Q&A Addendum
Ticket Scanning Services
RFP 676463

This document provides question and answer information pertaining to the above captioned RFP and will be updated as necessary.

REMINDER: It is the Respondent's responsibility to thoroughly examine and read the entire RFP document and any addenda to this RFP.

Posted May 9, 2018

Question: Do Club Pedestal units need to be hard wired or lithium battery and Wi-Fi?
Answer: The moveable ones would need to be on battery, the remainder could be hard wire or battery, would prefer both options presented if possible

Question: Do electric door locks already exist for the Suites?
Answer: No
    a. If yes, what kind?
    b. If no, is this wanted by UA to part of our proposal?
Answer: Yes

Question: Because Ethernet cables are needed for the Suite Readers, does UA want SKIDAT to include installation (for Suite Readers) of said Ethernet cables as part of this proposal?
Answer: Please add it on as a separate line item, not sure if our IT would do it or Ski Data

Question: Would you be open to including/adding QR codes or Barcodes on student ID's for access to sporting events?
Answer: Yes

Section 7 – Contract Term & Section 8.33 – Product & Service Expectations

Section 7 states that the contract term is 3 years with an option to renew, on an annual basis, for 4 additional years.

Section 8.33 states that the products must be warranted against defects for the contract term (3 years) and any renewal periods. The warranty is not required to cover damage attributable to UA or expected normal wear and tear.

Question: Can you clarify what type of warranty UA is looking for? Typically, when a unit has a problem, the customer would remove the defective unit, return it to Alvarado for repair and the customer would reinstall when returned. Is this what you are looking for? If not, could you please clarify.

Answer: Looking to ensure that the unit would be repaired and re-installed (if needed) at no cost to UA

Question: Aside from the type of warranty and services under the warranty that are desired, it is our understanding is UA looking for a price for a three-year warranty, and then an annual warranty price for years 4, 5, 6 and 7. Is this correct?

Answer: Correct

Section 13 – Specifications/Goals and Deliverables

This section, in part, requests quotation for:
- 55 scanning units that are mobile for Donald W. Reynolds stadium (8 to have magnetic stripe readers)
- 20 club pedestal scanners (up to 20 units)

Question: Could you clarify…are the 20 club pedestal scanners also to be mobile?

Answer: Yes (please quote on a separate line item for pricing)

Question: Are you looking for the same product to be used in both locations? Or are you thinking that the products in these locations would be different types of products? Can you elaborate?

Answer: Likely would be same product, but would be open to hearing options that might be more suitable for one area or the other

Question: What are your expectations for installation of the mobile scanners and club pedestal scanners?
- Will UA accept LTL truck shipment of the devices?

Answer: Yes
- If so, is the expectation that the supplier will uncrate, assemble and position the devices after receipt?

Answer: Negotiable, will depend on setup needs
- Will UA dispose of the wooden crates and packaging materials used to ship the products to the site?

Answer: Yes

Question: Under "Technology Requirements" in this section, there is a requirement for the "[a]bility to transfer data from the ticketing system (currently Paciolan) to units with encryption on all required data from UA IT." Can you expand on the expectations? What is meant by all required data from UA IT – can you provide examples of requirements?

Answer: Encryption of anything that could be identifying to the customer such as student ID #, patron name (if desired)

Question: Our preference is to provide equipment only and have UA contract separately for installation. If supply and installation of suite scanners is desired, we will require significantly more information to provide an installation quote and providing such

	a quote may only be possible with an extensive site visit and, depending on requirements, drawings showing the location of each suite scanner and the wiring path between the associated switch and suite scanner. Is both supply and installation required?
Answer:	Please quote the hardware and make note that it would not include installation

Question: Can you expand on the status of the current infrastructure?

- Are there existing connections/wiring for a currently existing suite scanner?

Answer: Not setup at this time

- Are you using any form of electrical control to unlock your existing suite doors? If so, please describe? Include in your answer the existing lock type, (including model number) and how these locks are currently powered.

Answer: No

- Do you currently have sufficient PoE Plus switches in place?

Answer: No

- Is Ethernet cabling already in place between the PoE Plus switches and the locations where the Suite Scanners will be installed? Is it terminated?

Answer: No

- If cabling does not exist, and you are asking the supplier to install cabling, can you provide clear drawings showing the location of each suite scanner and the corresponding communication area where cabling will be run.? Drawings should include access path and cabling run requirements.

Answer: Please just quote for the hardware and provide guidance regarding installation

- Describe the physical location where suite scanners will be installed…Base material where suite scanners will be installed? Are the wall studs wood or metal?

Answer: Metal studs

Question: Can you fully describe what you are asking the supplier to supply and do with respect to the installation of the suite scanners? Please specifically identify any infrastructure products and requirements.

Answer: Hardware only

Question: Is union labor required?

Answer: No

Appendix II: Official Price Sheet

Question: There are 10 handheld scanners shown on the pricing sheet, but these are not defined in the specification section. Paciolan uses only a specific manufacturer for its handheld scanners. Are these required for the proposal? If so, what are the specifications and requirements?

Answer: These would be standard Janam scanners that work with your platform, if you do not wish to include as a part of your quote please note that.