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**University of Southern Indiana**

**REQUEST FOR PROPOSAL**

**USI Ticketing System**

**Issue Date: August 8, 2025**

**DUE DATE: September 8, 2025, 2:00PM CST**

The University of Southern Indiana (USI) is seeking proposals from qualified vendors to provide a comprehensive Ticketing System that meets the needs of our campus community. This RFP outlines the requirements for a system that will support event management, ticket sales, customer engagement, and reporting functionalities across various departments and venues.

USI is a public university located in Evansville, Indiana, committed to delivering exceptional educational experiences and fostering community engagement. As part of our ongoing efforts to enhance operational efficiency and user experience, we aim to implement a ticketing solution that is intuitive, secure, and adaptable for future growth. The selected vendor will demonstrate a proven record in delivering ticketing solutions for higher education institutions or similar environments.

When preparing your proposal, please consider the following data:

* USI is a small to mid-size college.
* Approximately 75-100 unique events per year. Sporting events count as one unique event for each sport’s entire season.
* The approximate number of paid tickets per year is 30,000.
* The approximate number of complimentary tickets per year is 44,000.

**RFP Schedule:**

|  |  |
| --- | --- |
| August 8  | RFP Issued to Vendors |
| August 22 2PM/Local Time | RFP Questions Due to Jeff Sponn, Director of Procurement (jsponn@usi.edu) |
| August 29  | RFP Question Response Distribution via emailed addendum |
| September 8 2PM/Local Time | Deadline for Vendors to Submit Proposals to Bid to Jeff Sponn, Director of Procurement (jsponn@usi.edu) |

**INSTRUCTIONS TO PROPOSERS**

Proposals must be submitted via email no later than 2:00 P.M. CDT on Monday, September 8, 2025 to the contact below:

Jeff Sponn, Director of Procurement

Support Services Building

University of Southern Indiana

8600 University Blvd

Evansville, IN 47712

Email: jsponn@usi.edu

1. No telephone or facsimile proposals will be considered. Proposals received after the time and date for closing will be returned to the proposer unopened.
2. You may withdraw your proposal at any time prior to the time and date set for closing.
3. No department, college, or office at the University has the authority to solicit or receive official proposals other than Procurement. All solicitation is performed under the direct supervision of the director of Procurement and in complete accordance with USI policies and procedures.
4. USI reserves the right to conduct discussions with proposers, to accept revisions of proposals and to negotiate price changes. During this discussion period, USI will not disclose any information derived from proposals submitted or from discussion with other proposers. Once an award is made, the solicitation file, and the proposals contained therein, are on public record and will be disclosed upon request.
5. Proposers submitting proposals which meet the selection criteria, and which are deemed to be the most advantageous to USI may be requested to give an oral presentation to a selection committee. Procurement will coordinate the scheduling of these oral presentations.
6. The award shall be made to the responsible proposer whose proposal is determined to be the most advantageous to USI based on the responses to the Request for Proposal (RFP). Price, although a consideration, will not be the sole determining factor.
7. All formal inquiries or requests for significant or material clarification or interpretation, or notification to USI of errors or omissions relating to this RFP must be submitted via email no later than 4:30 on Friday, August 22, 2025 to the contact below:

Jeff Sponn, Director of Procurement

Support Services Building

University of Southern Indiana

8600 University Blvd

Evansville, IN 47712

Email: jsponn@usi.edu

Note that USI will answer informal questions orally. USI makes no warranty of any kind as to the correctness of any oral answers and uses this process solely to provide minor clarifications rapidly. Oral statements or instructions shall not constitute an amendment to this RFP. Proposers shall not rely on any verbal responses from USI. If you have formal questions about any part of this RFP, which could result in a material issue or a formal amendment to this RFP, submit your questions on the Proposer Inquiry Form.

1. USI shall not reimburse any proposer the cost of responding to an RFP.
2. Proposer shall describe, in detail, any non-cash contributions offered to USI over the term of the agreement.
3. Proposer shall describe, in detail, other considerations offered to USI (goods in kind, sponsor of athletics, etc.).
4. If any text boxes throughout the RFP do not provide sufficient space for the answer, then the Proposer may provide a secondary document and reference the appropriate RFP question.

