

Kent State University RFP 1907 (Centralized Ticketing System)
Vendor Questions and University Answers

Vendor 1 of 3

- 1) Will vendors be provided with a submission link or DocuSign link for forms 1-9 separately?

The link for submissions via DocuSign is on the corresponding bid listing on the Procurement Department's Bids website, www.kent.edu/procurement/bids.

- 2) Please validate that after the submission of forms 1-9, it unlocks the capability of the bidder to submit the RFP response.

Correct. Clicking on the link allows proposal submission of required forms 1-9 and any other supporting documentation you wish to include.

- 3) In addition to the ticket volume data provided, please provide the corresponding net number of single game/event tickets for each campus entity represented within this RFP. This number should include no complementary or sponsor tickets. Furthermore, please provide a corresponding % of online orders vs. walk-up orders for each entity's net single game/event tickets provided.

Athletics

28,000 single tickets

39% online sales

61% in person/phone sales

Center for Performing Arts (College of the Arts):

23,000 single tickets

44% sold online

56% sold in person/by phone

Performing Arts Center:

34k single tickets (79% of gross volume)

48% sold online

52% sold in person/by phone

- 4) Please provide your existing ticket printers' serial number(s).

Athletics

310591 (MAC Center)

310592 (MAC Center)

310946 (MAC Center)

310802 (MAC Center)

310804 (MAC Center/Dix Stadium)

310949 (Dix Stadium)

310944 (Dix Stadium)

310947 (Dix Stadium)

310805 (storage/to be moved to Dix Stadium)

310803 (storage)

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College of the Arts Performing Arts

309904

306210

One other printer currently at separate location we cannot currently access (only used June-August)

Performing Arts Center:

260005 (stored)

224307 (remote – Little Theatre)

224308 (remote – Little Theatre)

310943 (PAC)

310945 (PAC)

310948 (PAC)

310950 (storage)

- 5) Please validate the current campus credit card rate utilized by each entity contained in the scope of this RFP.

Each location has the same transaction cost which is 10 Bps and \$0.05 per transaction.

Vendor 2 of 3

- 1) Please provide a breakdown of your ticket sales based on the chart below.

Kent State Athletics:

Ticket Type	New Online Sales	New Box Office/Walk-up Sales	Renewals (online or in-person)
Season Tickets (all sports)	204	382	728
Single Game Tickets (all sports)	11,100	16,883	N/A
Group Tickets (all sports)	87	4,281	N/A

Numbers are reflective of FY23 from July 1st, 2022 to April 28th, 2023.

The College of the Arts Performing Arts Box Office:

Ticket Type	New Online Sales	New Box Office/Walk-up Sales	Renewals (online or in-person)
Season/Membership Tickets (all shows)	N/A	N/A	6416*
Single Event Tickets (all shows)	10,243	12,896	N/A
Group Tickets (all shows)	457	856	N/A

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*Current 2023 renewal numbers, first year processing renewals. Does not encompass all renewals as deadline is not yet passed. All other tickets CY 2022.

The Kent State University Tuscarawas Performing Arts Center:

Ticket Type	New Online Sales	New Box Office/Walk-up Sales	Renewals (online or in-person)
Season/Membership Tickets (all shows)	699	4031	N/A
Single Event Tickets (all shows)	16,132	17,294	N/A
Group Tickets (all shows)	243	152	N/A

N.B. - figures above represent sales July 1, 2021 to June 30, 2022 (most recent full cy sales).

- 2) What are your average ticket prices?

Kent State Athletics:

Sport	Season Ticket Average Price	Single Game Ticket Avg. Price
Football	\$67.5 w/o suite; \$99 with suite (suite option not publicly available)	\$20.40; \$22.83 (premium games); \$18 (midweek games)
Basketball - Mens	\$231 (most season tickets require donation for seat eligibility)	\$22.14; \$29 (premium games)
Basketball - Womens	\$70	\$12.50; \$17.50 (premium games)
Baseball	\$90	\$8; \$10 (premium games)
All Other Sports	\$20	\$8; \$10 (premium games)

Pricing is reflective of FY23 from July 1, 2022 to April 28, 2023.

The College of the Arts Performing Arts Box Office:

Entity	Season/Membership Ticket Average Price	Single Show Ticket Avg. Price
Theatre & Dance Department	N/A	\$13
Music Department	N/A	\$10
Porthouse Theatre	\$72	\$32
Kent Blossom Music Festival	\$100	\$25
Kent State Museum	N/A	\$5

Pricing is reflective of FY23

The Kent State University Tuscarawas Performing Arts Center:

Entity	Season/Membership Ticket Average Price	Single Show Ticket Avg. Price
Performing Arts Center	\$50.84	\$42.15
Performing Arts Center Rental	N/A	\$28.64
Tuscarawas Philharmonic	\$26.49	\$26.54
Little Theatre	N/A	\$13.22

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Tuscarawas County Fair	N/A	\$7.56
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N.B. - figures above represent sales July 1, 2021 to June 30, 2022 (most recent full cy sales)

- 3) Please provide the following information for the current hardware on site so we can determine if it can be re-used or not:
- Workstations - Model, processor, RAM, OS
 - Boca Ticket Printer - Model, Firmware installed
 - Current credit card processing hardware

