

ADDENDUM NO. 1

TO

22ND DISTRICT AGRICULTURAL ASSOCIATION (22nd DAA)
REQUEST FOR PROPOSAL (RFP) No. 23-014 Rebid 1

Computerized Ticketing Services

February 2, 2022

The purpose of this Addendum is to provide responses to questions received prior to the deadline for requests for additional information, revise the anticipated start date for Service Categories 1 & 2 in the Scope of Work, and to revise and replace the Financial Proposal Form in its entirety. See below for list of attachments included in this addendum.

RFP No. 23-014 Rebid 1 is to include a summary of the requests for additional information and 22nd DAA responses, revised Scope of Work, and revised Financial Proposal Form; all other terms and conditions remain unchanged. You should furnish copies of this Addendum to any prospective subcontractors and in some cases, to your insurance representative. **You must acknowledge Addendum No. 1 by signing below and including this document in your bid package. You must acknowledge all addenda for your bid to be considered responsive.**

Bidder certifies to the 22nd DAA that Bidder has thoroughly familiarized him/herself with the terms and conditions of this RFP and any addenda, and accepts all reasonable disclosed risks in submitting this bid that a prudent review of the RFP would have revealed. **Important: It is the Bidder's responsibility to ascertain and confirm they have received all addenda issued to this RFP before submitting a proposal. The Bidder must acknowledge their receipt of all Addenda in the space provided below. Your failure to acknowledge all Addenda will result in your bid being found non-responsive.**

PRINT NAME

SIGNATURE

Thank you in advance for your participation. Should you have any questions regarding this addendum, you may contact me by e-mail at RFP@sdfair.com.

Sincerely,

Angel Ramsey – Contracts and Purchasing Manager
22nd DAA / Del Mar Fairgrounds
State of California

Attachments: Question and Answer Summary, Revised Scope of Work, Revised Financial Proposal Form

Computerized Ticketing Services
RFP No. 23-014 Rebid 1 Addendum No. 1

22nd DAA RESPONSES TO PROPOSERS' REQUESTS FOR ADDITIONAL INFORMATION

1. Is there a reason why the original RFP was cancelled?

22nd DAA Response: Due to unclear instructions in the Financial Proposal Form, most proposals received were completed incorrectly. For this reason, we had no choice but to cancel as we could not move forward with scoring. We also took this opportunity to clarify other areas of the RFP.

2. On the pricing matrix the average price is not weighted. For example, vendor A can bid \$.01 for every category and then bid \$1.00 for ticket range \$10-15. Their average fee would be \$.12, which will be significantly lower than vendor B bidding \$.25 for every category. However, \$10-15 ticket range might be the bulk of SD Fair's transactions, in which vendor A will be much more expensive to SD Fair than vendor B. Can this matrix be modified to be weighted or exclude the average fee line item?

22nd DAA Response: The Financial Proposal Form has been revised to add weights in Section A of every service category.

3. What is the District's merchant account?

22nd DAA Response: Chase PaymentTech, SignaPay/Authorized.net, and Stripe.

4. Given the minimum changes to the initial RFP, what was the specific reason that the State cancelled the original RFP and reissued an amended RFP on the same day?

22nd DAA Response: See response to question 1.

5. With Proposer RFP responses being public records, will the State fulfill requests for copies of Proposer's initial RFP responses prior to the submission deadline RFP No. 23-014 Rebid No.1 ?

22nd DAA Response: Public records requests will be responded to as quickly as possible.

6. Please provide a detailed explanation for the change in Scope of Work to now require the use of District's Merchant Account for credit/debit card processing.

22nd DAA Response: This is the preferred method of the District and removes any ambiguity.

7. As the presentations requirement has been removed from the Rebid, will Proposers still have the opportunity to present their products/services to the evaluation committee? If not, please explain the reasoning for this decision.

22nd DAA Response: Products/services should be presented in detail within your proposal narrative. In the previous RFP, the presentation requirements mirrored

Computerized Ticketing Services
RFP No. 23-014 Rebid 1 Addendum No. 1

the proposal narrative requirements. Due to time constraints and the duplicative nature of the presentation requirements, the District determined it would be best to remove the presentation.

8. On the Financial Proposal Form, can you please clarify what is meant by “Per Ticket Fee – Enter the amount to be collected by the Proposer for each ticket, broken down by price range, for every year of the contract and potential option years”. Does this the fee that is charged to the patron or does this mean the fee that is collected/retained by the Proposer? If it is the fee that is charged to the Patron, we will need that info from the State.

22nd DAA Response: It means the fee that is to be collected/retained by the Proposer.

9. Our team is very interested in providing the Del Mar Fairgrounds a Proposal, and feel our current high profile Fair client list reflects our experience and expertise in this market. Unfortunately we feel the published timeline for responses is not conducive to provide you the comprehensive response that this project deserves. To that end, we are respectfully requesting an extension until the end of the month, **February 28th, 2023**. It is apparent that the Fair has put a lot of thought and effort into your request, we are asking for additional time to provide you with an equally thorough and competitive response.

22nd DAA Response: Unfortunately, due to time constraints, we cannot extend the proposal due date.

10. [B.13. Provide average transaction time for cash payment, card payment and pass scanning/validation.] Can you provide more detail on what the Fair is asking for in this function request?

22nd DAA Response: We would like the Proposer to provide the average amount of time it would take for a transaction by the Proposer's system.

11. [E.7. The complete installation of all hardware and software, including site preparation, foundations, communication, power conduits, and cables, and hard and soft connections shall be included.] Can you provide more detail on what infrastructure is already in place at the fairgrounds related to connectivity? Is this requirement related to all necessary connectivity required to operate a box office/walk up sales and ticket validation only? Or would this extend to Fair-wide operations like WAP's, cabling, etc outside of specific ticketing functions?

22nd DAA Response: The District can provide ethernet handoff to the extent of current terminated locations (mostly perimeter) however anything beyond that would fall on to the responsibility of the Proposer.

12. [E.11. Contractor shall provide an onsite support member during the launch of the new software to help and monitor any issues that may come up.] Can you expand on your

Computerized Ticketing Services
RFP No. 23-014 Rebid 1 Addendum No. 1

requirements for onsite support? Is the expectation that staff will be onsite for the entire month-long fair, or would a shorter duration (ie: first week of fair) be sufficient?

22nd DAA Response: Yes, onsite support for the duration of the Fair is required.

13. Can you provide any additional information as to why the Fairgrounds is submitting a Rebid request?

22nd DAA Response: See response to question 1.

