July 3, 2013

ADDENDUM NO.: TWO

TO ALL OFFERORS:

REFERENCE:	Request for Proposal No:	**RFP# MLO-732**
	Dated:	**June 6, 2013**
	Commodity:	**Athletic Ticketing & Donor Management System**
	RFP Closing On:	~~**July 9, 2013 at 2:30 p.m. (Eastern)**~~
		July 11, 2013 at 2:30 p.m. (Eastern)

Please note the clarifications made on this proposal program:

1. RFP closing date and time has been extended to **2:30 p.m. on July 11, 2013.**

2. QUESTION: Are the SM65 Janam Scanners listed owned by University?
    ANSWER: Yes

3. QUESTION: Are these scanners preferred or is JMU open to replacement if owned by University?
    ANSWER: We would prefer to utilize the hardware we currently own if possible.

4. QUESTION: Are season plan holders issued individual tickets, ticket books, card?
    ANSWER: Tickets

5. QUESTION: Is JMU not scanning at Bridgeforth? If scanning is desired at Bridgeforth, please indicate the number of entrances available.
    ANSWER: We are scanning at football, it was inadvertently omitted. Access venue details for Football: Bridgeforth Stadium – 6 Motorolla access points, 45 sm65 sm66 scanners.

6. QUESTION: What does JMU anticipate as being the "Go-Live" date?
    ANSWER: April 1, 2014

7. QUESTION: What digital ticketing programs are currently being used, and what is the desired outcome for digital?
    ANSWER: Print at home, scanning at all venues and events, ticket resale/returns/transfers online.
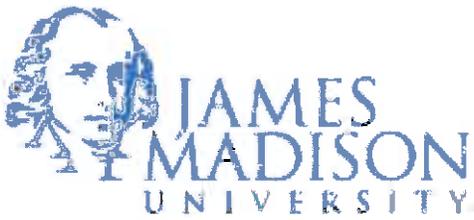
8. QUESTION: What single-sign-on technology is JMU currently using?
    ANSWER: LDAP/S and for hosted systems – Shibboleth.

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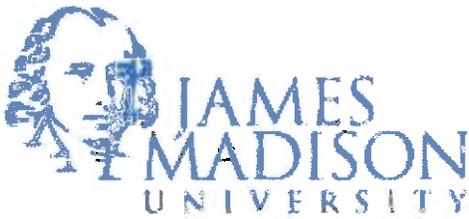
9. **QUESTION:** *Describe workflow functionality included with the application and provide a list of any function for which workflow is already built and delivered.* Is this from a technology standpoint, or a back office user standpoint?

   ANSWER: Both – all details regarding the functions that have workflow functionality and the technical details as to how the underlying workflow engine works (levels of approval that are possible, etc.) Also, describe the processes utilized to complete tasks and work in the back office including sales and set up from the perspective of a back office user.

10. **QUESTION:** *Describe any functionality loss, installation problems, upgrade problems, or other difficulties if client applications are run using a regular user account.* We are assuming this means if the client hosts the application, is that correct?

    ANSWER: No – this is in regard to the client machine (PC, etc.). This question is trying to get at whether elevated access (Windows Admin, etc.) is required to perform any administrative functions.

11. **QUESTION:** *Describe the Help system(s) and how it can be modified.* Please further describe the Help system already available and what is desired for this question.

    ANSWER: This refers to the software's on-line Help features. Does the application have Help within the application? Please describe the help system (if any) that is integrated into the solution. Describe what process/system is in place to provide help/tutorial guidance to the back end user.

12. **QUESTION:** *Describe the average client response time for all the various functions of the proposed System* Does JMU want vendors to describe support response here? What client response time are you referring to?

    ANSWER: No – JMU is interested in the response time of the application for the administrative user and for the client. What's the average time it takes to buy a ticket, etc? Also, describe your support system (for users) and anticipated response times for support from the vendor.

13. **QUESTION:** *Describe storage including file formats.* What formats are you looking for? Please elaborate.

    ANSWER: What are the storage requirements for this system? What format are files stored in with the application?

14. **QUESTION:** *Describe auditing and logging capabilities and data. Include the information recorded with each event.* Is this server or application based?

    ANSWER: Both.

15. **QUESTION:** *Identify the type/specific information being collected (User Date – Anonymous or Personally Identifiable).....* Could you further elaborate what is desired from these? What is currently collected by your provider(s)?

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ANSWER:	JMU is requesting full disclosure of what user data is collected by the vendor, how it is used, how long it is stored, etc.

