



## PROCUREMENT SERVICES

CITY OF SURREY, SURREY CITY HALL  
13450 – 104 Avenue, Surrey, B.C., V3T 1V8  
Tel: 604-590-7274  
E-mail: [purchasing@surrey.ca](mailto:purchasing@surrey.ca)

### ADDENDUM No. 1

---

REQUEST FOR PROPOSAL No.:	1220-030-2024-046
TITLE:	SOFTWARE, THEATRE TICKETING MANAGEMENT
ADDENDUM ISSUE DATE:	NOVEMBER 26, 2024
CLOSING DATE AND TIME:	ON OR BEFORE THE FOLLOWING DATE AND TIME (THE "CLOSING TIME"):
	TIME: 3:00 P.M. (LOCAL TIME)
	DATE: DECEMBER 10, 2024

---

### INFORMATION FOR PROPONENTS

Proponents are advised that Addendum No. 1 to 1220-030-2024-046 is hereby issued by the City. This addendum shall form part of the contract documents and is to be read, interpreted and coordinated with all other parts. The following information is provided to answer questions raised by Proponents for the above-named project, to the extent referenced and shall become a part thereof. No consideration will be allowed for extras due to the Proponents or any sub-contractor not being familiar with this addendum. This Addendum No. 1 contains three (3) pages.

### QUESTIONS AND ANSWERS:

**Q1.** Could you please provide historical sales information broken down by; online, offline and comps?

**A1.** Ticket breakdown for 2023 fiscal year as it's a complete season:

- Total tickets: 34,352
- Comps: 2263
- Online: 17,020
- Phone/in-person sales: 15,069

**Q2.** Could you please elaborate on the type of data to be migrated? Example, patrons? past sales? donation history? flags? membership?

**A2.** Vendor should be able to support and migrate all existing historical data from Theatre Manager software to replace application database and offer ability to export as required. All of these items could be required to be migrated.

**Q3.** Do we need to list contract exemptions?

**A3.** Please note any departures in the Response form.

**Q4.** What is your Average ticket price?

**A4.** There is not a consistent average ticket price due to the volume of facility rentals which set their own prices, with many shows being zero ticket cost.

We can offer the following which are inclusive of rentals:

- Prices: \$0 to \$120
- Total yearly revenue collected in FY2023 was \$760,025

Where pricing is affected by the inclusiveness of the above, proponents shall identify tiered pricing if applicable.

**Q5.** Who is the payment processor? Are there any terminals? Any additional Gateways (stripe etc)?

**A5.** Moneris is the inclusive provider of Merchant services for the City. Please refer to Requirement 2022 and 2023.

**Q6.** Do we need to support the existing hardware? How many scanners and thermal printers are currently being used?

**A6.** The solution should be able to integrate with the existing hardware currently in use as per Requirement 2021.

Hardware Currently in use is as follows:

Printers	We currently have (4) Practical Automation thermal Ticket printers in service that are near EOL.
Scanners	Theatre services does not currently use ticket scanners.

Proponents may offer optional pricing and solutions for printers and scanners for consideration by the City. Proposed hardware shall conform to requirements 1029, 1031 and 2021. Proponents shall offer each option on a per unit cost basis broken down by hardware and configuration.

**Q7.** Could you please elaborate on the timeline?

**A7.** Current solution goes EOL end of 2025. We would like the implementation completed sooner but do not want to rush the project. Proponent to propose an overall project schedule to be operational by the end of 2025 for consideration by the project team.

**Q8.** There is reference of a larger venue in the solicitation, please elaborate.

**A8.** The City requires a solution that is able to scaled for future demand and / or facility additions.

**Q9.** Any integrations or out of the box plans?

**A9.** Not at this time.

**Q10.** For your data conversion requirements - would you be able to provide data files and / or structures? and an idea of how many years you would like converted, 1, 5, 10 or more.

**A10.** We require all historical data migrated so that data analysis can be done in-house. Some data may be as old as the year 2000. We are unable to provide file any structures or database dictionary. PostgreSQL is used. A backup copy of the database shall be provided to the successful proponent.

**Q11.** Does the City's financial system have API's enabled or available for use?

**A11.** No APIs are currently enabled and or available for use.

**Q12.** Will you accept our certificate for ISO27001 in place of the ISO27017 Questionnaire?

**A12.** Please refer to the general instructions for Cloud Security for ISO acceptance and alternatives in Schedule C-3-1.

*"If you (NOT YOUR HOSTING PROVIDER) have achieved ISO 27017 or CSA STAR Level 2 (or higher) certification, you meet all the requirements below. If you wish to use this certification in place of completing the table below, please provide a copy of your certification. Please note, only ISO 27107 or CSA STAR Level 2 (or higher) certifications are acceptable in place of filling out the table below."*

---

**All Addenda will become part of the Contract Documents.**

---

**- END OF ADDENDUM -**