14. In Section 6.0 (Sample Standard Agreement), Exhibit A (Scope of Work), Item II (Services To Be Performed) D (Accounting and Reporting): Point 17 states "All credit and debit card transactions will be processed via the District's Merchant Account. The System must have the capability to meet this requirement." We respectfully ask for the following clarifications: Is the requirement that; (A) you have an existing merchant account and the proposed solution must use that merchant account-- or --(B) the proposed solution must give you the ability to establish a merchant account that is owned by you, meaning you can negotiate your own rates with the processor and have monies flow directly to your bank account.

22nd DAA Response: The Proposer will attach their software to the District's existing merchant account. All monies will be deposited directly into the District's bank account.

15. If the requirement is as described in (A) above, which back-end processing network is associated with your existing merchant account? (Examples might include First Data, Chase Paymentech, TSYS, etc.)

22nd DAA Response: See response to question 3.

16. Just had a couple of questions about the updates on the RFP. If we already sent in a bid, do we need to resubmit everything again, even the parts that havent been changed?

22nd DAA Response: Yes, you must submit all documents requested in order for your Proposal to be deemed responsive.

17. Also, we built out an example page for you guys to give you an idea of what our look and feel would be. With the presentation phase of the RFP gone, what would be the best way for us to show this to you?

22nd DAA Response: You can include printouts from the site in your Technical Proposal documents.

18. Would the District please clarify the insurance requirements? In section 2.12 of the Rebid document, there is a requirement for \$1,000,000 of general liability insurance. In the California Fair Services Authority document, Exhibit D, Attachment 1, section I,

Computerized Ticketing Services
RFP No. 23-014 Rebid 1 Addendum No. 1

Evidence of Coverage, there is a requirement for \$5,000,000 per occurrence and \$3,000,000 per occurrence that do not seem to pertain to this RFP and conflict with the earlier provision. Are we correct in our belief that we will need only to provide proof of coverage listed in section 2.12?

22nd DAA Response: The General Liability coverage requirement for this contract is \$1,000,000. Exhibit D, Attachment I outlines the insurance requirements for various service types. The \$3,000,000 and \$5,000,000 General Liability limits apply to specific categories identified in that section, none of which apply to services requested in this RFP. However, read Exhibit D, Attachment I in its entirety for complete insurance requirement details. Please note, these requirements only apply to the winning Proposer, after contract award.

19. Would the District please clarify the Average ticket fee total within the Financial Proposal Form? In Service Category 1, Section A, the first table asks for the per-ticket fees for the various price ranges and the average of those fees for each year. It then asks for the Total (“add up Average Fees for all five years”). Is this simply adding the fee average for each year, or is the District asking for a total cost of the average fee multiplied by the average ticket sales? For example, if our average fee is \$2.50 per ticket each year, would we add those together for a sum of \$12.50, or is the District looking for the \$2.50 average to be multiplied by the average quantity of ticket sales?

22nd DAA Response: To calculate the section total, simply add the amounts entered in the Average Fee fields. Using your example, the Section A total would be \$12.50.

20. This question would also pertain to Service Category B, Section A, for both General Admission and Reserved Admission tickets, and Service Category C, Section A.

22nd DAA Response: Same as question 19, to get the Section A totals, simply add the amounts entered in the Average Fee Fields.

21. Would the District please clarify the Operational Expense calculation requirement within the Financial Proposal Form, Service Category 3? In Section B – Operation Expenses, there is a line item space for Devices (e.g., wristbands or other devices the tickets are loaded onto) that asks for a per-device cost. The cost is then added to the other expenses listed, and the column is totaled for each year. For the cost of the device, should the number listed be the cost of one device or the cost of the one device multiplied by the number needed? And if it is to be multiplied, what is the estimated quantity of devices?

22nd DAA Response: That line item is asking for the per-device cost, that means the number listed should be the cost of one device.

22. Would the District please clarify the expected fully functional dates listed within the Rebid document? In section 1.2, the Tentative RFP Schedule, the Contract Award Date is February 17th, 2023. Within Exhibit A, Scope of Work, Section 1, Overview, there is a

Computerized Ticketing Services
RFP No. 23-014 Rebid 1 Addendum No. 1

requirement that the “Contractor must commit to full system functionality by February 15th, 2023, for Service Categories 1 and 2 and March 1st, 2023, for Service Category 3.”
Would the District please clarify the full system functionality dates?

22nd DAA Response: Services should begin as soon as possible after contract award. Anticipated contract start date for Service Categories 1 & 2 has been revised to February 20, 2023.

23. In section D of the Scope of Work, items sixteen and seventeen mention the District’s Merchant Processor. Who is that merchant processor? And, would the District be open to changing or adding merchant processors if needed to meet the technical requirements of this RFP?

22nd DAA Response: See response to question #14 above. No, the District will not change or add merchant processors.

24. We noticed there is no live presentation component of this RFP. Will the final decision be made purely on the scoring of the RFP submitted?

22nd DAA Response: Yes

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

22nd DAA Response: Proposers that meet the Minimum Qualification Requirements outlined in Section 2.3 of the RFP may participate.

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

22nd DAA Response: Meetings may be virtual. However, Contractor must be capable to travel onsite for in person meetings, when needed. Travel costs will not be reimbursed under the contract.

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

22nd DAA Response: Tasks and service will need to be provided during normal District operating hours.

28. Can we submit the proposals via email?

22nd DAA Response: No, proposals must be delivered either in person or via mail, as instructed in RFP Section 2.7.

FINANCIAL PROPOSAL FORM

In order to submit a proposal, the Proposer must abide by all of the parameters as set forth in this RFP. This Financial Proposal Form is submitted for the entire work as described and shall be used for comparison and evaluation purposes. **This form shall not be modified.** Any changes made to this form, including but not limited to exceptions, deletions, and additions, will be the basis for rejection of the proposal.

Proposer may, but is not required to, submit proposals for all Service Categories. Proposer must complete all sections for the Service Category(ies) of which they choose to participate. Failure to complete all sections of the participating Service Category will be grounds for proposal disqualification.

Calculations: All calculations are being used for proposal evaluation only. Totals will be calculated to determine the lowest costs to district for scoring. See Completion Instructions under each Section. See RFP Section 4.2 for additional scoring details.

IMPORTANT: All fees proposed below should represent what the Proposer (the ticketing platform vendor) wants to retain or collect for each ticket sold. The District will, at its sole and absolute discretion, determine whether to pass on all of or a portion of any fees to their consumers.

