

Request for Qualifications

October 4, 2018

City of Rochester Box Office and Ticket Taking Services RFQ



REQUEST FOR QUALIFICATIONS CITY OF ROCHESTER BOX OFFICE AND TICKET TAKING SERVICES

Issued: Oct 4, 2018

Qualifications Due Via Email By: October 25, 2018, 3:00 p.m.

I. Purpose.

The City of Rochester (City), New York, through its Bureau of Communications and Special Events, is accepting responses to this Request for Qualifications (RFQ) from Responders experienced in managing box office services and handling on-site ticketing at City-produced outdoor, public events.

Responders to this RFQ ("Responders") must be prepared to be the City's sole provider of box office services and on-site ticket management services at selected, City-produced special events. Responders shall be expected to meet or exceed the minimum qualifications set forth in this RFQ. The intent of this RFQ is to identify entities that are qualified and capable of providing these services for the City. Services will be required to commence in June 2019 and will continue for a period of five years with a possible additional five year term.

Qualified Responders must demonstrate experience in box office setup, management, and on-site ticketing at major outdoor, public events.

All materials submitted shall become the property of the City of Rochester and will be subject to the NYS Freedom of Information Law (FOIL). If any proprietary information is submitted with the qualifications, it must be clearly identified and a request to keep such information confidential must be submitted.

II. Description of Services

The City's Office of Special Events produces outdoor, public events. Some of these events are ticketed and require assistance with in-person and online pre-sale box office services, and subsequently, at the event itself, on-site ticket sale services. Usually, there are 9-12 events that require these services per year, but the number of events may vary depending on programming decisions and budget availability. A *minimum* of 9 events per year will require:

1. An established and proven relationship with Ticketmaster or another nationally-recognized online box office entity.
2. A physical location for customers to purchase tickets.
3. An online outlet for customers to purchase tickets.
4. On-site ticket taking staff at these events, who will be responsible for printing and bringing the tickets, staffing the gate at the events, securing the monies collected, and producing settlement reports within 48 hours of each event.

III. Scope of Services.

By acting as the City's box office and ticket taking entity, it is expected that the Responder maintains customer service as an important core value and commits to deliver these services with the highest level of professionalism.

Deliverables include:

- Setting up online purchasing capabilities via Ticketmaster or another nationally-recognized ticketing entity within one week of the City providing event information.
- Providing a physical box office where customers can purchase tickets in person without added fees.
- Providing staff at the events to sell tickets, accept presold tickets, manage and secure cash. This staff may include ticket takers, a supervisor, and security guards for the gate area. Security guards may be provided by the responder or may be coordinated through the event promoter's security team.
- Providing the City with a weekly report of ticket sales for any "live" events.
- After an event, providing the City, within 48 hours, with a report that details tickets sold and revenue generated.
- Providing the City with a final settlement report for all events AND ticket sale revenue by October 1 of each year.
- The following deliverables are not required, but if offered, will enhance the experience of the customer. Respondent would have to provide any technical requirements and equipment for this.
 - On site at events, providing customers with the ability to pay by credit card.
 - On site at events, the ability to scan pre-sold tickets that a customer has on a cell phone, or has printed out.

IV. Funding

The City will enter into a professional services agreement with the Consultant with an annual, not-to-exceed amount that will be based upon an estimate of staffing costs negotiated with the Consultant.

V. Eligibility.

To be eligible to be considered, applicants shall:

- A) Be a legally established organization and be in good standing with the City of Rochester.
- B) Have a minimum of 5 years of experience in working with an online ticketing outlet
- C) Have a minimum of 5 years of experience with staffing outdoor, public, ticketed events.
- D) Submit qualifications for their own agency.
- E) Submit proof of insurance for at least \$1 million for general liability, with a copy of a policy endorsement naming the City of Rochester, 30 Church Street, Rochester, New York 14614 as additional insured. Additionally proof of workers' compensation and disability insurance is required.

VI. Requirements.

Qualifications submitted shall include the following:

- A) Statement of organizational capacity and experience (attach resumes, organizational papers & description; insurance documentation [General liability, workers compensation and disability insurance], and program description).
- B) References and/or description of experience with similar projects.
- C) A cost proposal that shall include cost a per-event cost for presale box office services (including setting up events in Ticketmaster or other online outlet, and a physical walk-up box office) as well as a listing of personnel costs for on-site ticketing services. Since number of staff will vary based on size of event, please prepare the one-site cost using this scenario: appropriate staff, supervisor, and security for an event that has 2 gates and is expected to attract 3,500 people.
- D) Approach and methods to carry out the work.
- E) Staffing plan with resume(s) of those individual(s) who will be the City's main point of contact from the organization both in office and onsite at events.

VII. Selection Process.

Each submission of qualifications will be evaluated by the City's Bureau of Communications and Special Events staff.

The selection of a consultant is within the City's sole discretion and will be based on qualifications.

VII. Deadline/Submission Requirements.

Qualifications are due no later than **Thursday, October 25, 2018 at 3:00 p.m.**, via email to:

Kara Osipovitch, Manager of Special Events

kara.osipovitch@cityofrochester.gov

Decisions will be made on choosing consultants within seven (7) days of the submission deadline. The City reserves the right not to choose a consultant.

The City of Rochester reserves the right to alter all aforementioned deadlines as necessary. The City may request additional information, amend (upon notification to all vendors) and/or withdraw the RFQ for any reason. The City shall have no liability for any costs incurred by organizations in preparing their qualifications.

All questions concerning this RFQ shall be referred to only Kara Osipovitch, through email at the following address: Kara.Osipovitch@cityofrochester.gov.