

**Request For Proposal (RFP)
For
The Provision of Ticketing
And Access Control Software and Hardware
At
The Centre In The Square**

Issued By:

**The Centre In The Square
101 Queen Street N.,
Kitchener, Ontario N2H 6P7**

Issued On: April 21, 2010

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Request For Proposal

This Request For Proposal is being issued by The Centre In The Square, referred to in this document as “The Centre”.

The Centre is requesting proposals for the provision and installation of Ticketing and Access Control Software and Hardware.

Specifications are listed in the attached sections – **Parts A & B**.

Summary of Key Information

Closing date for the Letter of Intent to Propose is May 19, 2010 at 3:00 PM Eastern time.

Closing date for Proposals is June 16, 2010 at 3:00 PM Eastern time.

All Proponents having expressed an interest to The Centre on this proposal will receive the RFP and any applicable updates to it. The Proponent must assume all of their costs associated with the submission of this RFP.

Proponents’ questions should be directed to the **RFP Coordinator** as listed in **Part A, Item 3**. Information offered from sources other than the above is not official and may be inaccurate. **DO NOT CONTACT ANY OTHER CENTRE STAFF OR BOARD MEMBERS.**

This RFP is in two (2) parts:

PART A is administrative information.

PART B is technical service requirements and description of Proposal Format to be used.

PART A: Administrative Information

1. Purpose

The Centre, through a specially formed Ticketing Committee, wishes to purchase new Ticketing and Access Control Software and Hardware. The Centre currently operates a regional ticketing operation servicing a number of ticketing clients, with an annual ticket volume between 500,000 and 700,000 tickets.

The Committee has identified specific needs for both ticketing and access control software included in this RFP.

2. RFP Terminology

Throughout this RFP, terminology is used as follows:

- **“must”, “mandatory” or “required”** is a requirement that must be met in an unaltered form in order for the proposal to receive consideration.
- **“should” or “desirable”** is a requirement having a significant degree of importance to the objectives of the RFP.
- **“RFP”** refers to Request For Proposal.
- **“Computer Committee”** refers to The Centre’s Ticketing Committee.

3. RFP Coordinator

Upon release of this Request For Proposal (RFP), all vendor communications concerning this acquisition must be directed to the RFP Coordinator listed below. Unauthorized contact regarding the RFP with other Centre Employees, Board Members or Executive may result in disqualification. Any oral communications will be considered unofficial and non-binding on The Centre. Vendors should rely only on written statements issued by the RFP Coordinator:

Mr. Bill Nuhn
The Centre In The Square
101 Queen St. N.
Kitchener, ON N2H 6P7
Phone: (519) 578-5660x213
Fax: (519) 578-9230
e-mail: bnuhn@centre-square.com

Contact by e-mail is preferred.

Note: At the discretion of the Computer Committee, all vendor inquiries and Centre responses to these inquiries may be distributed to all Proponents to ensure equal disclosure during the process.

4. Acquisition Authority

This RFP is in compliance with the policies and procedures of The Centre.

5. Acceptance of Proposals

This RFP must not be construed as a contract to purchase goods and/or services. The Computer Committee will assess proposals in light of the evaluation criteria. Neither acceptance of a proposal nor execution of an agreement shall constitute approval of any activity or development contemplated in any proposal that requires any approval, permit or license pursuant to any federal, provincial, regional district or municipal statute, regulation or bylaw. The Proponent shall be required to obtain all necessary approvals and licenses.

6. Definition of Contract

Only notice in writing to a Proponent of the acceptance of its proposal by The Computer Committee, and the subsequent full execution of a written agreement, shall constitute a contract or agreement for the provision of Ticketing and Fundraising Software and Hardware or Services. Proposals may be negotiated with Proponents and, if accepted, may form part of any contract or agreement awarded.

7. Acquisition Schedule

Event	Date of Completion
Distribution of RFP Information Package	Apr. 21, 2010
Letter of Intent To Propose Due	May 19, 2010
Deadline For Comments/Questions Regarding Specifications	May 31, 2010
RFP Responses Due	June 16, 2010
Begin RFP Evaluations	June 21, 2010
Announce Apparent Successful Vendor	Aug. 11, 2010
Negotiate Contract	Oct. 1, 2010
Project complete	Jan. 31, 2011

7.1 RFP Information Package

A Request For Proposal document will be sent via e-mail to potential suppliers, and posted on the Centre's web site on Wednesday April 21, 2010.

