CLEARWATER
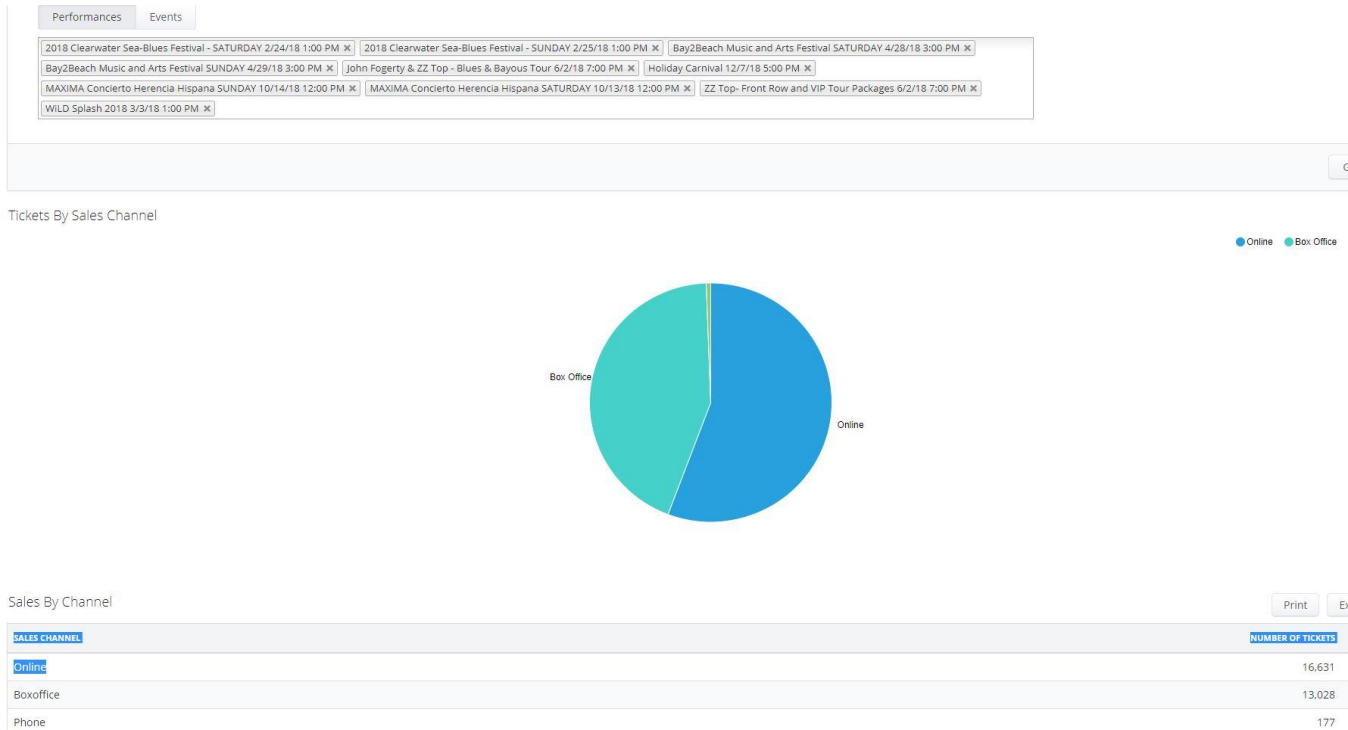BRIGHT AND BEAUTIFUL · BAY TO BEACH

Addendum #1
RFP #13-19, Events Ticketing Services
April 3, 2019

NOTICE IS HEREBY GIVEN that the following addendum serves to provide clarification and to answer the questions received on RFP #13-19, Events Ticketing Services.

Question 1: What is the WiFi capability at the venues for the events using the ticketing services?
Answer to Question 1: The Coachman Park venue has wired internet and a dedicated (private) wireless connection; however, the Eddie C. Moore complex does not. We have used hotspots at this location in the past.

Question 2: Could we receive past reports for the numbers of tickets sold online vs. onsite/walk up sales for the events? Or an approximate percentage of tickets sold online vs. in person in the past?
Answer to Question 2: An example of a past report, which includes several events, has been provided below. Included in the box office totals are comp tickets and any tickets that are printed in our box office as direct sales.

Performances | Events

2018 Clearwater Sea-Blues Festival - SATURDAY 2/24/18 1:00 PM ✕ | 2018 Clearwater Sea-Blues Festival - SUNDAY 2/25/18 1:00 PM ✕ | Bay2Beach Music and Arts Festival SATURDAY 4/28/18 3:00 PM ✕
Bay2Beach Music and Arts Festival SUNDAY 4/29/18 3:00 PM ✕ | John Fogerty & ZZ Top - Blues & Bayous Tour 6/2/18 7:00 PM ✕ | Holiday Carnival 12/7/18 5:00 PM ✕
MAXIMA Concierto Herencia Hispana SUNDAY 10/14/18 12:00 PM ✕ | MAXIMA Concierto Herencia Hispana SATURDAY 10/13/18 12:00 PM ✕ | ZZ Top- Front Row and VIP Tour Packages 6/2/18 7:00 PM ✕
WiLD Splash 2018 3/3/18 1:00 PM ✕

Tickets By Sales Channel

Sales By Channel

SALES CHANNEL	NUMBER OF TICKETS
Online	16,631
Boxoffice	13,028
Phone	177

Question 3: Are advance tickets sold at physical locations or only online?

Answer to Question 3: ***The majority of City events do not have advance physical sales locations. For a few events the City has facilitated direct sales using the "print at the box office" feature.***

Question 4: In the Detailed Specifications 4.) Electronic Ticketing Solution, the RFP mentions you'd like to accept payment by e-check. Can you explain how the City has handled this in the past?

Answer to Question 4: ***The City has not used this option in the past, but wants to understand the option if available.***

Question 5: In the Detailed Specifications 4.) Reporting, can you please clarify what the "Event Manifest" report entails?

Answer to Question 5: ***The "Event Manifest" report identifies holds, opens, and sold seats. It should be viewable as a printable manifest in color or as a text file.***

Question 6: In the Detailed Specifications 4.) Reporting, can you clarify what is meant by "Schedule Automated Reports"? Which reports should be automated and how would you like to receive the information?

Answer to Question 6: ***The types of automated reports would include, but are not limited to, validation, ticket sale progress (detailed audit), analytical, and post-event reports. Current abilities include subscribing to reports for each performance, including specific recipients of said report, generated via email.***

End of Questions and Answers

End of Addenda