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**TO Prospective Supplier**

**FROM Kip Smalligan, Sr. Strategic Sourcing Specialist**

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**DATE April 12, 2023**

**RE Request for Proposal #223-34
Athletics Ticketing System
Addendum #1: Responses to Questions**

**What does your current box office setup look like (computer, payment machine and scanners). How many of what hardware may the University require?**
GVSU requires: 28 scanners, 5 mifis (hotspots), 10 credit card readers. The scanners and mifis GVSU rents on a monthly basis. The credit card readers we have year-round.

**Describe the Student ID system GVSU is using, e.g., Campus Groups, Ellucian?**GVSU’s student ID system is Transact. We use Entrust ID software and have Entrust DS3 printers. There is a solid possibility that GVSU will be moving to mobile IDs in the near future.

**Outline your current per ticket/per package fees online and at the box office.**
For football season tickets GVSU has a $10 per-order charge online and at the box office. For single tickets, we have a $2 online convenience fee and no additional charge at the box office.

**How many internet tickets were sold for all sports in 2021 and 2022? How many total tickets were sold?**

2021-22 – 25k online, 36k total

2022-23 – 21k online, 34k total

\*These numbers are for varsity regular season events only. We do host other post season, high school, and miscellaneous events in addition.

\*\*In 2021 we had 6 home football games; 2022 we had 5.

**Do you currently scan tickets for entry into games? If so, what type of scanners do you have and how many?**

Yes. Android ticket scanners. 28 scanners and 5 mifi devices (4 month rental). 3 of the scanners and 2 mifis are rented on an annual basis.

**Do you own printers? If so, how many printers do you have currently and what type (i.e. Boca, etc.)?** GVSU has 12 Boca printers that we own.

**Are you currently using NFC with your current configuration?**No

**And would this be for student cards or wristbands or both?**Potentially for student mobile ID’s and general mobile tickets

**Can companies from outside the United States (e.g., India or Canada) apply for this?**
Yes

**Would non-US companies need to come to GVSU in Allendale for meetings?**
No

**Can the work be performed outside the United States?**
Yes