

LOS RIOS COMMUNITY COLLEGE DISTRICT

1919 Spanos Court, Sacramento, CA 95825
Phone (916) 568-3071 FAX (916) 568-3145
Purchasing Department



Sacramento City College American River College Cosumnes River College Folsom Lake College

ADDENDUM NO. 1

ISSUE DATE: November 9, 2017

**Ticketing and Customer Relationship Management System for Harris Center for the Arts,
Folsom Lake College**

LRCCD RFP NO. 18015

Issued By:

LOS RIOS COMMUNITY COLLEGE DISTRICT
1919 Spanos Court, Sacramento, CA 95825
Phone (916) 568-3071 Fax (916) 568-3145

This addendum forms a part to the Contract Documents. The addendum items supersede and supplement all portions of the bidding documents with which it conflicts. All workmanship, materials, appliances and equipment which may be included in the following addendum items shall be of the same relative quality as described for similar work set forth in the general or main specifications of which these addendum items shall be considered a part.

This Addendum has been acknowledged in the space provided on the Bid Form and is considered part of the bid documents.

This Addendum consists of 3 pages:

1. Approximately how many credit card transactions are executed on an average monthly basis?

Answer: Average monthly basis – 3,790 credit card transactions.

2. What is the desired 'Go Live' date for the first transactions in the new system?

Answer: Desired date – August 2018 (the specific date is dependent on production calendar which is not yet set).

3. Under Section 7, 'Selection Process', it is mentioned that "if any of the proposals exceed the bid threshold, the selection shall be made from the three lowest bidders...". What is amount of that bid threshold?

Answer: The bid threshold is currently \$88,300.

4. In Appendix F, Section 5, Line Item K, there is a reference to "large-volume sales". Please clarify your definition of such an event. For example, how many online buyers are typically attempting to purchase tickets at the same time? How many such events happen during a typical season?

Answer: Here is a grid of our volume of transactions and website traffic. This should cover all areas of concern and give the Proposer a better understanding of our volume.

Transactions	
Single Day Max (All Time)	1,234
Single Day Max (This Season)	967
Daily Average (This Season)	130
Single Hour Max (This Season)	309

Website Traffic	
Daily Sessions Max	4,334
Daily Sessions Average	1,161
Hourly Sessions Max	555
Daily Page Views Max	39,672
Daily Page Views Average	6,828
Hourly Page Views Max	8,117

5. Are there any other databases other than AudienceView in which data needs to be converted? If so, please identify them and provide the approximate number of customer records to be converted.

Answer: No, only AudienceView, which as of Nov 8, 2017 has 111,103 customer records.

6. How many total valid email addresses are currently on file?

Answer: We have 90,406 email addresses in our current AudienceView database.

7. Even though some information is provided on the other campuses within the District, can you please confirm that this Response should apply only to the needs of the Harris?

Answer: Yes, per RFP supplied, this response applies only to Harris Center.

8. The Section 3 Timetable presents a significant challenge. Answers to the questions above (and others submitted by other Proposers) will not be answered until 11/29 at 2pm PST, but you require a hard copy response delivered just five business days later. Due to the amount of time required to create/print/collate and ship the original and hard copies (which must also include a signature), there is simply not enough time to adjust our Response after 11/29 and have it printed/delivered by 12/6 at 2pm PST. Thus, we respectfully request that either the questions be

answered by 11/27, or an extension on the delivery be offered until 12/8, or we be allowed to submit an electronic response by 12/6 with a hard copy to follow soon thereafter.

Answer: There will not be an extension and per RFP, electronic responses are not allowed.

END OF SECTION.