7.2 Letter Of Intent To Propose

A letter indicating the vendor's intent to respond to the RFP must be received by the RFP Co-ordinator at the address specified no later than 3:00 pm local time on the date identified in the acquisition schedule (Section 7).

Courier, hand deliver, fax or e-mail the Letter of Intent to Propose to the RFP Coordinator as listed in Part A, Item 3.

Failure to submit a Letter of Intent to Propose, by the deadline, will result in the rejection of the vendor's proposal.

Note:

Submission of the Letter of Intent to Propose constitutes the vendor's acceptance of the procedures, evaluation criteria and other administrative instructions of the RFP.

The Centre assumes no responsibility for delays in Canada Post Service or any delivery, courier, e-mail or fax service the vendor may select. Time extensions will not be granted.

Each vendor must appoint a single individual to officially represent the vendor for this acquisition. Include the following information in the Letter of Intent to Propose:

Name of Vendor Representative
Title, Name of Company
Address
Telephone Number, Fax Number
EMail Address

Vendors may withdraw their Letters of Intent to Propose at any time before the deadline for proposal submission.

7.3 RFP Amendments

The Computer Committee reserves the right to change the acquisition schedule or issue amendments to the RFP at any time. The Computer Committee also reserves the right to cancel and reissue the RFP.

7.4 Vendor Comment Regarding Specifications

The Computer Committee will consider vendor comments regarding any requirements before the deadline for proposal submission. All comments must be in writing and submitted to The RFP Coordinator by the date specified in the acquisition schedule (Section 7). The Computer Committee reserves the right to modify requirements should a vendor comment identify a change that is in the best interest of The Centre. The Centre will not be responsible for lost communications.

7.5 Proposal Response Date and Location

The vendor's proposal, in its entirety, must be received by the RFP Coordinator as specified in Item 3 not later than 3:00 PM local time on the date specified in the acquisition schedule (Section 7).

Each vendor will courier, hand deliver, fax or e-mail one original proposal to the address listed in Part A, Item 3. All proposals and accompanying documentation will become the property of The Centre and may not be returned.

Vendors assume the risk of the method and dispatch. The Centre assumes no responsibility for delays caused by any delivery service. Postmarking by due date will not substitute for actual proposal receipt. Late proposals will not be accepted nor will additional time be granted to any vendor. Proposals may be delivered by facsimile transmission or other telecommunication or electronic means, but The Centre will not be responsible for any lost or misdirected communications.

8. Definition of Requirements

8.1 Mandatory Requirement

A mandatory requirement is an essential component that The Centre needs and that must be met by the vendor. The Computer Committee will eliminate from the evaluation process any vendor not fulfilling all mandatory requirements or not presenting an acceptable alternative.

Failure to meet a mandatory requirement (grounds for disqualification) shall be established by any of the following conditions:

- 8.1.1** The vendor states that a mandatory cannot be met.
- 8.1.2** The vendor fails to include information necessary to substantiate that a given mandatory requirement has been met. A response of “will comply” is not sufficient.
- 8.1.3** The vendor fails to include information requested by a mandatory requirement. A response of “will comply” is not sufficient
- 8.1.4** The vendor presents the information requested by this RFP in a manner inconsistent with the instructions stated by any portion of the RFP.
- 8.1.5** Customer references, or site visits, report the vendor’s inability to comply with one or more of the mandatory requirements.
- 8.1.6** The vendor fails to include the customer references required.

8.2 Acceptable Alternative

An acceptable alternative is one which The Computer Committee considers satisfactory in meeting a mandatory specification. The Computer Committee, at its sole discretion, will determine if the proposed alternative meets the intent of the original mandatory requirement.

8.3 Desirable Option

Desirable options are specifications for features and functions which The Computer Committee would like to acquire but which are not absolutely necessary.

9. Multiple Proposals

Vendors interested in submitting multiple proposals may do so, provided each proposal stands alone and independently complies with the instructions, conditions and specifications of the RFP.

A maximum of three (3) proposals will be accepted from any one Proponent for the RFP.

10. Withdrawal of Proposals

Vendors may withdraw a proposal that has been submitted at any time up to the proposal closing date and time. To accomplish this, a written request signed by an authorized representative of the vendor must be submitted to the RFP Coordinator. After withdrawing a previously submitted proposal, the vendor may submit another proposal at any time up to the proposal closing date and time.

