

MONTEREY COUNTY



Administrative Office
Contracts/Purchasing Division

ADDENDUM #1 RFP 10794

DATE: June 8, 2021

PROJECT: RFP 10794 Ticketing System WeatherTech Laguna Seca Raceway

TO: Proposers

SUBJECT: Written Questions and Answers submitted prior to deadline

A signed copy of this addendum must be submitted along with your original bid proposal package to verify receipt of this Addendum #1.

Company Representative

Date

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1. Please provide a copy of the current Agreement (s) and Addendums / Amendments with Ticketmaster, or the current ticketing agency. Include when the current agreement expires, deal terms, pricing, et al. [After the County has finished this process for soliciting proposals and negotiating with the recommended provider, and approval by the Contracts/Purchasing Officer, a request may then be made.](#)
 2. Please provide a copy of the past 4 years' sales history (tickets) broken out by sales channel (tickets sold online, at the box office, etc.). As 2020 was a non-active year, please provide histories for 2019, 2018, and 2017. [See Attached](#)
 3. Please provide detail about what are the latest per ticket fees charged by Ticketmaster or your current ticketing partner and also please list separately any facility fees, royalty shares, and any other revenue shares / signing bonuses, et al. currently added and / or provided to WeatherTech Laguna Seca Raceway through the ticketing partner, any promoter, or agency, directly or indirectly associated with the ticketing or event relationships at WeatherTech Laguna Seca Raceway.
 4. Please describe how the ticketing will be handled for Indy Car events – will they use their own ticketing or is this included in the RFP? [IndyCar Tickets are sold by the management company, A & D Narigi LLC, and thus will be sold by the Ticketing System currently used.](#)
 5. Please describe any Live Nation relationships with the WeatherTech Laguna Seca Raceway, the local management partner, the county, et al. Are there any oral or written offers or commitments to bring concerts or Attractions to the WeatherTech Laguna Seca Raceway with Live Nation? [We have not had a Live Nation relationship for a few years. At this time, there are](#)

no oral or written offers to bring concerts or Attractions to the WeatherTech Laguna Seca Raceway with Live Nation.

6. Please provide details about the management company that operates the WeatherTech Laguna Seca Raceway. Do they have a separate ticketing agreement with any ticketing agency and will that come in to play here? If there is such an agreement in place, please provide details of terms, revenue shares, pricing to customer for fees, et al. **A & D Narigi Consulting LLC does not have a separate ticketing agreement.**

7. Please detail what hardware is currently installed at the WeatherTech Laguna Seca Raceway including, and not limited to, scanners (what type), computers (laptops, pc's, et al., ticket printers (Boca?), report printers, access points. Does the ticketing company own these and provide them or are they owned by the WeatherTech Laguna Seca Raceway or County? **Monterey County owns the laptops or PC's. Janam Scanners are rented from Ticketing Company, and BOCA printers are owned by Ticketing Company. Report Printers are leased via Monterey County. Access points are managed by Monterey County I.T., and assisted by Ticketing Company.**

8. Who currently provides the Internet and connectivity access (access points, termination points) to each workstation? Please share details about the current configuration, any requirements by the county, etc.

County of Monterey provides Internet and network access to all workstations at Laguna Seca. Access Points, located across the campus, propagate various SSIDs based on their purpose and functionality.

Currently, our ticketing vendor has an on-prem server and a router. Public static IP has been provided to the vendor to use for their WAN link. Ticketing vendor's network is extended through our internal LAN. The ticketing workstations are able to access the server and their hosted applications. Special SSID has been created for the vendor that allows scanners to access the Ticketing vendor's network. Current vendor is implementing new scanners that need cloud access. Since, County already has a SSID dedicated to POS devices, these new scanners will connect to that SSID.

County of Monterey will be able to accommodate both cloud based and on-prem solution. County will be able to provide public static IPs for on-prem servers. In case of cloud based solution, our Internet firewall may block certain URLs and ports. Notice needs to be provided for these URLs and ports to be whitelisted.

Requirements: System must meet PCI compliance requirements. All scanners need to support WPA2 authentication and 5GHz channels.

9. Please detail who will review these bids as well as identify for all bidders anyone from the county, WeatherTech Laguna Seca Raceway, et al. who will vote, score, influence, and or recommend preferred bids including their titles. For each person identified, please share current roles, history of what ticketing companies they have operated at WeatherTech Laguna Seca Raceway and / or any other venue, and how long they have used each ticketing company's services. **Not available.**

10. 5.2.4.4 - Single sign-on integration. Is this connected to the county's platform or some other solution. How would single sign on be used by the WeatherTech Laguna Seca Raceway? If it is required, please provide details about the configuration, firewalls, what sites control the single sign on, and any other technical specifications so each bidder can confirm their ability to support this requirement.

The current ticketing system does not use Single Sign On, but rather local creds. We do support SSO and SAML via AzureAD

11. 5.2.4.16 Social networking integration – ability to promote directly to social media, i.e. Facebook, Twitter, Instagram, etc., Can you please comment on the current status for the WeatherTech Laguna Seca Raceway given the new impacts of changes made by IOS, Facebook, and others relative to the integrations? This is very recent and likely evolving for you – it would just help all to understand your position on this change. [The only integration onto social media platforms are articles or promotions that provide a link back to the WeatherTech Raceway Laguna Seca ticket page.](#)

12. 5.2.11.2 - System should allow for print-at-home e-ticketing and ticketing with thermal ticket printers; system should be compatible with a wide range of thermal ticket printers. What thermal ticket printers (models) do you use today and who owns them? Please print a test ticket from each printer and provide as part of your answer so we can see the model, serial number, etc. for each printer. [We use BOCA printers, and Ticket Company owns them. See attached for Test Ticket.](#)

13. 5.2.19.1 - Any such convenience fees charged to the customer shall be revenue fully owned and managed by the County to be used at its discretion. If a company charges per ticket fees as part of their revenue model for this proposal, how is this requirement affected? Is it permissible to charge per ticket fees and keep them as the ticket company? Please explain. [Any convenience fee charged by the ticketing company for tickets sold on behalf of the County will belong to the ticketing company.](#)

14. 5.2.24.1 - Proposers should supply a cost sheet as an attachment to their submitted proposal outlining the cost to purchase and/or lease hardware necessary to provide event ticketing services related to this RFP. The purchase and lease options per hardware item should be annotated in a column for each acquisition method. The attachment(s) should clearly indicate which items are optional and which are essential to provide event ticketing services related to this RFP. Such items on the pricing attachment(s) may include thermal ticket printers, credit card readers, access control / e-ticket scanners and validation hardware. As mentioned above, please provide the detail annotated in a column with quantities for each item describing who owns each item (county, ticket company, etc.). if there are desired changes to any item quantity, please provide that detail. [Owned by Monterey County: 2 Janam Scanners. Additional ticket scanners are rented from the ticketing company. The amount varies depending on the event. Ticketing company owns the five \(5\) BOCA printers.](#)

15. 11.3 - Prior to the start of each project, the County department and CONTRACTOR(s) will mutually agree upon the budget for the project. County will provide a defined scope. Pricing may be based upon an hourly rate or by the project, based upon the direction of the user department. Ticket Agent may, if deemed required, create a set-off balance to fund Chargebacks in an amount not to exceed \$5,000. Is this applicable to this RFP and if yes, please explain what this means and how to determine the budget. [Please disregard as this does not currently apply to this RFP.](#)

END ADDENDUM 1