**SECTION I: COMPANY INFORMATION, EXPERIENCE, IMPLEMENTATION, AND REFERENCES**

1. Please provide company information:

|  |  |  |
| --- | --- | --- |
| A | Legal name of company |  |
| B | Operating name of company |  |
| C | Headquarters’ street address, city, state, zip code |  |
| D | Mailing address, city, state, zip code (if different from headquarters’ address) |  |
| E | Name of primary sales representative |  |
| F | Email of primary sale representative |  |
| G | Phone number of primary sales representative |  |
| H | Name of secondary sale representative |  |
| I | Email of secondary sales representative |  |
| J | Phone number of secondary sales representative |  |
| K | Year company was established |  |
| L | Number of offices |  |
| M | Total number of employees |  |
| N | Total number of full-time customer service and/or technical support representatives |  |
| O | Total number of full-time training representatives |  |
| P | Average tenure of employees with company |  |

1. Has the company been involved in a merger or been acquired by another business entity in the past? If yes, please provide details including the year, name of business(es) involved, and how customer relationships were maintained throughout the transition.
2. Is the company currently for sale or involved in any transaction to expand through acquisition or merger, or to be acquired by another business entity? If yes, provide a statement explaining the impact both in organizational and directional terms.
3. Does any relationship exist, whether by relative, business associate, capital funding agreement or any other such kinship, between the company and any employee of University of Southern Indiana (USI)? If yes, provide a statement of disclosure. All such disclosures will be subject to administrative review and approval prior to entering into any contract with USI.
4. Does the company agree that the submitted proposal contains accurate information, constitutes an offer to USI, and shall be valid for a period of 120 calendar days after the date of submission?
5. Please provide a brief history of company. (in 250 words or less)
6. Please provide primary strengths that differentiate the company from competition. (in 250 words or less)
7. Please provide number of total customers and number that are in production mode.
8. Please provide a listing of your current higher education customers.
9. How would your largest customer rate their satisfaction with your system and your support versus your smallest customer?
10. Please describe the system implementation process, including average length of time for completion.
11. Please describe the company’s recent experience with the implementation of a ticketing system for a similarly sized (or larger) higher education institution.
12. Does the company have the time and the resources to implement a system within 90-120 days of the contract award?
13. Please provide a list of at least three organizational references, preferably other higher education institutions with programs of comparable size and scope to USI.

|  |  |  |
| --- | --- | --- |
| **A** | **Organization’s Name** |  |
|  | Headquarters’ street address, city, state, zip code |  |
|  | Mailing address, city, state, zip code (if different from physical address) |  |
|  | Name of primary contact |  |
|  | Email of primary contact |  |
|  | Phone number of primary contact |  |
|  | Customer since (date) |  |
|  | Approximate number of programs per year |  |
|  | Approximate number of participants served per year |  |

|  |  |  |
| --- | --- | --- |
| **B** | **Organization’s Name** |  |
|  | Headquarters’ street address, city, state, zip code |  |
|  | Mailing address, city, state, zip code (if different from physical address) |  |
|  | Name of primary contact |  |
|  | Email of primary contact |  |
|  | Phone number of primary contact |  |
|  | Customer since (date) |  |
|  | Approximate number of programs per year |  |
|  | Approximate number of participants served per year |  |

|  |  |  |
| --- | --- | --- |
| **C** | **Organization’s Name** |  |
|  | Headquarters’ street address, city, state, zip code |  |
|  | Mailing address, city, state, zip code (if different from physical address) |  |
|  | Name of primary contact |  |
|  | Email of primary contact |  |
|  | Phone number of primary contact |  |
|  | Customer since (date) |  |
|  | Approximate number of programs per year |  |
|  | Approximate number of participants served per year |  |