11. Proprietary Proposal Material

Any information contained in the proposal that is proprietary must be clearly designated as such.

Vendors shall identify clearly any materials which constitute “formulae, designs, drawings and research data” so as to be exempt from public disclosure.

12. Errors In Proposal

The Centre will not be liable for any errors in vendor proposals. Vendors will not be allowed to alter proposal documents after the deadline for proposal submission.

The Computer Committee reserves the right to make corrections or amendments due to errors identified in proposals by The Computer Committee or the vendor. This type of correction or amendment will only be allowed for such errors as typing, transposition or any other obvious error. Any changes will be date and time stamped and attached to proposals. All changes must be coordinated in writing with, authorized by, and made by the RFP Coordinator. Vendors are liable for all errors and omissions contained in their proposals.

13. Contract Award and Execution

The Computer Committee reserves the right to make an award without the further discussion of the proposal submitted. The proposal should be submitted on the most favorable terms the vendor can offer. The vendor shall specifically stipulate in the Cover Letter that the proposal is predicated upon the acceptance of all terms and conditions stated in the Request For Proposal. It is understood that the proposal will become part of the official file on this matter without obligation to The Centre.

The general conditions and specifications of the RFP and the successful vendor’s response will become part of the contract.

In no event is a vendor to submit its own standard contract terms and conditions as a response to this RFP.

The foregoing should not be interpreted to prohibit either party from proposing additional contract terms and conditions during the negotiation of the final contract.

Only the General Manager of The Centre may legally commit The Centre to a contract.

14. Vendor Profile

The vendor must provide evidence of the following:

- 14.1** Qualifications and experience of the service and support personnel.
- 14.2** A description of service facilities including location.
- 14.3** Three (3) references where similar work was performed, indicating company name, address, contact name and phone number – where similar equipment, services and volumes have been supplied.
- 14.4** Any additional information that will provide insight and confidence in the vendor's organization.
- 14.5** The vendor must be willing to arrange an interview/meeting at The Centre, to meet with the Computer Committee prior to the award of the contract. The capability of the vendor will be assessed at this time in order to ensure further confidence in the vendor's organization.
- 14.6** The vendor must be willing to arrange for the inspection of their facilities at the request of The Computer Committee prior to the award of the contract. The capability of the vendor to undertake the necessary commitments will be checked and assessed to verify claims.

15. Acceptance or Rejection of Proposals

- 15.1** The Centre reserves the right to reject any or all proposals and the lowest or any proposal may not necessarily be accepted.
- 15.2** The Centre reserves the right to accept any proposal which is considered best for the interests of The Centre.
- 15.3** The Centre shall not be responsible for any liabilities, cost, expenses, loss or damage incurred, sustained or suffered by any bidder by any reason of the acceptance of a proposal save as provided in the contract.
- 15.4** No proposal shall be accepted from any person or corporation who, or which, has a claim or has instituted a legal proceeding against The City of Kitchener or The Centre or against whom The City of Kitchener or The Centre has a claim or has instituted a legal proceeding with respect to any previous contract, without any prior approval of Council.

15.5 Bidder acknowledges and agrees that nothing contained herein, in the proposal documents or elsewhere, no act done or expense incurred by it in the preparation and submission of this proposal, no trade or industry custom or practice, and no representation or assurance that may have been made or given to it by or on behalf of The Centre, shall in any manner legally bind The Centre, in any circumstances, to accept this proposal, the lowest proposal, only a proposal submitted in compliance with the requirements of the proposal documents, or any proposal at all. The Bidder further acknowledges and agrees that The Centre shall have complete and unrestricted liberty in this regard and may reject any or all proposals or may accept any proposal in whatever manner, at whatever proposal price, on whatever terms and for whatever reasons as The Centre, in its absolute discretion, considers to be in its own best interests, all without liability or obligation of any kind to the Bidder.

16. Workplace Safety and Insurance Board

The Contractor shall at all times pay, or cause to be paid, any assessment or compensation required to be paid pursuant to the Workplace Safety and Insurance Act and upon failure to do so, The Centre may pay such assessment or compensation to the Workplace Safety and Insurance Board, and the Contractor shall forthwith reimburse The Centre. The Centre may at its option deduct such expenses from any monies owed to the Contractor. The Contractor shall, prior to issuance of a purchase order by The Centre, provide a certificate of good standing from the Workplace Safety and Insurance Board, and The Centre may, at any time during the performance or upon completion of such contract, require a further certificate.

