



December 11, 2019

ADDENDUM NO.: Two

TO ALL OFFERORS:

REFERENCE: Request for Proposal No: **RFP# FDC-1059**
Dated: November 21, 2019
Commodity: Performing Arts Ticketing Software System
RFP Closing On: **December 18, 2019 2:00pm**

Please note the clarifications and/or changes made on this proposal program:

1. Question: Can you confirm how many unique user logins are required? We count 14 staff members from Section II: Background.

Answer: 16 unique user logins are required.

2. Question: Customizable Seller Permissions (Pg. 5) - Can you elaborate and/or provide examples of any existing seller permissions and what needs to be customized?

Answer: Examples are: Restricting certain users from selling certain types of tickets
Restricting certain users from processing/using certain types of payments

3. Question: Venue and Event Management (Pg. 6) - Can you provide examples of venue/space-related booking? Are these considered facilities rentals by outside parties?

Answer: JMU does not rent out venues in the Forbes Center to outside parties. Memorial Hall and Wilson Hall do have a few rental agreements for events. However, in most cases, the tickets for those do not flow through our ticketing system.

4. Question: Customer Relations Management (Pg. 7) - Is Salesforce and/or Microsoft Dynamix currently being used by the University in any capacity? If so, what are they being used for and by which departments?

Answer: The university is using Salesforce in a limited way in several university departments. A university-wide CRM taskforce is currently engaged in evaluating CRM platforms that would support the entire university. A decision has not been made on future direction.

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5. Question: Application Technology #4 (Pg. 7) - Please explain what you mean by "patron and agent menus."

Answer: Example A: A patron menu could be how they navigate from event to event, types of tickets available, navigating within their customer profile (ex: past purchases, download tickets, cart, personal information, etc).

Example B: An agent menu could be what is available for the user to process sales and run reports (ex: maintenance, sell ticket, development, invoices, re-print ticket, etc.) and whether we can hide unused modules or arrange menu by importance.

6. Question: Application Technology #5 (Pg. 7) - Does this question refer to forms/reports/screens that are Internal (viewed by staff) or External (viewed by patrons/customers)?

Answer: External: Add JMU logo to website, selling screen, Print @ Home tickets, etc. There is nothing internally used that would require the JMU logo on it.

7. Question: Technical #16 (Pg. 9) - Please explain what you mean by "academic planning tools."

Answer: The academic planning tools reference was in error. Please exclude that but respond regarding guest accounts.

8. Question: Technical #23 (Pg. 10) - Please elaborate on any existing attributes used for matching.

Answer: For authentication and authorization functions, what system/directory attributes are used to determine that the person is valid? Is it just user name and password or are other attributes validated?

Signify receipt of this addendum by initialing "*Addendum #2*_____" on the signature page of your proposal.

Sincerely,

Doug Chester
Buyer Senior

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