**SECTION II: SYSTEM SPECIFICATIONS**

1. What is the name of the ticketing system?
2. Is the system a stand-alone entity or does it require supplementary systems for full functionality? If so, please indicate name(s) of system(s)?
3. Please indicate the browsers for which the system is compatible.
4. Please indicate the computer platforms for which the system is compatible.
5. Please describe the process for how users (institutional staff versus participants) create user profiles, how passwords are maintained, how passwords are reset, and if campus administrators can reset.
6. Please indicate whether the system has the following built-in functionality in its current/present version. Please indicate yes or no for each item. If no, please provide information regarding future functionality plans, including launch date in the notes section.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Functions:** | **Yes** | **No** | **Notes:** |
| A | Fully automated online registration |  |  |  |
| B | Accommodates events, training, meetings, camps, workshops, conferences, and seminar registrations for multiple locations |  |  |  |
| C | Allows both individual and group ticketing functions within one transaction |  |  |  |
| D | Customizable ticketing forms/questions |  |  |  |
| E | Allows multiple fee types and add-ons |  |  |  |
| F | Transparent transitioning between the company’s product and our website |  |  |  |
| G | Allows discount and promo codes |  |  |  |
| H | Allows early bird pricing (ability to turn off discount at specified date) |  |  |  |
| I | Secure login compatible using CAS single sign-on or other single sign- on credentials |  |  |  |
| J | E-ticket and print-at-home ticket options, season pass option using one pass for scanning |  |  |  |
| K | PCI Compliant for credit card payments |  |  |  |
| L | Ability to add branding to confirmation letters, website portals, and other communications |  |  |  |
| M | Ability to add multiple account codes for revenue tracking of events |  |  |  |
| N | Opting in/out of preferred contact method (email, text, phone call) |  |  |  |
| O | Secured, encrypted payment processing |  |  |  |
| P | Credit card processing (Visa, MasterCard, Amex, Discovery) |  |  |  |
| Q | Integration with TouchNet Marketplace |  |  |  |
| R | Integration with Moneris (until December 2017) |  |  |  |
| S | Refund automation |  |  |  |
| T | E-check payment processing |  |  |  |
| U | Cloud based system |  |  |  |
| V | Automated email confirmation letters, reminders to attendees  |  |  |  |
| W | Marketing management (personalize, email, tracking, funneling interest areas) |  |  |  |
| X | Surveys, evaluations, feedback from attendees |  |  |  |
| Y | Integration with Microsoft Office (Word, Outlook, Excel) |  |  |  |
| Z | Integration with Banner |  |  |  |
| AA | Integration with Social Media |  |  |  |
| BB | Integration with Google Analytics |  |  |  |
| CC | Optimized for multiple devices: PC, Mac, tablets, mobile friendly |  |  |  |
| DD | 24/7 support |  |  |  |
| EE | Event reports |  |  |  |
| FF | Income reports |  |  |  |
| GG | Generation of feedback/evaluation/survey reports |  |  |  |
| HH | Customized reports |  |  |  |
| II | Ability for participants to schedule automated reminders |  |  |  |
| JJ | Customized fields |  |  |  |
| KK | Ability to send text messages |  |  |  |
| LL | Calendar integration |  |  |  |
| MM | Are new merchant numbers required for credit card setup |  |  |  |
| NN | Is wireless, barcode scanning available, are there certain device protocols |  |  |  |
| OO | Ability to track and audit complimentary tickets |  |  |  |
| PP | Sales tax or other tax calculations |  |  |  |
| QQ | Venue layout with seat choice or best available. Option for view from seat |  |  |  |
| RR | Service charges to ticket buyer |  |  |  |
| SS | Ability to add branding to confirmation letters, website portals, and other communications |  |  |  |
| TT | Ability to add multiple account codes for revenue tracking of events |  |  |  |
| UU | Electronic transfer of tickets to another individual |  |  |  |
| VV | Student tickets linked to student ID cards |  |  |  |

**SECTION III: UPGRADES, MAINTENANCE, AND SUPPORT**

1. Please provide details on system upgrades such as frequency of upgrades, notification process and timelines, the process for implementation of patches for bugs vs. functional changes, and details of documentation and/or training for upgrades.
2. Please indicate if there are scheduled downtimes of the system(s) for maintenance and/or upgrades. How long do they last and how often do they occur?
3. On average over the past 5 years, how much unscheduled downtime has your system experienced?

1. Does the company provide customer/technical support 24 hours per day and 7 days a week, including holidays for university staff as well as university customers (end-user/participant)? If not, please indicate support hours.
2. Please identify the physical location(s) and methods of reaching the company’s customer/technical support center during USI’s business hours (8 AM to 4:30 PM, Monday through Friday), as well as after business hours, on weekends, and over holidays.
3. Please indicate if customer/technical support is outsourced. If other than 24/7, what are those hours?
4. Please describe your initial training process for system administrators and university staff.
5. Does your system have an active users’ group? If so, please describe its membership, conferences, listservs, and/or other activities.
6. Specify where system administrator and user training is held and how many individuals the training sessions will accommodate.
7. Please describe security levels, database backup, and any other pertinent information related to the system security.
8. Please provide details of Information Security framework standards
9. Are the standards verified by a certified external party (PCI, SOC 2 Type II, Penetration Testing, ISO Certified)?
10. Outline any applicable regulatory compliance requirements your organization compiles with (HIPAA, GLBA, PCI, GDPR, FERPA)
11. Has there been any identified or reported information security breach in the last 5 years?

**SECTION IV: PRICING/FEE SCHEDULE**

In considering the following questions, please use a length of partnership with a 3-, 5-, or 10-year agreement.

1. Please indicate the fee schedule for your system. Indicate if this is an annual fee, a flat fee, a licensing fee, named user licenses, or a per ticket/transaction fee.
2. Please indicate add-on system(s) and their fees to allow full functionality (if applicable).
3. Please indicate maintenance fees schedule.
4. Please indicate upgrade fees (if applicable).
5. Please indicate support fee schedule (if applicable).
6. Please indicate training fee schedule (if applicable).
7. Please indicate reporting/administrative applications fees (if applicable).
8. Please indicate any other fees associated with your system that are not stated here.
9. How often, on average, over the past 5 years, has your pricing schedule changed? What was the average percentage increase/decrease?