17. Insurance Provisions

The Contractor shall insure its undertaking, business and equipment so as to protect and indemnify and save harmless The Centre from any and all costs, claims, demands, damages, fines, suits, actions, and judgments made, brought or recovered against The Centre, for any bodily injury, death or property damage caused by or resulting from the operation and business carried on by the Contractor under this Agreement.

The Contractor shall maintain general liability insurance acceptable to The Centre throughout the term of this Agreement. Coverage shall consist of a comprehensive policy of public liability and property damage insurance in an amount of not less than \$2,000,000 per occurrence. Such insurance shall name The Centre In The Square as an additional insured thereunder and shall be endorsed to include a Cross-Liability Endorsement with a Severability of Interests Clause, Premises and Operations Liability, Blanket Contractual Liability, Products/Completed Operations Liability, Personal Injury Liability and Non-Owned Automobile Liability.

The Centre reserves the right to modify the insurance requirements as deemed suitable.

18. Liability and Workplace Safety and Insurance Board

The proponent shall complete the attached Contractor's Liability and Workplace Safety and Insurance Board Form and submit it with their Proposal.

19. Proposal Acceptance Period

It is understood that, in submitting a proposal, each Proponent agrees that their Proposal may be subject to acceptance up to forty-five (45) working days after closing date for proposals.

20. Sub-Contractors

The names of all Sub-Contractors, if any, shall be submitted with the Proposal on the form provided showing the work to be completed by each.

21. Proponent's Insolvency

The purchase may be terminated, at The Centre's option, effective upon written notice to the Proponent in the event that the Proponent files for bankruptcy, becomes insolvent makes an assignment for the benefit of creditors, or has a receiver appointed, or any proceeding is demanded for, by or against the Proponent under any provision of the Federal bankruptcy Act, as amended or any applicable Provincial Law.

22. Protection of Existing Structures

The Proponent shall be informed of, and protect all existing services, structures and vehicles, to the satisfaction of The Centre's representative. Any damage shall be repaired and/or replaced by the Proponent, at their own expense, to the satisfaction of The Centre.

23. The Occupational Health and Safety Act

The Proponent shall conduct the work in accordance with the most recent edition of the Occupational Health and Safety Act of Ontario and all applicable Regulations, Codes, Standards and Guidelines.

PART B: Technical Requirements

1 Ticketing and Access Control Proposal

The Centre In The Square is currently using Paciolan t.Res, t.Credit and e-venue software on a server located at The Centre. It is estimated that The Centre will require up to twenty (20) users to simultaneously have access to ticketing software. These twenty users include: The Centre In The Square Box Office and call centre, the Kitchener Memorial Auditorium complex, and other remote, standalone ticketing clients.

The Committee wishes Proponents to submit their proposals and pricing as to how this would be best achieved using the following guidelines:

- All proposed hardware equipment, including server and workstations, should be clearly specified.
- Hardware being supplied by the vendor must be CSA approved and duly labeled.
- The equipment supplied must be that which is specified in the vendor's proposal, unless approval has been obtained in writing from the Committee.

1.1 Server or hosted model

The Proponent will clearly indicate whether the system is to include a server which is housed and maintained in house at the Centre, or if it is hosted by the software supplier. Should server(s) be part of the purchase and be attached to the existing network at The Centre, the proponent must indicate as part of the proposal the following:

- Manufacturer & Model
- CPU Manufacturer, Model and Speed
- Motherboard Manufacturer and Specifications (If Not Name Brand)
- Memory Installed, Maximum Capacity and Upgradeability
- Hard Disk Drive Manufacturer and Drive Specifications
- Disk Controller Manufacturer, Type and Specifications
- Video Controller Manufacturer and Specifications
- CD-ROM Drive Manufacturer and Specifications
- Network Interface Card Manufacturer and Specifications
- Monitor, Keyboard and Mouse Specifications

The Proponent will also indicate the Operating System and connectivity requirements. Please indicate as part of the proposal the following:

- Required Number and Type of Licensing
- Directory and Other Naming Conventions
- Printing Conventions
- LAN Addressing Conventions
- Back-up hardware, software and specifications
- UPS Manufacturer and Specifications
- UPS Software and Appropriate Licensing
- Other Server based Utilities Such As Anti-Virus Software etc.