Proposer offers to provide the automated ticketing system all related software, hardware, and services as described in the Scope of work of this RFP for the following costs, which shall include all labor, materials, equipment, set-up or installation and California sales tax if applicable.

Are you claiming preference as a small business? _____ Yes _____ No

FIRM NAME

FEDERAL IDENTIFICATION NUMBER

COMPLETE MAILING ADDRESS

TELEPHONE NUMBER

CITY, STATE, ZIP CODE

EMAIL ADDRESS

By his/her signature on this bid form, Bidder certifies that he/she has read and understands the RFP package, including the information regarding protest procedures. Further, Bidder certifies that the information provided by Bidder is accurate, true and correct and not intended to mislead the 22nd DAA in any manner.

PRINT NAME & TITLE

SIGNATURE

DATE

FINANCIAL PROPOSAL FORM

Service Category 1: Parking Point of Sale and Online Ticketing System

Section A: Ticket Fees

The following are to be the per ticket fees for all parking events. Please note, the per ticket fee quoted should represent what the Proposer (the ticketing platform vendor) wants to retain or collect for each ticket sold. The District may or may not pass on all of or a portion of the “per ticket fees” to the consumer. The Proposer shall not charge a Per Ticket Fee for Ticket Sales that occur through the District Box Office in person or over the phone.

Section A Completion Instructions:

Per Ticket Fee – Enter the amount (in dollars and cents only) to be collected by Proposer for each ticket, broken down by price range, for every year of the contract and potential option years.

Calculate the Weighted Per Ticket Fee for every year of the contract and potential option years (multiply per ticket fee amount by Weight percentage amount), enter calculated total in Weighted Per Ticket Fee field. For example, if the Year 1 Per Ticket Fee for the \$5 - \$10 price range is \$1.00, multiply 1 x 0.10, which equals 0.10, enter 0.10 in the Weighted Per Ticket Fee field in the first row. To get the Section A Total, add up Year 1 Total + Year 2 Total + Option Year 1 Total + Option Year 2 Total + Option Year 3 Total, enter amount in the Section A Total field.

Initial Term (Year 1): 2023					
Ticket Price Range:	Per Ticket Fee	x	Weight (%)	=	Weighted Per Ticket Fee
\$5.00-\$10.00	\$ _____		10%		\$ _____
\$10.01-\$15.00	\$ _____		30%		\$ _____
\$15.01-\$20.00	\$ _____		20%		\$ _____
\$20.01-\$30.00	\$ _____		5%		\$ _____
\$30.01-\$40.00	\$ _____		10%		\$ _____
\$40.01-\$50.00	\$ _____		20%		\$ _____
\$50.01-\$60.00	\$ _____		5%		\$ _____
Year 1 Total (add all amounts in the righthand column):					\$ _____
Initial Term (Year 2): 2024					
Ticket Price Range:	Per Ticket Fee	x	Weight (%)	=	Weighted Per Ticket Fee
\$5.00-\$10.00	\$ _____		5%		\$ _____
\$10.01-\$15.00	\$ _____		15%		\$ _____
\$15.01-\$20.00	\$ _____		25%		\$ _____
\$20.01-\$30.00	\$ _____		20%		\$ _____
\$30.01-\$40.00	\$ _____		5%		\$ _____
\$40.01-\$50.00	\$ _____		5%		\$ _____
\$50.01-\$60.00	\$ _____		20%		\$ _____
\$60.01 & Up	\$ _____		5%		\$ _____
Year 2 Total (add all amounts in the righthand column):					\$ _____

FINANCIAL PROPOSAL FORM

Option Year 1: 2025				
Ticket Price Range:	Per Ticket Fee	x	Weight (%)	= Weighted Per Ticket Fee
\$5.00-\$10.00	\$ _____		5%	\$ _____
\$10.01-\$15.00	\$ _____		15%	\$ _____
\$15.01-\$20.00	\$ _____		25%	\$ _____
\$20.01-\$30.00	\$ _____		20%	\$ _____
\$30.01-\$40.00	\$ _____		5%	\$ _____
\$40.01-\$50.00	\$ _____		5%	\$ _____
\$50.01-\$60.00	\$ _____		20%	\$ _____
\$60.01 & Up	\$ _____		5%	\$ _____
Option Year 1 Total (add all amounts in the righthand column):				\$ _____
Option Year 2: 2026				
Ticket Price Range:	Per Ticket Fee	x	Weight (%)	= Weighted Per Ticket Fee
\$5.00-\$10.00	\$ _____		5%	\$ _____
\$10.01-\$15.00	\$ _____		15%	\$ _____
\$15.01-\$20.00	\$ _____		25%	\$ _____
\$20.01-\$30.00	\$ _____		20%	\$ _____
\$30.01-\$40.00	\$ _____		5%	\$ _____
\$40.01-\$50.00	\$ _____		5%	\$ _____
\$50.01-\$60.00	\$ _____		20%	\$ _____
\$60.01 & Up	\$ _____		5%	\$ _____
Option Year 2 Total (add all amounts in the righthand column):				\$ _____
Option Year 3: 2027				
Ticket Price Range:	Per Ticket Fee	x	Weight (%)	= Weighted Per Ticket Fee
\$5.00-\$10.00	\$ _____		5%	\$ _____
\$10.01-\$15.00	\$ _____		10%	\$ _____
\$15.01-\$20.00	\$ _____		25%	\$ _____
\$20.01-\$30.00	\$ _____		20%	\$ _____
\$30.01-\$40.00	\$ _____		5%	\$ _____
\$40.01-\$50.00	\$ _____		5%	\$ _____
\$50.01-\$60.00	\$ _____		15%	\$ _____
\$60.01 & Up	\$ _____		15%	\$ _____
Option Year 3 Total (add all amounts in the righthand column):				\$ _____
Section A Total (Add up yearly totals for all five years):				\$ _____

FINANCIAL PROPOSAL FORM

Section B: Operational Expenses

The following are to be the operational expenses to be charged to District for all parking events.

Section B Completion Instructions:

Fill out the chart below by entering the annual charges to the District for each operational expense identified below. For any one-time expenses (such as Setup Installation/ Implementation, enter the one-time cost in the Year 1 column and “N/A” in the subsequent year columns. Enter “N/A” in any of the Operational Expense fields that do not apply to your Proposal.

Calculations: Add up the annual charges in each row and enter the total five-year cost for each Operational Expense in the righthand column. To get the Section B Total, add up all amounts in the Totals For All Five Years column.

To provide any details on these costs, such as monthly breakdown or products/services included in each expense, include that information in your Technical Proposal.

