

## RFP Questions and Clarifications Memorandum

**To:** Vendors Responding to RFP Number 3907 for the Mississippi Fair Commission (MFC)

**From:** Craig P. Orgeron, Ph.D.

**Date:** October 7, 2016

**Subject:** Responses to Questions Submitted and Clarifications to Specifications

**Contact Name:** Michelle Smith

**Contact Phone Number:** 601-432-8057

**Contact E-mail Address:** michelle.smith@its.ms.gov

RFP Number 3907 is hereby amended as follows:

- Section VIII, Cost Information Submission, Cost to Consumers is being modified to read:**

Item	Basis (flat fee/percentage)	Amount
Convenience/Service Charge		
Credit card fees		
Handling or processing fees		
Print at home tickets		
Mobile ticket fees		
Ticket insurance		
<del>Season or Subscription fees</del>		
Marketing Incentives/Promotion		

The following questions were submitted to ITS and are being presented as they were submitted, except to remove any reference to a specific vendor. This information should assist you in formulating your response.

**Question 1:** Section 7.1 – Is the ITS open to have the representing State be the State of California?

**Response:** The State assumes the Vendor is referring to Section IV Item 7.1. No, the State of California cannot represent MFC.

**Question 2:** Section 8 – Does the ITS require that the Certification of Insurance copy designate ITS on the document or just a copy of the current COI?

**Response:** The State assumes the Vendor is referring to Section VI Item 8. The Certificate of Liability Insurance should designate coverage for the Vendor, not ITS.

**Question 3:** Section 3, General Overview and Background, Page 31 – Please provide the breakdown for 2015 Annual tickets sold by Online, Box Office and Outlet?

**Response:** Of the nineteen events hosted by MFC, there were 157,595 tickets for a total of \$3,396,280.19 in ticket sales. Of that total amount, approximately \$390,258.00 were sold over the phone, \$1,047,046.00 were sold online, \$1,742,032.00 were sold at the box office, \$105,130 were sold at outlet, and \$86,825.00 were sold at a secondary box office.

**Question 4:** Section 7, Project Management, Page 34 – 7.2 Will ITS accept LinkedIn account links in the replacement of Resumes due to Corporate and HR regulations?

**Response:** The State will accept LinkedIn accounts in replacement of resumes. However, this could affect the possible points that the Vendor is allowed to receive for Vendor Experience, Project Management, and References if the LinkedIn account does not reflect all required specifications stated in Section VII Item 7.2.

**Question 5:** Section 8.11.4, Access Control – Please describe in detail the current Internet solution at all MFC Complex venues? Also can you explain what the internet speed is at the box office using [www.speedtest.net](http://www.speedtest.net). Can you also explain what current WiFi is available to the Vendor or if a new wifi network and solution will need to be offered and paid for by vendor? Can you tell us who your current Internet and network provider is?

**Response:** Please see the Attachment to this memorandum for MFC's Computer Network & Internet Connectivity chart. The Internet speeds at the box office listed on the Attachment are speeds calculated on October 4, 2016, by [www.speedtest.com](http://www.speedtest.com). Currently, MFC does not have WiFi services on the Fairgrounds.

**Question 6:** Section 8.13 page 38 – Please explain or provide an example of a performance measure guarantee.

**Response:** A performance measure guarantee example would be a response time of 30 minutes or less during system down time on the day of an event or on ticket sale day. The penalty for a down time would be \$10-\$50 per minute for every minute over 30 minutes.

**Question 7:** 9.5, Payment Processor, page 40 – If the Vendor decides to use the MSI processor, is that processor able to use Authorize.net as the payment processor gateway?

**Response:** The State has a contract with MSI as the State's designated payment processor. MSI is currently using WorldPay as their primary processor. MSI does not currently process payments through Authorize.net.

**Question 8:** Section 32, Page 20 – Please provide the State of MS Enterprise Security Policy for review.

**Response:** The State of MS Enterprise Security Policy is accessible to third party vendors but only through a secure website. Please contact Michelle Smith via e-mail at [michelle.smith@its.ms.gov](mailto:michelle.smith@its.ms.gov) in order to gain access.

**Question 9:** Section VII, 8.11.4, please provide additional details concerning number of access points, entry points and scanners needed for MFC complex – Jackson Coliseum, Mississippi Trade Mart, Kirk Fordice Equine Center and Mississippi State Fair gates.

