



May 30, 2023

To: All Potential Bidders
From: Kelly Vu, Business Services Supervisor
Re: RFI #1, Q & A, RFP # CT-07-23, Computerized Ticketing Services

This RFI (Request for Information) aims to transmit "Questions and Answers" regarding the technical components of the RFP Computerized Ticketing Services. All terms and conditions of the original RFP remain unchanged.

Questions and Answers

Questions:

1. Whether companies from Outside USA can apply for this? (Like, from India or Canada)

Answer: It is required that technicians to be available to provide on-site services and support for events and equipment.

Also, refer to RFP, Part II, General Information, Sections R, and S for additional requirements.

R. EXPATRIATE CORPORATION:

Contractor hereby declares that it is not an expatriate corporation or subsidiary of an expatriate corporation within the meaning of Public Contract Code Section 10286 and 10286.1, and is eligible to contract with the State of California.

S. CORPORATE QUALIFICATIONS TO DO BUSINESS IN CALIFORNIA:

- *When agreements are to be performed in the state by corporations, the contracting agencies will be verifying that the contractor is currently qualified to do business in California in order to ensure that all obligations due to the state are fulfilled.*
- *"Doing business" is defined in R&TC Section 23101 as actively engaging in any transaction for the purpose of financial or pecuniary gain or profit. Although there are some statutory exceptions to taxation, rarely will a corporate contractor performing within the state not be subject to the franchise tax.*
- *Both domestic and foreign corporations (those incorporated outside of California) must be in good standing in order to be qualified to do business in California. Agencies will determine whether a corporation is in good standing by calling the Office of the Secretary of State.*

2. Whether we need to come over there for meetings?

Answer: Yes, onsite meetings will be necessary occasionally.

3. Can we perform the tasks (related to RFP) outside USA? (Like, from India or Canada)

Answer: It is required that technicians to be available to provide on-site services and support for events and equipment.

4. Can we submit the proposals via email?

Answer: As per page 1 of the RFP: PROPOSALS MUST BE SUBMITTED BY EMAIL TO RFP@OCFAIR.COM via “WETRANSFER.COM”

5. Is this RFP a County requirement every certain amount of years?

Answer: The District is a State Agency, not a County agency; therefore, we follow State guidelines. The District is not aware of specific requirements for this particular service; however, it's at the District discretion to bid the service at least every five years.

6. Part V – Statement of Work, Service and Support of Software and Equipment Paragraph (Page 14 of 97) *“Bidder must have the ability to provide hardware and software service locally and have the capability to respond immediately in an emergency situation.”*

Please define the response needed to satisfy this requirement. Does it require a person on-site immediately?

Answer: Depending upon the nature of the emergency, it is expected that the Contractor will have an on-site response within the same business day at no cost to the District.

7. Section 5 Equipment – Item d, Bullet 5 (Page 17 of 97)

“All costs associated with the connection of the ticketing system to required locations at the District location, as well as connection to the bidder’s main computer, are the responsibility of the bidder.”

Please clarify, as this conflicts with item C in that same section. Will service providers be permitted to use the existing Wi-Fi or twisted pair network structure?

Answer: OCFEC has ethernet lines to each sales location as well as internet and wi-fi available at each scanning and sales location that are available for the required functions.

8. Section 7 Box Office Functionality – Paragraph A. (page 18 of 97)

A. The system must allow District to sell tickets to guests via internet, at widespread multiple point-of entry locations on the OC Fair & Event Center (OCFEC) grounds, and remotely via compatible tablets on-site or off-site.*

Please clarify if tablets are to be included in the equipment order – they are not listed in the equipment section.

Answer: No, tablets are not part of the required equipment list.

9. **Section 5 Equipment:**

Q: Can you please confirm the equipment required both year-round and additional requirements during the Fair.

| Description | Required Year Round | Add'l Required during Fair |
|-----------------------------|---------------------|----------------------------|
| Boca Thermal Ticket Printer | 60 | 15 |
| Credit Card Readers | 60 | 15 |
| Barcode Scanners | 60 | 15 |
| Laptop/ POS equipment | | |
| Receipt Printers | | |
| Laser/ Other printers | | |
| Paper 8.5x11 Stock | | |
| Receipt Paper Roll Stock | | |
| Thermal Ticket Stock | | |
| Wi-Fi Access Points | | |
| | | |

Answer: Required equipment is detailed in Section 5: Equipment.

10. **Section 5 Equipment**

6C. * All costs associated with the connection of the computerized ticketing system to desired locations on the District grounds, as well as connection to the bidder's main computer, are the responsibility of the bidder. These costs include all communication lines. The successful bidder may utilize the District's in-house twisted pair communication system or network cable system. District's telecommunication staff will work with the successful bidder on these connections.

Q: Please provide additional information about the District's in-house communication system or network cable system.

- Do you have fiber or some sort of backbone that is high capacity that would be feeding the access points? Ex: Telco is run to each gate and vendor taps into that with WAPs?
- Would the OC Fair consider hard wiring of the infrastructure for box office sales, and reserve WiFi just for scanning?

Answer: OCFEC has ethernet lines to each sales location as well as internet and wi-fi available at each scanning and sales location.

11. **Evaluation, Selection & Scoring**

Q: In 2018 the last time the OCFair distributed an RFP, Ticketmaster was selected as vendor.

- Out of 100 possible points, what was TM's score? 96
- What was the score of the next highest (#2) vendor? 76.5
- Who was the #2 vendor? Showclix

Please email rfp@ocfair.com to acknowledge receiving RFI #1 if you intend to bid on this project.

-End RFI #1-