Performing Arts Center:

- iMac Retina 5k, 27 inch, 2020 – 3.8Ghz, 8-core Intel i7, 16Gb RAM, Ventura 13.2.1
- No ticket printer (due to current ticketing system)
- IDTech SREDKey Rev.A

- Dell OptiPlex 9050 AIO (x2) - 3.2Ghz, i7-4790S, 16Gb RAM, Win10 Enterprise 21H2
- Boca Lemur-S Firmware: B26
- IDTech SREDKey Rev.A

- Dell OptiPlex 7440 AIO – 3.4Ghz, i7-6700, 16Gb RAM, Win10 Enterprise 21H1
- Boca Lemur-S Firmware: B26
- IDTech SREDKey Rev.A

- Alienware Aurora R`13 – 3.61Ghz, i7-12700KF, 32Gb RAM, Win10 Enterprise 21H2
- No ticket printer
- IDTech SREDKey Rev. A

- HP 355 G2 Notebook (x2) - 1.8Ghz, A6-6310, 8Gb RAM, Win10 Pro 21H2
- Boca Lemur Firmware: Z26
- IDTech SREDKey Rev A

Athletics

- Dell OptiPlex 7010 AIO (x3) - 3.20GHz, i5-3470, 4GB RAM, Windows 10 Enterprise
- Boca Lemur-S Firmware: B26
- IDTech SREDKey Rev A

- Dell OptiPlex 7010 AIO - 3.20GHz, i5-3470, 8GB RAM, Windows 10 Enterprise
- Boca Lemur-S Firmware: B26
- IDTech SREDKey Rev A

- Dell OptiPlex 7010 AIO - 3.20GHz, i5-3470, 10GB RAM, Windows 10 Enterprise
- Boca Lemur-S Firmware: B26
- IDTech SREDKey Rev A

- Dell OptiPlex 7040 AIO - 3.20GHz, i5-6500, 8GB RAM, Windows 10 Enterprise
- Boca Lemur-S Firmware: B26
- IDTech SREDKey Rev A

- Dell OptiPlex 7040 AIO - 3.20GHz, i5-6500, 8GB RAM, Windows 10 Enterprise

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- Boca Lemur-S Firmware: B26
- IDTech SREDKey Rev A

- Dell OptiPlex 7050 (x3) AIO - 3.20GHz, i5-7500, 8GB RAM, Windows 10 Enterprise
- Boca Lemur-S Firmware: B26
- IDTech SREDKey Rev A

- Dell Latitude 5400 AIO- 1.60 GHz, i5-8365U, 8GB RAM, Windows 10 Enterprise
- Prints via network to BOCA Lemur-S: B26
- IDTech SREDKey Rev G

- Dell Latitude 5490 AIO- 1.70 GHz, i5-8350U, 8GB RAM, Windows 10 Enterprise
- Prints via network to BOCA Lemur-S: B26
- IDTech SREDKey Rev G

College of the Arts Performing Arts

- 11 Various PC desktops and laptops running Windows 10, all are at an age that they need to be replaced.
- BOCA Lemur S B-46
- IDTech SREDKey RevA

4) Will you require EMV devices?

Yes.

5) If needed, Do you have the networking in place to connect all ticketing facilities to a single router or will a router be needed at each location?

Kent State Network Services will need to be looped in to provide any infrastructure not currently in place.

6) Do you have ethernet installed at each desired sell location at the box office?

Performing Arts Center:

- All terminals in the PAC have access to an ethernet internet connection connected to the university LAN
- Both terminals in the Little Theatre remote box office have ethernet connection connected to commercial internet service through Spectrum
- All three terminals in the Fairground remote box office have ethernet connection connected to commercial internet service through Spectrum

College of the Arts Performing Arts

Most locations have ethernet. We occasionally sell in locations where there is no ethernet, but Wi-Fi is available.

Athletics

- All sales locations in the MAC Center have access to ethernet connection
- All sale locations at Dix Stadium have ethernet connection

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- Sales on one side of the stadium are run via wi-fi on a tablet utilizing Square
 - Baseball operates on two satellite trailers using tablets with Square on wi-fi connection
 - Looking at moving the main satellite location closer to a power hookup and potentially running power and data; likely will still operate on wi-fi for the short-term future
- 7) If needed, Do you have the ability to create flat layer 2 vlans from each sell location back to the provided router?

Kent State Network Services will need to be looped in to provide any infrastructure not currently in place.

Vendor 3 of 3

- 1) What is your annual revenue that you anticipate running through the system, in dollars? (This is how we price)

Performing Arts Center:

Ticket Sales – Approximately \$1,000,000.00 per year

Donations – Approximately \$140,000 per year

Athletics

Ticket Sales – Approximately \$630,000 per year based on FY24 projections

College of the Arts

Ticket Sales- Approx. \$650,000 per year

- 2) What percentage of your revenue would you say comes from athletic vs. non-athletic events?

Performing Arts Center:

0% athletic

87% non-athletic

13% donations

Athletics

94% athletic

6% non-athletic

College of the Arts

100% non-athletic

(End of list.)