



U N I V E R S I T Y O F
SOUTH CAROLINA

AMENDMENT NO. 2 TO SOLICITATION

TO: ALL VENDORS

FROM: Charles Johnson, Procurement Manager

SUBJECT: SUBJECT: SOLICITATION NUMBER: USC-RFP-2384-CJ
ONLINE TICKETING SOFTWARE FOR THE UNIVERSITY OF SOUTH CAROLINA BEAUFORT'S
CENTER FOR THE ARTS BOX OFFICE

DATE: March 28, 2013

This Amendment **No.2** modifies the Request for Proposals only in the manner and to the extent as stated herein.

Vendor Questions and Answers

BIDDER SHALL ACKNOWLEDGE RECEIPT OF AMENDMENT **NO. 2** IN THE SPACE PROVIDED BELOW AND RETURN IT WITH THEIR BID RESPONSE. FAILURE TO DO SO MAY SUBJECT BID TO REJECTION.

Authorized Signature

Name of Offeror

Date

THE FOLLOWING QUESTION WAS RECEIVED FROM VENDOR A:

QUESTION: I see that you are looking for a solution to run on Windows and was curious if you have thought about deploying this solution across smartphones and tablets as well? We have already helped a number of universities deploy ticketing solutions with the multi-channel approach which has allowed their ticket holders to purchase and show tickets all from their mobile device. University staff can intern use smartphones, tablets or kiosks to scan the barcode on the mobile ticket without any printing needed.

We can do a mobile web version and/or native applications to the devices (or also mix mode) ... which would also deploy to desktop (Windows included), kiosks and over 10,000 devices across the board. Finding out if this is a possibility would help us in knowing which way to answer the RFP properly.

Could you kindly let me know your thoughts on future-proofing this project.

ANSWER: We believe a mobile application solution is beyond our scope at this point.

THE FOLLOWING QUESTIONS WERE RECEIVED FROM VENDOR B:

Minimum requirements / section 1 states:

u. Link to multiple accounts for depositing income on various categories of transactions (parking, event tickets, foundation memberships)

QUESTION 1: Is it sufficient to take the lump payment for parking, tickets, memberships and a report that allows for the manual allocation of funds?

ANSWER: The contractor must be compatible with Touchnet's UPay feature and have the ability to deposit into multiple accounts.

QUESTION 2: How many ticket terminals will be required (such as 1 for each window, in the back office perhaps)? Is there gift shop at the theater? If so, what is the current point of sale system?

THE FOLLOWING CLARIFICATION WAS SOUGHT AND RECEIVED FROM VENDOR B REGARDING ITS SECOND QUESTION:

UNIVERSITY: Can you please confirm for me if you are referring to terminals, do you mean terminals to run the program to ticket printers?

VENDOR B: I am thinking either POS touch screens or computers that are used to take orders and sell tickets.

ANSWER: There is not a gift shop at the theater. Currently, one department is operating from a cashbox and Excel spreadsheet. USC Beaufort is looking for a web based program which will allow for multiple, authorized users to conduct ticket sales simultaneously, with a minimum of one ticket printer.