Operational Expenses	Initial Term (Year 1): 2023	Initial Term (Year 2): 2024	Option Year 1: 2025	Option Year 2: 2026	Option Year 3: 2027	Totals For All Five Years:
Software License Fee	\$	\$	\$	\$	\$	\$
Setup Installation / Implementation	\$	\$	\$	\$	\$	\$
Hardware Cost	\$	\$	\$	\$	\$	\$
Ticket Stock	\$	\$	\$	\$	\$	\$
Other Expenses	\$	\$	\$	\$	\$	\$
Section B Total (Add totals in righthand column):						\$

SERVICE CATEGORY 1 GRAND TOTAL: (Section A Total + Section B Total)	\$
--	-----------

FINANCIAL PROPOSAL FORM

Service Category 2: Gate and Concert Admissions Point of Sale and Online Ticketing System

Section A: Ticket Fees

The following are to be the per ticket fees for all concert admission events. Please note, the per ticket fee quoted should represent what the Proposer (the ticketing platform vendor) wants to retain or collect for each ticket sold. The District may or may not pass on all of or a portion of the “per ticket fees” to the consumer. The Proposer shall not charge a Per Ticket Fee for Ticket Sales that occur through the District Box Office in person or over the phone.

Section A Completion Instructions:

Per Ticket Fee (General Admission (GA) and Reserved Admission(RA)) – Enter the amount (in dollars and cents only) to be collected by Proposer for each ticket, broken down by price range, for every year of the contract and potential option years.

Calculate the Weighted Per Ticket Fee for every year of the contract and potential option years (multiply per ticket fee amount by Weight percentage amount), enter calculated total in Weighted Per Ticket Fee field. For example, if the Per Ticket Fee for the Year 1 \$5 - \$10 price range is \$1.00, multiply 1 x 0.01, which equals 0.01, enter 0.01 in the Weighted Per Ticket Fee field in the first row.

For the General Admission (GA) Grand Total, add up Year 1 GA Total + Year 2 GA Total + Option Year 1 GA Total + Option Year 2 GA Total + Option Year 3 GA Total, enter amount in the GA Grand Total field. For the Reserved Admission (RA) Grand Total, add up Year 1 RA Total + Year 2 RA Total + Option Year 1 RA Total + Option Year 2 RA Total + Option Year 3 RA Total, enter amount in the RA Grand Total field. To get the Section A Total, add up the amounts in the GA Grand Total and RA Grand Total fields, enter amount in the Section A Total field.

Initial Term (Year 1): 2023					
GA Ticket Price Range:	Per Ticket Fee	x	Weight (%)	=	Weighted Per Ticket Fee
\$5.00-\$10.00	\$ _____		1%		\$ _____
\$10.01-\$15.00	\$ _____		10%		\$ _____
\$15.01-\$20.00	\$ _____		50%		\$ _____
\$20.01-\$30.00	\$ _____		35%		\$ _____
\$30.01-\$40.00	\$ _____		1%		\$ _____
\$40.01-\$50.00	\$ _____		1%		\$ _____
\$50.01-\$60.00	\$ _____		1%		\$ _____
\$60.01 & Up	\$ _____		1%		\$ _____
Year 1 GA Total (add all amounts in the righthand column):					\$ _____
Initial Term (Year 2): 2024					
GA Ticket Price Range:	Per Ticket Fee	x	Weight (%)	=	Weighted Per Ticket Fee
\$5.00-\$10.00	\$ _____		1%		\$ _____
\$10.01-\$15.00	\$ _____		10%		\$ _____
\$15.01-\$20.00	\$ _____		50%		\$ _____
\$20.01-\$30.00	\$ _____		35%		\$ _____
\$30.01-\$40.00	\$ _____		1%		\$ _____
\$40.01-\$50.00	\$ _____		1%		\$ _____
\$50.01-\$60.00	\$ _____		1%		\$ _____

FINANCIAL PROPOSAL FORM

\$60.01 & Up	\$ _____		1%		\$ _____
Year 2 GA Total (add all amounts in the righthand column):					\$ _____
Option Year 1: 2025					
GA Ticket Price Range:	Per Ticket Fee	x	Weight (%)	=	Weighted Per Ticket Fee
\$5.00-\$10.00	\$ _____		1%		\$ _____
\$10.01-\$15.00	\$ _____		10%		\$ _____
\$15.01-\$20.00	\$ _____		50%		\$ _____
\$20.01-\$30.00	\$ _____		35%		\$ _____
\$30.01-\$40.00	\$ _____		1%		\$ _____
\$40.01-\$50.00	\$ _____		1%		\$ _____
\$50.01-\$60.00	\$ _____		1%		\$ _____
\$60.01 & Up	\$ _____		1%		\$ _____
Option Year 1 GA Total (add all amounts in the righthand column):					\$ _____
Option Year 2: 2026					
GA Ticket Price Range:	Per Ticket Fee	x	Weight (%)	=	Weighted Per Ticket Fee
\$5.00-\$10.00	\$ _____		1%		\$ _____
\$10.01-\$15.00	\$ _____		10%		\$ _____
\$15.01-\$20.00	\$ _____		50%		\$ _____
\$20.01-\$30.00	\$ _____		35%		\$ _____
\$30.01-\$40.00	\$ _____		1%		\$ _____
\$40.01-\$50.00	\$ _____		1%		\$ _____
\$50.01-\$60.00	\$ _____		1%		\$ _____
\$60.01 & Up	\$ _____		1%		\$ _____
Option Year 2 GA Total (add all amounts in the righthand column):					\$ _____
Option Year 3: 2027					
GA Ticket Price Range:	Per Ticket Fee	x	Weight (%)	=	Weighted Per Ticket Fee
\$5.00-\$10.00	\$ _____		1%		\$ _____
\$10.01-\$15.00	\$ _____		10%		\$ _____
\$15.01-\$20.00	\$ _____		50%		\$ _____
\$20.01-\$30.00	\$ _____		35%		\$ _____
\$30.01-\$40.00	\$ _____		1%		\$ _____
\$40.01-\$50.00	\$ _____		1%		\$ _____
\$50.01-\$60.00	\$ _____		1%		\$ _____
\$60.01 & Up	\$ _____		1%		\$ _____
Option Year 3 GA Total:					\$ _____
General Admission Grand Total (Add up yearly GA Totals for all five years):					\$ _____