1.2 Workstations

Minimum system requirements for all workstations must be indicated. In addition, the vendor should clearly indicate whose responsibility it is to acquire workstations. . Please indicate as part of the proposal the minimum and recommended specifications for all workstations for the following:

- Operating System
- CPU Model and Speed
- Memory Required
- Hard Disk Drive Specifications
- Disk Controller Manufacturer, Type and Specifications
- Video Controller Manufacturer and Specifications
- Network Interface Card Manufacturer and Specifications
- Monitor Manufacturer, size and Specifications

1.3 Ticketing System Needs

The Proponent is required to explain how the ticketing software currently satisfies, is projected to satisfy, or is incapable of satisfying, all of the following current and projected needs:

Ticketing

- Full subscription, single ticket, general admission, accounting functionality
- Full CRM functionality
- Multi-venue, multi-outlet capabilities
- Allow organizations to sell each others tickets with clear audit trail
- Allow organizations to refund ticket purchases regardless of sales channel with audit trail
- Full tracking of all ticketing-related activity with complete history
- Ability to look up patrons by phone number, name, e-mail address, postal code, company name, credit card by transaction, etc., quickly and efficiently
- Window sales capability to sell a high volume of tickets in a very short time
- Series rollover, ability to record 2nd, 3rd, etc. choices for change requests
- Playoff game rollover capability
- Unlimited number of discounts, price categories, price levels and hold codes
- Ability to set security levels to performances, discounts, holds, etc. at a user level
- Separation of phone orders into will-call, mail-out and print at home
- Ticket printing is quick, seamless and effortless
- Ability to totally customize print on tickets, including options for price, taxes, fees, etc.
- Batch printing of will-call and mail orders with ability to print receipt for total purchase on demand
- Print will-call tickets on demand with i.d. scan, and receipt if desired
- Field set up for Canadian postal codes but also able to enter American zip codes
- Unlimited source coding capabilities
- Ability to limit leaving single seats
- Capacity to integrate kiosks, automated will-call, mobile technologies
- Easily manage seat inventory
- Unlimited number of facility, convenience, charity, surcharges, and other fees
- Ability to add fees to events, price levels and price types as necessary and have them be included or excluded as required
- Duplicate account recognition on account entry
- Bar coding for all types of events, customizable for re-entry
- Ability to sell and redeem gift cards, stored value cards, stored value tickets through all channels to be used towards ticket, concession and merchandise purchases

Maintenance

- Show set-up from master templates can be done quickly
- Able to have a number of different “standard” plans from which to work, but the ability to easily customize these standard plans
- Ability to customize “best available” seating quickly and easily
- Ticket headers can be customized and are not limited
- Ability to create and alter facility, and accommodate changes to seating, seating configurations, scaling, etc. at a facility, both before and after sales have occurred, with ease

Technical

- Credit and debit card authorization over i.p. or suitable alternative high-speed means for Canadian banking system, with the incorporation of chip technology
- PCI compliance
- Ability to set up multiple merchant numbers and accounts with all ticketing revenue directed to appropriate merchant account
- Ease of maintaining network, such as automated backups
- Real-time data updates between ticketing and access control system
- Customizable user security levels with restrictions to data and reporting
- ODBC
- Stable, robust system with limited “bugs” and extensive pre-release testing
- Data conversion from current Paciolan program to include demographics and 3 seasons of transactions
- Firewall compliance
- Technical needs for setting up remote outlets
- System available 24/7
- Emergency backup plan for ticket sales and credit card processing

Internet

- Real time web ticketing possible, for both single ticket and subscription renewals and sales
- Able to select whether to sell from seating map or best available
- Able to set up remote outlets via internet connections
- Secure
- Venue controls how tickets are sold, how information is gathered and used, and how revenues are collected
- Unlimited number of presale and promotions using distinct or same inventory
- Ticket auction capabilities
- Ability for customers to update profiles and retrieve transaction history on-line if desired
- Ability to allow customers to exchange, resell, or transfer tickets on-line
- Ability to integrate view from seat and other types of technologies
- Ability for customers to easily ascertain seating availability by performance
- Interactive event calendar
- Deep linking from client web site directly to event purchase page
- Scalability to accommodate high demand, high-volume on-sales
- Tracking of referring websites and consequent reporting capability
- Shopping cart abandonment tracking and reporting capability
- Able to push print-at-home tickets from back office
- Ability to redeem gift cards on-line
- Ability for customer to check account balance of gift cards on-line
- Ability to attach merchandise and/or miscellaneous purchases to event and make this purchase be mandatory or not
- Ability to sell multiple event, custom packages, bogo’s, discounts for multi-purchases
- Ability for customer to opt into or out of receiving e-mails at purchase
- Ability to control and make changes and additions to web site
- Easily insert links to other web sites from sales site by event
- Easily make html changes on sales site
- Able to search events from existing event inventory on-line
- Process to produce and distribute e-mails and include contact history in account

