



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

AMENDMENT NO.1 TO SOLICITATION

TO: ALL VENDORS

FROM: Kevin Sanders, Procurement Manager

SUBJECT: SOLICITATION NUMBER: **USC-RFP-3124-KS**

Event Ticket Resale (Secondary Ticket Market)

DATE: May 11th, 2017

This Amendment **No.1** modifies the Request for quote only in the manner and to the extent as stated herein.

Vendor Questions and Answers

BIDDER SHALL ACKNOWLEDGE RECEIPT OF AMENDMENT **NO.1** 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

Functionality –

h. Uses “shopping cart” to capture multiple transactions across multiple venues and events – **Please confirm your expectation on multiple transactions and shopping cart functionality.** We would expect that before checkout occurs, that opportunity exists to redirect customer back into platform to purchase other events or items, or more of same event.

j. Patrons can pick their own seat from online seating diagram –

Industry standard allows you to pick by section and row, will that suffice? Yes, this is fine.

Reporting –

a. Ability to look up patrons by credit card by transaction – **Is this mandatory or can other industry-standard search functions cover this?** Other standards should include last 4 of card, name, address, phone number and/or similar.

Marketing/CRM –

c. Ability to mine historical buying data and old sales from previous systems – **What are your expectations in to length, term, & detail?** Production of excel or .csv with name, phone, email, and address. As rich of a data source as possible.

Technical Questions –

15. Please detail your current volume of South Carolina Gamecocks tickets by sports, dollar amount, and number of tickets. – **What levels of confidentiality do we have regarding FOIA requests, etc. Also, to confirm, are you looking for 2016-17 data? This also relates to pricing data and service fees in question 25.** We are looking for latest data for the 2016-17 Calendar. Including 2016 Football, 2016-17 Mens Basketball, 2016-17 Womens basketball, and 2017 Baseball. If you are concerned about proprietary numbers, please give ranges of data that shield specific numbers but give an idea of volume as it relates to USC Athletics.

21. Give examples of your system being used in each of the 4 following areas: Power 5 University-level Student Events, Power 5 University-level Athletics, and University-level Arena. Provide at least 3 URLs showing examples from each area, including customer contact information. – **Please expand on your vision of a University-level Student-specific Event for the secondary market. Also, what specifically needs to be included in the customer contact information example portion?**

1. Please disregard the student events language. It is not our intention to create a re-sell market for student ticketed events as long as they remain free to students.

2. We are asking for contact info to be able to check references on the examples you provide.

Qualifications –

Please expand on what specifically you are looking for regarding subcontractors. If you partner with other vendors to ultimately sell, market or distribute tickets, we would like to know the extent of the partnership and what services they provide to you.