FINANCIAL PROPOSAL FORM

Initial Term (Year 1): 2023				
RA Ticket Price Range:	Per Ticket Fee	x	Weight (%)	= Weighted Per Ticket Fee
\$5.00-\$10.00	\$ _____		5%	\$ _____
\$10.01-\$15.00	\$ _____		30%	\$ _____
\$15.01-\$20.00	\$ _____		13%	\$ _____
\$20.01-\$30.00	\$ _____		6%	\$ _____
\$30.01-\$40.00	\$ _____		18%	\$ _____
\$40.01-\$50.00	\$ _____		10%	\$ _____
\$50.01-\$60.00	\$ _____		5%	\$ _____
\$60.01 & Up	\$ _____		13%	\$ _____
Year 1 RA Total (add all amounts in the righthand column):				\$ _____
Initial Term (Year 2): 2024				
RA Ticket Price Range:	Per Ticket Fee	x	Weight (%)	= Weighted Per Ticket Fee
\$5.00-\$10.00	\$ _____		5%	\$ _____
\$10.01-\$15.00	\$ _____		30%	\$ _____
\$15.01-\$20.00	\$ _____		13%	\$ _____
\$20.01-\$30.00	\$ _____		6%	\$ _____
\$30.01-\$40.00	\$ _____		18%	\$ _____
\$40.01-\$50.00	\$ _____		10%	\$ _____
\$50.01-\$60.00	\$ _____		5%	\$ _____
\$60.01 & Up	\$ _____		13%	\$ _____
Year 2 RA Total (add all amounts in the righthand column):				\$ _____
Option Year 1: 2025				
RA Ticket Price Range:	Per Ticket Fee	x	Weight (%)	= Weighted Per Ticket Fee
\$5.00-\$10.00	\$ _____		5%	\$ _____
\$10.01-\$15.00	\$ _____		30%	\$ _____
\$15.01-\$20.00	\$ _____		13%	\$ _____
\$20.01-\$30.00	\$ _____		6%	\$ _____
\$30.01-\$40.00	\$ _____		18%	\$ _____
\$40.01-\$50.00	\$ _____		10%	\$ _____
\$50.01-\$60.00	\$ _____		5%	\$ _____
\$60.01 & Up	\$ _____		13%	\$ _____
Option Year 1 RA Total (add all amounts in the righthand column):				\$ _____
Option Year 2: 2026				
RA Ticket Price Range:	Per Ticket Fee	x	Weight (%)	= Weighted Per Ticket Fee
\$5.00-\$10.00	\$ _____		5%	\$ _____
\$10.01-\$15.00	\$ _____		30%	\$ _____
\$15.01-\$20.00	\$ _____		13%	\$ _____
\$20.01-\$30.00	\$ _____		6%	\$ _____
\$30.01-\$40.00	\$ _____		18%	\$ _____

FINANCIAL PROPOSAL FORM

\$40.01-\$50.00	\$ _____		10%		\$ _____
\$50.01-\$60.00	\$ _____		5%		\$ _____
\$60.01 & Up	\$ _____		13%		\$ _____
Option Year 2 RA Total (add all amounts in the righthand column):					\$ _____
Option Year 3: 2027					
RA Ticket Price Range:	Per Ticket Fee	x	Weight (%)	=	Weighted Per Ticket Fee
\$5.00-\$10.00	\$ _____		5%		\$ _____
\$10.01-\$15.00	\$ _____		30%		\$ _____
\$15.01-\$20.00	\$ _____		13%		\$ _____
\$20.01-\$30.00	\$ _____		6%		\$ _____
\$30.01-\$40.00	\$ _____		18%		\$ _____
\$40.01-\$50.00	\$ _____		10%		\$ _____
\$50.01-\$60.00	\$ _____		5%		\$ _____
\$60.01 & Up	\$ _____		13%		\$ _____
Option Year 3 RA Total (add all amounts in the righthand column):					\$ _____
Reserved Admission Grand Total (Add up yearly RA Totals for all five years):					\$ _____
Section A Total (Add GA Grand Total plus RA Grand Total):					\$ _____

Section B: Operational Expenses

The following are to be the operational expenses for all gate and concert admission events.

Section B Completion Instructions:

Fill out the chart below by entering the annual charges to the District for each operational expense identified below. For any one-time expenses (such as Setup Installation/ Implementation, enter the one-time cost in the Year 1 column and "N/A" in the subsequent year columns. Enter "N/A" in any of the Operational Expense fields that do not apply to your Proposal.

Calculations: Add up the annual charges in each row and enter the total five-year cost for each Operational Expense in the righthand column. To get the Section B Total, add up all amounts in the Totals For All Five Years column.

To provide any details on these costs, such as monthly breakdown or products/services included in each expense, include that information in your Technical Proposal.

FINANCIAL PROPOSAL FORM

Operational Expenses	Initial Term (Year 1): 2023	Initial Term (Year 2): 2024	Option Year 1: 2025	Option Year 2: 2026	Option Year 3: 2027	Totals for all five years:
Software License Fee	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
Setup Installation / Implementation	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
Hardware Cost	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
Ticket Stock	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
Other Expenses	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
Section B Total (Add totals in righthand column):						\$ _____

SERVICE CATEGORY 2 GRAND TOTAL: (Section A Total + Section B Total)		\$ _____
--	--	-----------------

FINANCIAL PROPOSAL FORM

Service Category 3: Electronic Ticketing/Redemption for Midway (Ride & Games) Point of Sale and Online Ticketing System

Section A: Ticket Fees

The following are to be the Per Ticket Fees for all electronic ticketing/redemption for midway (ride & games) events. Please note, the Per Ticket Fee quoted should represent what the Proposer (the ticketing platform vendor) wants to retain or collect for each ticket sold. The District may or may not pass on all of or a portion of the “per ticket fees” to the consumer. The Proposer shall not charge a Per Ticket Fee for ticket sales that occur through the District Box Office.

Section A Completion Instructions:

Per Ticket Fee – Enter the amount (in dollars and cents only) to be collected by Proposer for each ticket, broken down by ticket product categories, for every year of the contract and potential option years.

Calculate the Weighted Per Ticket Fee for every year of the contract and potential option years (multiply per ticket fee amount by Weight percentage amount), enter calculated total in Weighted Per Ticket Fee field. For example, if the Year 1 Per Ticket Fee for the Tickets Ticket Category is \$1.00, multiply 1 x 0.83, which equals 0.83, enter 0.83 in the Weighted Per Ticket Fee field in the first row. To get the Section A Total, add up Year 1 Total + Year 2 Total + Option Year 1 Total + Option Year 2 Total + Option Year 3 Total, enter amount in the Section A Total field.

