



Request for Proposal

East Coast Music Association

Ticketing System

July 31, 2018

Proposals Due: August 17, 2018 at 5:00PM AST

The purpose of this RFP is to solicit proposals from vendors interested in providing computerized ticketing solutions for the East Coast Music Association that produces the yearly East Coast Music Awards in rotating regions in Atlantic Canada. The proposed contract with the selected vendor will commence September 1, 2018 with ticket sales for the 2019 ECMAs in Charlottetown, PE from May 1-5, 2019.

Proposals shall be submitted by email only to kathryn@ecma.com

Attention:
Kathryn Herbert
Chief Administrative Officer
East Coast Music Association
2307 Clifton Street, Unit 5
Halifax, NS B3K 4T9
Phone: 902-423-6770 ext 232
kathryn@ecma.com

ECMA Background Information:

The East Coast Music Association (ECMA) is a regional collaboration of people in the music industry of Atlantic Canada. We are a registered non-profit association dedicated to the music of Atlantic Canada. Membership is open to all individuals working in any sector of the music industry or those who support the music industry. Membership includes musicians, artists, agents, managers, record companies, studios, media, related corporation and retailers.

Over the past 30 years, the association has been witness to the successes and struggles of hundreds of East Coast artists. ECMA has been a catalyst, bringing music industry representatives from all over the world here to the East Coast to discover and cultivate one of our greatest exportable resources - our music. By doing so, we have also helped build a regional and professional music industry in our corner of the world, one that supports and develops the careers of both the artists and the industry.

The East Coast Music Awards: Festival and Conference is now a five-day, non-stop musical celebration showcasing and recognizing the best of East Coast artists and music. The ultimate goal of this internationally recognized event is to position and promote it as the premiere music event for the public and the music industry in Canada and the conference of choice for artists and industry professionals.

Opportunity

This RFP is intended to generate a turn-key ticketing solution that integrates current ticketing technologies and allows for growth in the future as new technologies emerge.

In 2018 the numbers were:

- 700 passes sold
- 1,200 comp passes
- 400 wristbands
- 1,846 tickets for individual shows

Proposal Requirements:

1) Ticketing

- a. Describe the capacities of your ticketing system including what platforms (cloud based, web based or desktop), what devices can it run on
- b. A description of the reporting capabilities including standard reports, flexibility of reporting, ability to customize reports
- c. System capability with printing/reprinting, 3rd party printers, payments, holds, methods of ticket delivery
- d. The security of the system
- e. User management and administration. We will need to set up unlimited users and be able to control users access.
- f. How user friendly is the system? Users must be able to learn the basics quickly.
- g. What kind of scanners do you use? Are they provided? Can they be used on any mobile phone or do they need specific hardware?

- 2) Technical Support
 - a. We require technical support 9:00AM to 7:00PM AST
 - b. On-site support during the week of ECMAs for scanning and ticketing troubleshooting.
 - c. We require support in training volunteers at the beginning of the event
 - d. Emergency troubleshooting as needed.

- 3) Website features
 - a. Ticketing solution must come equipped with an integrated online customer facing website. Users are to be able to create an account and manage their ticket orders.
 - b. Assign seat numbers for hard ticket sales if appropriate.
 - c. Universal experience regardless of device used by customer.
 - d. Our website ticketing page will be linked to the suppliers ticketing page.
 - e. Describe anti-hacker and anti-virus programs used with your system.
 - f. Describe security for online ticket purchasers with regards to their credit card or debit card.
 - g. What measures are employed to identify any fraudulent or stolen credit cards.

- 4) Distribution
 - a. The provider must provide for ticketing distribution via internet, phone sales, box office and retail locations.

- 5) Access Control
 - a. An explanation of how tickets are scanned and authenticated against a database and the reporting options that are available to understand what passes are used at any show.
 - b. How does the access control system work when internet connectivity is lost?

- 6) Settlement
 - a. Describe policy regarding settlements including payment method and frequency.

- 7) Professional Service, Installation, and Training Costs
 - a. Please describe all costs relating to implanting your ticketing solution.

- 8) Sponsorship Component
 - a. Are you willing to supply the ticketing hardware, ticketing stock and event support as part of a sponsorship deal?
 - b. What promotional services accompany your ticketing system that would allow us to reach a wider potential audience for our event.

- 9) Financial
 - a. Please provide a list of all charges relating to the selling of passes, wristbands and tickets.

- 10) Company background