**Response:** **MFC Access Points, Entry Points, and Scanners:**

	Access Points	Entry Points	Scanners
Coliseum	10	8	18
Equine Center	2	2	3
Trade Mart	2	3	3
Fairgrounds Gate	8	8	32

**Question 10:** Section VII, Item 3, indicates the system will manage “non-exclusively” for events held at the Mississippi Trade Mart, Kirk Fordice Equine Center, Mississippi State Fair, and the Mississippi State Fairgrounds. Can you provide additional information on “non-exclusive” events at these locations? Additionally, what ticketing services would need to be provided by the ticketing vendor on these events? What current ticket solution is being used for these “non-exclusive” events and current ticket sales volume on these events?

**Response:** There are less than five non-exclusive events, including the Mississippi State Fair, for MFC. There would not be any additional ticketing services provided by the awarded Vendor for these types of events. MFC currently has an independent Vendor and/or promotor/producer providing non-exclusive tickets. Ticket sales volume for these events is not available.

**Question 11:** Section VII, 3. General Overview and Background - Can you provide estimated tickets sales and number of events that you are forecasting over the term of the agreement for MFC Complex and which will be handled exclusively and what events would be considered “non-exclusive” by ITS? Can ITS provide additional detail as to the types of events (family, concerts, sports) , average ticket price by event category, and projected ticket sales by distribution type on future ticket sales and volume over the term of the agreement?

**Response:** A third party Vendor compiled the following information for MFC ticket sales based on historical data. These figures are estimates only and the State assumes no responsibility of accountability as to accurateness or proximity to real sales figures.

Year	Est. Ticket Sales Amount	# Events	Family	Sports	Concerts
			3% Increase	3% Increase	7% Increase

2016	\$4,119,012.00	158	\$1,220,201.00	\$613,358.00	\$2,285,453.00
2017	\$4,334,000.48	165	\$1,256,807.03	\$631,758.74	\$2,445,434.71
2018	\$4,567,837.88	174	\$1,294,511.24	\$650,711.50	\$2,616,615.14
2019	\$4,803,357.62	182	\$1,333,346.58	\$670,232.85	\$2,799,778.20

Of total ticket sales, phone sales represent 15%, Internet sales represent 34%, onsite ticket sales represent 47%, outlet sales represent 3%, and secondary box office (primarily Feld events) represent 2%, based on historical data.

**Question 12:** Section VIII, Cost/Revenue Information Submission, please provide additional explanation as to what ITS defines and is seeking in reference to “financial incentive”? Is this signing bonus, an annual payments, etc.?

**Response:** The State would like to clarify that “financial incentive” is defined as a signing bonus upon execution of a contract.

**Question 13:** Section VIII, Cost/Revenue Information Submission, under cost to consumer, some of the items listed are optional to the consumer and therefore, only a cost should the consumer chose to participate in those services. Given the current scoring process outlined, how would ITS like for those to be identified?

**Response:** The Vendor should still list a cost but also identify these items that could or could not require a fee as “optional”. The State will take that into consideration upon scoring.

**Question 14:** Section VIII, Cost/Revenue Information Submission, under cost to consumer, season and subscription fees are listed as an item. Can ITS supply additional information as to what season or subscriptions needs will fall under this contract? Is this for a tenant or future tenant?

**Response:** There is no information for seasonal or subscription needs for this contract. There is not a current or future tenant expected. Please see Amendment Item No. 1 above.

**Question 15:** Section VII, Technical Specification, Section 8. Can ITS provide additional detail as to the network connections for the MFC complex. The RFP lists 2 business class data connections. Does this cover all the venues or locations under the MFC complex?

**Response:** See Attachment.

**Question 16:** Section VII, Technical Specification, Section 12. The vendor is required to provide the necessary connections required for the MFC’s facilities. Can ITS provide additional detail as to the current networking of these facilities similar to the previous question regarding additional detail on current connections to help Vendor determine any additional requirements?

**Response:** See Attachment.

**Question 17:** Attachment B, Payment Processing. Can ITS provide the current credit rate for in-house processing?

**Response:** The credit card processing fee is detailed in a contract between the State and MSI, the State's current designated payment processor. It is currently 2.2%. A Statement of Work will be executed between the MFC and MSI. An additional eGovernment fee may be required and is negotiated with MFC at the time the Statement of Work is executed with MSI.

RFP responses are due October 18, 2016, at 3:00 p.m. (Central Time).