Initial Term (Year 1): 2023					
Ticket Category:	Per Ticket Fee	x	Weight (%)	=	Weighted Per Ticket Fee
Tickets: \$0.00 - \$2.00	\$ _____		83%		\$ _____
Unlimited Ride Wristband: \$40.00 - \$60.00	\$ _____		15%		\$ _____
Fast Pass: \$20.00 - \$30.00	\$ _____		2%		\$ _____
Year 1 Total (add all amounts in the righthand column):					\$ _____
Initial Term (Year 2): 2024					
Ticket Category:	Per Ticket Fee	x	Weight (%)	=	Weighted Per Ticket Fee
Tickets: \$0.00 - \$2.00	\$ _____		83%		\$ _____
Unlimited Ride Wristband: \$40.00 - \$60.00	\$ _____		15%		\$ _____
Fast Pass: \$20.00 - \$30.00	\$ _____		2%		\$ _____
Year 2 Total (add all amounts in the righthand column):					\$ _____
Option Year 1: 2025					
Ticket Category:	Per Ticket Fee	x	Weight (%)	=	Weighted Per Ticket Fee
Tickets: \$0.00 - \$2.00	\$ _____		83%		\$ _____
Unlimited Ride Wristband:	\$ _____		15%		\$ _____

FINANCIAL PROPOSAL FORM

\$40.00 - \$60.00					
Fast Pass: \$20.00 - \$30.00	\$ _____		2%		\$ _____
Option Year 1 Total (add all amounts in the righthand column):					\$ _____
Option Year 2: 2026					
Ticket Category:	Per Ticket Fee	x	Weight (%)	=	Weighted Per Ticket Fee
Tickets: \$0.00 - \$2.00	\$ _____		83%		\$ _____
Unlimited Ride Wristband: \$40.00 - \$60.00	\$ _____		15%		\$ _____
Fast Pass: \$20.00 - \$30.00	\$ _____		2%		\$ _____
Option Year 2 Total (add all amounts in the righthand column):					\$ _____
Option Year 3: 2027					
Ticket Category:	Per Ticket Fee	x	Weight (%)	=	Weighted Per Ticket Fee
Tickets: \$0.00 - \$2.00	\$ _____		83%		\$ _____
Unlimited Ride Wristband: \$40.00 - \$60.00	\$ _____		15%		\$ _____
Fast Pass: \$20.00 - \$30.00	\$ _____		2%		\$ _____
Option Year 3 Total (add all amounts in the righthand column):					\$ _____
Section A Total (Add up yearly totals for all five years):					\$ _____

Section B: Operational Expenses

The following are to be the operational expenses to be charged to District for the electronic ticketing/redemption system.

Section B Completion Instructions:

Fill out the chart below by entering the annual charges to the District for each operational expense identified below. For any one-time expenses (such as Setup Installation/ Implementation, enter the one-time cost in the Year 1 column and "N/A" in the subsequent year columns. Enter "N/A" in any of the Operational Expense fields that do not apply to your Proposal.

Calculations: Add up the annual charges in each row and enter the total five-year cost for each Operational Expense in the righthand column. To get the Section B Total, add up all amounts in the Totals For All Five Years column.

To provide any details on these costs, such as monthly breakdown or products/services included in each expense, include that information in your Technical Proposal.

FINANCIAL PROPOSAL FORM

Operational Expenses	Initial Term (Year 1): 2023	Initial Term (Year 2): 2024	Option Year 1: 2025	Option Year 2: 2026	Option Year 3: 2027	Totals of all five years):
Software License Fee	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
Setup Installation / Implementation	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
Per Scanner Cost	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
POS Hardware	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
Per POS Kiosk Cost	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
Devices (e.g. wristbands or other device the tickets are loaded onto) (per device)	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
Other Expenses	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
Section B Total (Add totals in righthand column):						\$ _____

SERVICE CATEGORY 3 GRAND TOTAL: (Section A Total + Section B Total)		\$ _____
--	--	-----------------

EXHIBIT A
SCOPE OF WORK

I. OVERVIEW:

The District is seeking a qualified company(ies) to professionally and efficiently provide subscription/licensing of three distinct types of computerized ticketing systems and all related hardware or equipment, and annual services as described in this Scope of Work and separated by Service Category. Contract awards shall be based on the following Service Categories: Service Category 1 – Parking Point of Sale (POS) and Online Ticketing System, Service Category 2 – Gate Admissions Point of Sale (POS) and Online Ticketing System, and Service Category 3 – Electronic Ticketing /Redemption for Midway (Rides & Games) Point of Sale (POS) and Online Ticketing System. Contractor must commit to full system functionality by February 20, 2023, for Service Categories 1 and 2 and March 1, 2023, for Service Category 3.

A. SERVICE CATEGORY 1: Parking Point of Sale and Online Ticket System

The services provided must include the ability to sell parking permits, software support, customer support, equipment, access control, and accurate and reliable reporting.

B. SERVICE CATEGORY 2: Gate and Concert Admissions Point of Sale and Online Ticketing System

The services provided include the capability to sell admission tickets and reserved seat concert tickets, software support, equipment, customer support, access control, and accurate and reliable reporting.

C. SERVICE CATEGORY 3: Electronic Ticketing/Redemption for Midway (Rides & Games) Point of Sale and Online Ticketing System

The services provided include the capability to sell electronic ride/game ticket, software support, customer support, access control, equipment and accurate and reliable reporting.

The Midway is an Independent Midway, meaning there are multiple contracts for rides and games with various owners. The Contractor will supply a fully proven and operational electronic ticketing/redemption system with an operational iOS and Android-based mobile phone app that is capable of handling cashless transactions, generating fully customizable reports for the 22nd DAA (District Agricultural Association), handling transactions for a fair of the size and scope of the San Diego County Fair (1 million attendance, up to 80 rides, and 60 games for a period of no less than 22 days) without failure.

D. The Project Representatives during the term of this Agreement will be:

22 nd District Agricultural Association	Contractor: TBD
Name: TBD	Name: TBD
Address: 2260 Jimmy Durante Boulevard Del Mar, CA 92014	Address: TBD
Phone: TBD	Phone: TBD
e-mail: TBD	e-mail: TBD

The parties may change their Project Representative upon providing ten (10) business days written notice to the other party. Said changes shall not require an Amendment to this Agreement.

EXHIBIT A
SCOPE OF WORK

II. SERVICES TO BE PERFORMED:

(Unless otherwise noted, all functions listed below apply to all service categories.)

