

RFP 25-1917 Athletic and Box Office Ticketing System

Questions and Answers

Question 1-Today, how many users are required to access the system?

Answer 1-Up to 130 users may require access to the system.

Question 2-If this information can be made or is public, what is the current and future budget allocated for this service?

Answer 2-No budget is allocated for the service.

Question 3-Could you provide more details on the specific use cases you expect this solution to address?

Answer 3-The College is seeking a system that offers tap and go event athletic and box office ticket and concession sales.

Question 4-Is there an incumbent vendor currently providing the procured solution? If so, could you share the reason for issuing this new RFP (e.g., performance concerns, feature gaps, end of contract term, etc.)?

Answer4-There isn't an incumbent vendor currently providing a ticketing system.

Question 5-What is the average ticket price for the events hosted by the College?

Answer 5- ~\$10.00 is the average ticket price for the events hosted by the College.

Question 6-Could you provide an estimate of the volume of tickets issued and/or the number of ticketed events held per year (both athletic and box office events)?

Answer 6-The estimated volume of tickets issued cannot be provided. Click here: <https://gocardinals.gadsdenstate.edu/landing/index> for athletic team schedules/events.

Question 7- Is the College looking for an all-in-one ticketing and payment processing solution, or do you intend to integrate the ticketing system with an existing or preferred payment processing provider?

Answer7-The College is looking for an all-in-one ticketing and payment processing solution.