16. QUESTION: Does JMU prefer to have a hosted solution or host itself?
       ANSWER: Preference will be determined based on the response to the questions. Please answer for both your on-premise and hosted solutions.

17. QUESTION: It appears as though there's a typo in MBB revenue for 2012. Should it be $104,670, not $1,046,703?
       ANSWER: Correct - $104,670

18. QUESTION: Ticket revenue for football has jumped 167% since 2010. While some of this can be attributed to NCAA Playoff games and your game against West Virginia at FedEx Field, is this growth expected to continue? Are there other reasons to explain this revenue increase?
       ANSWER: We expanded our stadium by 10,000 seats since 2010. We expect some more growth in revenue but only incrementally.

19. QUESTION: Can you provide similar numbers for FYs 2009-10 and 2008-09 like those provided in Attachment D?
       ANSWER: This information is not available at this time.

20. QUESTION: The numbers given in Attachment D are helpful. To make sure we're reading the numbers correctly, in 2012-13, you processed 129,436 tickets, 38,680 of which were students ... 142,466 tickets were processed in 2011-12, with 43,884 for students ... and 133,567 tickets were processed in 2010-11, with 38,937 for students. Can you confirm that our math is correct?
       ANSWER: Correct

21. QUESTION: Are there live orders that need to be brought over in a conversion to a new system?
       ANSWER: Yes.

22. QUESTION: Has there been talk on campus to include the Forbes Center ticketing business into a singular contract with athletics?
       ANSWER: JMU always evaluates possible efficiencies. The Forbes Center has a current application that they are using. No formal discussions have been held and we do not know what will be considered in the future.

23. QUESTION: Please explain what is meant by "Capacity Planning"

ANSWER: The strategy used to ensure that growth in data and usage is planned for rather than reacted to.

24. QUESTION: Please explain what is meant by "Operations Metrics"
    ANSWER: What details regarding your systems operations are available to us? Uptime/downtime, throughput of transactions, etc.

25. QUESTION: *Describe the average client response time for all the various functions of the proposed system.* Please clarify if "client" in the above item refers to JMU staff, JMU fan/customer, or both.
    ANSWER: Both – JMU is interested in what the average would be for any of the users.

26. QUESTION: *Describe support for inclusion of your application as part of the PeopleSoft application portal. Describe any pagelets available and how that integration would occur. Describe support for delegating authentication for the pagelet Oracle Access Manager Single sign and/or PeopleSoft single-sign-on. Describe support for other single sign-on technologies.* Please provide specifications on PeopleSoft single-sign-on.
    ANSWER: JMU uses standards-based technologies. JMU is interested in understanding what's possible with your software and what you've done with other customers.
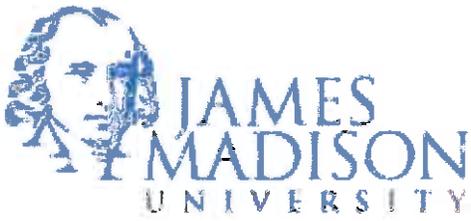
27. QUESTION: How many season accounts are there for (all comp and paid):
    ANSWER: Football -- 1,863 (2013)
    Men's Basketball -- 522
    Women's Basketball -- 453
    Baseball/Softball -- 57

28. QUESTION: Baseball/Softball revenue had a significant jump in 2012 (from 9,737 to 24,054) – please confirm the 2012 revenue number for single baseball sales.
    ANSWER: This total is correct. JMU hosted the CAA Conference tournament in 2012 in addition to featuring some prominent home games that resulted in more sales.

29. QUESTION: With respect to RFP # MLO-732 Section VII Special Terms and Conditions, subsection (W) Term of Software License, our company is not in the business of licensing software. Our product is a service offering and the prices set forth in our proposal will represent the fees to utilize our services, which services may include our company's software. However, at no time either during or after the expiration of the contract will the University acquire any ownership in any software utilized by our company. Is the University willing to revise this subsection W to acknowledge that it is not purchasing a software license that will exist in perpetuity; but rather is purchasing a service for a defined term and will have no ownership rights in any software utilized as part of the service?

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![James Madison University logo]

ANSWER: This will be discussed and determined during the evaluation phase of the RFP process. Your proposal should include your objection to this Special Term and Condition.

A signed acknowledgement of this addendum must be received by this office either prior to the proposal due date and hour <u>or</u> attached to your proposal. Signature on this addendum does not constitute your signature on the original proposal document. The original proposal document must be signed also.

Sincerely,

Matasha Owens, VCO
Buyer Senior
Phone: (540-568-3137)

_____
Name of Firm

_____
Signature/Title

_____
Printed Name

_____
Date

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