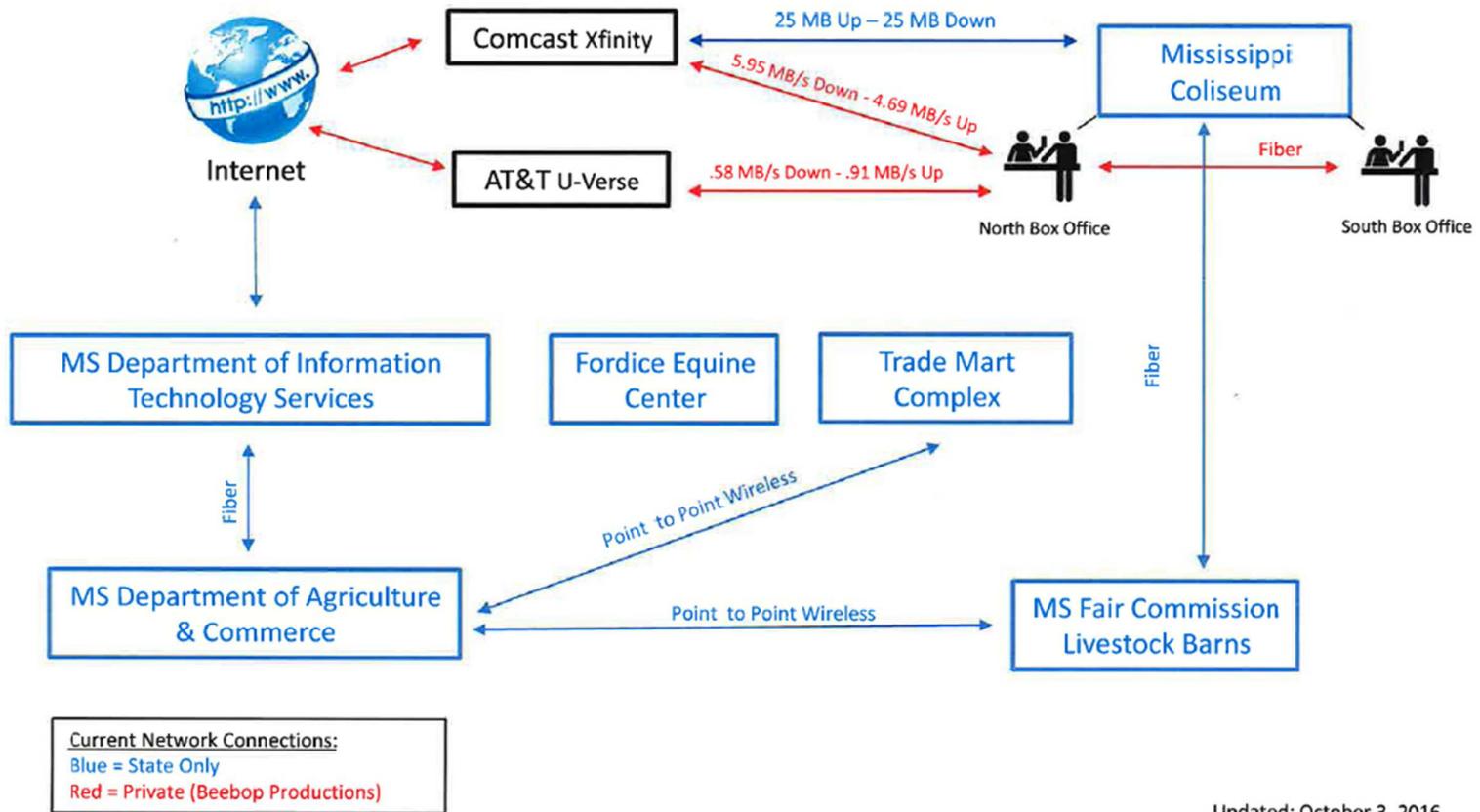
If you have any questions concerning the information above or if we can be of further assistance, please contact Michelle Smith at 601-432-8057 or via email at michelle.smith@its.ms.gov.

cc: ITS Project File Number 42729

Attachment: MFC Computer Network & Internet Connectivity

ATTACHMENT

# MS Department of Agriculture & Commerce MS Fair Commission Computer Network & Internet Connectivity



Updated: October 3, 2016

Mississippi Department of Agriculture and Commerce  
Mississippi Fair Commission  
State Network