A. Minimum Required Hardware:

Services provided by the Contractor shall include supply of all of the following hardware at a minimum on a year-round basis. All of the hardware must interface with the automated ticketing system and access control system provided to the respective service categories:

1. Service Category 1:

- Contractor shall provide 45 handheld mobile point of sale/scanning devices; each device must have its own printer (charging cables, docking stations, etc.)

2. Service Category 2:

- Contractor shall provide 35 complete terminal setups including ticket printers, monitors and credit card readers. Ticket Printers must be able to print bar codes, logos, and icons on tickets and all must have ticket cutters.
- Contractor shall provide 35 Credit Card Scanners
- Contractor shall provide 45 Portable entry scanner for all entry gates and concert entry points.

3. Service Category 3:

- Contractor shall provide 28 POS system terminals that include integrated credit and debit card capabilities.
- Contractor shall provide 360 Wireless scanners for approximately 80 rides and 60 games. Scanners must be robust, durable, have customizable settings and redemption capabilities, and battery backup. Ready to use replacement scanners are highly desired for back-up.
- All devices (credit card swipers, scanners, terminals etc. must tie in with Contractor's software and equipment to provide on-line/real time reports).
- The District reserves the right to request additional equipment as needed.
- Is highly desired that the Contractor shall provide 4 - 5 self-serve wireless POS kiosks capable of reloading devices; ability to accept credit/debit cards; touch screens; customizable with secure enclosures. Ready to use replacement POS kiosks are highly desired for back-up.

EXHIBIT A
SCOPE OF WORK

B. General Function:

1. The System must allow District to sell tickets to guests via the internet, at widespread multiple gate locations on the grounds, and remotely via compatible devices onsite or offsite.
2. Online ticket sales must have a responsive function on mobile devices with the ability to e-mail a ticket and purchase receipt, preferably with no password or login requirements in order to purchase a ticket.
3. Mobile and online sites must be fully optimized and responsive.
4. The System must provide the ability to set up multiple types of user permissions, permitting one employee to access specific modules and certain data within those modules, while another employee could have read-only access to detailed data with a group of administrators having full access, etc.
5. The System must have the ability to manage and track business activities effectively with the inherent ability to control and track all monies from ticket sales revenue.
6. The System must have the ability to handle extremely heavy drive-up and walk-up traffic.
7. The System must offer a contactless payment option.
8. The System should be easy to use with logical commands and minimal keystrokes.
9. The Contractor shall make the online ticket processing system as efficient and user-friendly as possible.
10. All tickets must have the ability to include barcodes and/or QR codes.
11. The System must offer the ability to provide digital and physical receipts to guests.
12. The System must be able to produce barcode recognition for pre-sale items.
13. Provide average transaction time for cash payment, card payment and pass scanning/validation.
14. The System must possess the ability to manage and track sales effectively with the inherent ability to control and track all monies.
15. The security of the System must reside with the operator code, not with the terminal. Unique codes and/or passwords must be provided to all users of the System. The level of activity must correspond to various code levels, or the level of activity must be able to be adjusted by the in-house administrator(s).
16. The System must allow District the ability to assign additional internal service charges and/or fees, as necessary.
17. The System shall provide various financial, technical, and administrative reports via a single web portal.
18. The System will have the ability to provide print-at-home, at no cost to the venue or ticket buyer.
19. The System shall have the capability to allow District Management or their designee to edit or set ticket text when necessary.
20. The System shall have the capability to allow District to assign or remove specific commands from operator codes.
21. The System must provide the ability to build, price, and manage all events from one centralized location.
22. District must have the ability to create and edit District events. All event creation and editing functions must operate simultaneously, resulting in instantaneous updated information.

EXHIBIT A
SCOPE OF WORK

23. The system must have the ability to create and alter facility and accommodate changes to seating, seating configurations, scaling, etc. at a facility before and after sales have occurred.
24. The System may give the customer the ability to purchase ticket from multiple events in the same shopping cart.
25. The system must have the ability to generate barcode/QR code to be used by hard ticket printing companies.
26. The system must have the ability to message ticket buyers by event and seating sections.
27. The System must include wireless and encrypted entry scanners capable of reading barcodes/QR codes from physical tickets, print-at-home tickets, and portable devices. All scanners must be able to read all barcodes, QR codes, produced by the System.
28. The System must track pre-sale through a bar code and/or QR code printed on online and onsite tickets. Upon scanning bar-coded or QR-coded ticket, System must have the capability to check the validity of the ticket and void ticket to prevent future use.
29. Applicable to Service Category 2: Contractor shall provide the best possible customer service, offering the “best seat available in the house for reserved seating events” to all ticket buyers.
30. Applicable to Service Category 2: The System shall have the ability to recognize District personnel badges within the ticketing system in order to monitor and control access to the Fairgrounds.
31. Applicable to Service Category 2: The System must have the ability to search and purchase tickets by individual seat, best available seating, section, or price. The System must also have the ability to sell both general admission and reserve seats from the same seating chart.
32. Applicable to Service Category 2 The seating configuration must be input in such a manner to: Properly dress and scale each house, or automatically sell the best available seats.
33. Applicable to Service Category 3: The System must generate a hard stock ticket, or another device is required from which credits are debited or loaded onto and may or may not be pre-loaded but must have the ability to be pre-loaded. Other devices required include a pay-one-price or unlimited ride-day wristband and a “fast pass” option.

C. ACCESS CONTROL:

1. The System must provide a complete functioning access control system.
2. Applicable to Service Category 1 and 2 the System must have the ability to monitor and verify the incoming flow of ticket sales instantaneously via an internet-based program, which allows the venue to scan information in real-time. This would include monitoring presold tickets coming through the parking and entry gates. The System must track the presale through a bar code/QR Code for all tickets.
3. Applicable to Service Categories 1 and 2: In the event of a multiple-day-use parking/admission ticket, the scanner must scan and void only that day's entry on the ticket and leave the unused dates available for scanning another time or day.
4. Applicable to Service Category 3: The bar-coded or QR-coded ticket must be scannable at each ride or game to redeem the correct number of credits designated to the ride or game operators.

EXHIBIT A
SCOPE OF WORK

5. Applicable to Service Category 3: The bar-coded or QR-coded ticket must be scannable at each ride or game to redeem the correct number of credits designated to the ride or game operators.

