. Submission Requirements - Can you please confirm that only one (1) thumb drive copy is required, and not any physical copies?

   Yes, we only need one thumb drive copy, we will make copies to send to the committee members.

2. Hardware Requirements - Will the University be directly responsible for all hardware requirements to operate the ticketing system, such as computers, ticket printers, scanners, etc? Can you provide the current quantity and make/model of ticket printers & scanners currently being used?

   Options should be provided by vendors if they have the capacity to provide necessary hardware. If they do not have hardware capabilities, then their quote will be evaluated accordingly, with the understanding that other hardware from another vendor may need to be procured. Vendors should make clear whether their hardware is required or if another vendor can be used to meet the hardware requirements.

3. Section E - Proposal Requirements / # 1 & 2 - Can you confirm that 50 references are required along with the details? We have 50+ clients, but have never been asked to provide more than 3-5 references before in a RFP response so I want to make certain we understand the requirement.

   Yes, we are requesting 50 references, we will randomly select the references that are contacted. Each committee member may select a couple of references to contact.

4. Section E - Proposal Requirements / # 4 - The requirement states "The University shall not be held responsible in any way for payment of collection of funds for any tickets processed." Regarding credit card fees, does the University desire to have the credit card fees charged directly to the guest and not as a separate fee to the University?

   The credit card fees will initially be wrapped into the cost of the ticket (making the credit card fees charged to the university) but we will want the option of separating out those fees (for potentially passing off those fees to the patron) and of course we are interested in seeing whether the fee structure changes based on whether tickets are purchased online or in person.

5. Merchant Processor - Are we required to use a specific Merchant Processor designated by the University, or can we use our preferred vendor instead?

   Complete proposal using preferred Merchant Processor vendor.

6. Will the questions asked by other potential vendors be shared with the all participating vendors, or will they be kept private?

    We will answer any questions directly and we will also put out an addendum so that everyone is on the same playing field.