Customer Support and Training

- Full training and customer support
- Ease of navigation/learning curve for ticket sellers
- Local support for product and/or 24/7 support

Reporting

- Large number of canned reports and easily customized report writing abilities
- Event audit and settlement report consistent with and easily understood by large, commercial promoters
- Able to export data to Microsoft Office Suite, particularly Excel, as well as to pdf.
- Easy to use duplicate account report and/or automated duplicate account checking procedure
- Individual operator daily journal/activity report
- Graphic representation of seating charts with flexible options, with the ability to print

Product Development

- Specific plans for enhancements/changes
- Custom enhancement request process

Marketing

- Ability to pull frequency statistics, households attending once, twice, ... in a given time period
- Ability to pull an annual report by ticket type (adult, student, etc.)
- Geographic breakdown of purchasers on the whole, as well as by event
- Average number of tickets per order over a set time period
- Ability to cluster households by amount spent over definable time period
- Clustering of households by event types
- Percentage occupancy by event, event type, price section, etc.
- Crossover attendance by event type
- Extraction of data to target market upcoming performances

1.4 The Centre In The Square Box Office

The Proponent will recommend and price separately all requirements for The Centre's Box Office and call centre. The Box Office has (3) window stations. The phone centre has seven (7) stations. There are currently 6 Boca micro printers without cutters, 200 dpi, in use. The proponent must indicate whether new ticket printers are required and the cost of doing so.

1.5 Kitchener Memorial Auditorium Box Office

The Proponent will recommend and price separately all requirements for the Kitchener Memorial Auditorium Box Office. Included in this pricing must be the method of connectivity and hardware requirements to access the file server. There are four (4) window stations and three (3) administration/management stations. There are currently 7 Boca micro printers without cutters, 200 dpi, in use. The proponent must indicate whether new ticket printers are required and the cost of doing so.

1.6 Other Remote Ticketing Sites

The Proponent will recommend and price separately all requirements, including method of connectivity and hardware requirements to access the file server. Currently there is one (1) remote site, consisting of one (1) window workstation and one (1) ticket printer.

1.7 Access Control Hardware and Software

The proponent will recommend and price separately access control hardware and software for all venues.

Access Control

- Details of capabilities
- Scanners (type of)
- Reporting
- Paperless ticketing

1.8 Physical Infrastructure

The Centre will have in place CAT5 cable drops to each location terminated at a patch panel(s).

2.0 Delivery

2.1 F.O.B. point for deliveries to The Centre shall be the destination included in any purchase order. Specific locations to be specified by The Centre. All delivery locations are within the geographical boundaries of the cities of Kitchener and Waterloo.

3.0 Warranties

3.1 Vendor warrants that it has the right to sell all components bid and that they shall be free and clear of all encumbrances on the date title passes to The Centre.

3.2 The warranty commences the day the equipment passes acceptance testing.

4.0 Other Services

4.1 The vendor shall propose pricing for data conversion for:

4.1.1 Conversion of Patron Demographic information from the existing ticketing system, and all events which are currently on sale on the existing ticketing system.

5.0 Training

5.1 The vendor must propose hands-on training, priced separately, for each of the ticketing and access control software packages.

5.1.1 Ticketing and access control training for end-users.

5.1.2 Administration Training.

5.1.3 Tailoring and Customization Training.

APPENDIX A

Evaluation Criteria

Item	Criteria Description	Max Points
1.	Qualifications/Expertise/Experience	10
2.	Project/Service Staff	10
3.	Service & Maintenance	15
4.	Cost	15
5.	Ticketing System Capabilities	15
6.	Access Control System Capabilities	5
7.	Permanent Local Office	5
8.	Ability to meet timelines	10
9.	System Quality	15
		100