D. ACCOUNTING AND REPORTING:

1. All reports must be date and time-coded in a real-time environment.
2. The System must have the ability to manage and track business activities effectively with the inherent ability to control and track all monies, or non-ticket revenue, such as complimentary tickets.
3. A complete back-end auditing module must be included within the System and provide the ability to track who logs in and out, when they log in/out and what each user does while logged in. Any changes to the System must be logged. Every transaction must have the ability to be recreated through the auditing tool, step by step. Every financial transaction must be tracked entirely and reconciled at any time.
4. District must easily retrieve accurate online, minute-by-minute information on all ticket sales at various levels of detail for promoters, management, and planning purposes.
5. The District must be able to easily retrieve accurate online, minute-by-minute information on all sales at various levels of detail.
6. The System must be able to record the sale of ticket(s) as cash or other transaction methods of payment, including but not limited to Visa, Master Card, American Express, Discover, Apple Pay, Samsung Pay, or Google Wallet.
7. All transactions must be captured in a transaction journal; System must provide District with instantaneous access to this journal information.
8. The System must provide online credit card authorization. This authorization must be instantaneous.
9. The System must provide daily sales figures for all sellers, separating cash sales and all other payment methods used. In addition, there must be an online balancing-out program for sellers that balances their actual payment types to what is listed on the computer. This program should also provide ticket seller "over" and "short" information that can be printed on a hard copy printer - the System must have the ability to balance the sellers' transactions balance on their receipts and produce a report to assist with the balancing process. Additionally, all individual balance sheets should "feed" into a combined document listing the total of all sellers, including overages and shortages.
10. The System must have the capability to provide a detailed Daily Revenue Report, including revenue type by selling location and operator code, transaction report including revenue type by selling location and operator code posting sales as they occur, and providing immediate sales status reports by the gate and operator code. Daily Revenue Report must record the number of parking, admission, concert, and midway tickets sold by location, operator code, and the corresponding dollar value reported for each seller.
11. The System must be able to link reports for multiple days resulting in combined tickets sold and dollar totals for all corresponding event days.
12. The System must be able to provide a detailed Event Audit report, both in print and graphical form, which can be displayed and printed for each event. This report must record the number of tickets sold in each price category and the corresponding dollar value. This report must provide a real-time record, post-sales as they occur, and immediate event status reports.
13. The System must have the capability to allow District management staff to adjust pricing structures remotely.

EXHIBIT A
SCOPE OF WORK

14. The System shall issue, recognize, and track discount coupons that the 22nd DAA may offer through their reporting systems.
15. The payment system must comply with Payment Card Industry Data Security Standards (PCI-DSS), MasterCard, and Visa (EMV). The payment system shall also stay compliant with future PCI-DSS changes, and the Contractor shall provide this assurance in writing.
16. The System must have the ability to set up multiple merchant accounts with all revenues directed to the appropriate District bank account.
17. All credit and debit card transactions will be processed via the District's Merchant Account. The System must have the capability to meet this requirement.
18. The system must have secure identity verification mechanisms in place to prevent or minimize fraudulent transactions.
19. Contractor shall provide a system such that processing credit card transactions shall not degrade the time allowed for positive authorizations. The System shall process and store credit card transactions at each field device that accepts credit cards while in an offline mode due to a communication loss. District prefers that all Point-of-Sale & Online Ticketing Systems have the capacity to process and store credit card transactions during a communication loss regardless of where in the network the communication loss occurs. Once communication is reestablished, the System should be able to request authorization for all credit card transactions that were processed offline.
20. Applicable to Service Category 3: The System must be able to generate reports to Ride and Game owners with information about redemptions at the rides and games they own.

E. SOFTWARE/HARDWARE SUPPORT AND REQUIREMENTS:

1. Documentation must be provided on all system backup equipment and procedures, including software, hardware, and telecommunication lines. Additional information must be provided on the procedures for initiating this backup in the event of a catastrophic event.
2. Provide a secure wireless network/infrastructure with redundancies to always ensure continuous service, without any connectivity faults and includes 24-7 system support and maintenance to ensure continuous operation.
3. All equipment shall run wirelessly or via a reliable cellular network. A minimum of two (2) options for cellular communication providers is recommended prior to operation.
4. Complete installation, configuration, and testing of all aspects of the System including wireless connectivity if the System is operating on a wireless system.
5. The Contractor shall configure scanners and POS system prior to the event and all maintenance and repair as necessary during the event.
6. The system must have a robust system back-up with security measures and encryption designed to protect and secure the System's integrity, the District and customer's data, and to ensure the customer and District's privacy and security from all outside and internal unauthorized access. The sales data captured in this System will belong solely to the District. All access to this data must only be accessible to District-authorized staff.
7. The complete installation of all hardware and software, including site preparation, foundations, communication, power conduits, and cables, and hard and soft connections shall be included.
8. The System shall provide access to the hardware and software management system by authorized users 24/7 over the Web. The management system shall be a web-based system accessible via desktop computer, laptop computer, or handheld wireless device to authorized personnel. No additional software other than an internet browser shall be

EXHIBIT A
SCOPE OF WORK

- required for management to access and fully use the Point-of-Sale & Online Ticketing System and its components.
9. Contractor shall provide and install all needed system software & applications, anti-virus, anti-malware, security updates, system updates, and patches. Contractor shall train the District staff on its use.
 10. Contractor shall provide qualified staff to assist, consult, install, train, and oversee the system implementation.
 11. Contractor shall provide an onsite support member during the launch of the new software to help and monitor any issues that may come up.
 12. Contractor shall provide ongoing product support for both technical and customer service and new product request considerations.
 13. Contractor shall identify the life expectancy of each piece of equipment, hardware, software, and other elements and when each item/component would be replaced under normal usage.
 14. Contractor shall provide a disaster recovery plan. The plan shall provide the step-by-step procedures for disaster recovery for each point of failure. These procedures should be comprehensive.
 15. System updates shall consist of all actions necessary to incorporate hardware and software updates in the Point-of-Sale & Online Ticketing System to ensure performance to original specifications. Maintaining the System to keep it up to date shall be included in the expense of the System. Contractor shall provide error correction, updates, and third-party software only after obtaining the written approval of the 22nd DAA. The Contractor shall also make new releases of third-party software available to the District at the District's option and expense. Vendor-supplied documentation of updates to reflect these software changes shall be submitted within seven (7) days of completion of said software updates.
 16. The Contractor shall provide system update services regularly, ensuring that the system software or application, including all third-party software, shall be the manufacturer's "current" version. The Contractor shall have seven (7) calendar days from the time the software system or application manufacturer releases an update or patch to process updates and patches in accordance with the requirements stated in the software system or application.