

	<p align="center">CITY OF O’FALLON, MISSOURI <i>PURCHASING DEPARTMENT</i> 100 North Main Street O’Fallon, MO 63366 T: (636) 379-5527</p>		
RFP NUMBER:	25-091	RFP ISSUE DATE:	12/12/2025
RFP DESCRIPTION:	TICKETING SERVICES		
RFP OPENING DATE:	12/30/2025	RFP OPENING TIME:	12:00 P.M. CST

December 19, 2025

ADDENDUM #1

The purpose of this addendum is to address any questions received on or before December 17, 2025, at 12:00PM CST. The time period for questions is closed.

Questions:

1. Can you clarify how much hardware is needed, if any, across all your ticketing needs?

- Scanners
- Printers
- Credit Card Terminals
- Laptops/Computers

Answer: Largest quantity of any device would be 8.

- Scanners – We can need up to 8 scanners for our largest event if this can not be done through our existing iPhone or iPad app.
- Printers – We will not print receipts or tickets, we would want the capabilities for emailed QR codes.
- Credit Card Terminals – We will need the ability to process a credit card transaction while standing in a parking lot. Preferable something that is compatible with our existing iPhone or iPad.
- Laptops/Computers - Prefer the use of our existing iPhones or iPads for use.

2. Are there any third-party tools you are utilizing such as email tools (i.e. Mailchimp), CRM systems (i.e. HubSpot) or any other integrations needed?

Answer: We do use Mailchimp and Stripe as a credit card processor as this is what is approved through our Finance Department

3. From a reconciliation perspective, we offer a few options. Is there an ideal reconciliation method that the city would prefer for payouts?

Answer: Currently we receive weekly payout. We would need the ability to run monthly reports to be able to reconcile and verify the number of tickets sold, fees, gross, net, and deposits into the City's account.

4. Timeline: After submission closes on December 30th, can you please elaborate on the decision making process?

- a) Will there be any rounds of demonstrations/on-site visits?
- b) When is a decision expected?
- c) When is the expectation of an agreement to be finalized?
- d) What is the on-sale timeline?

Answer: If there are any clarifications required by the submission the Festival Manager will reach out to the company for a better understanding. Part of the decision making is based on pricing, ability to work with a processing company our Finance Department will approve, software capabilities, ease of use, and reporting needs.

- a) If we have not already seen a demo a demo may be requested.
- b) Goal is mid to late January. We are currently in a contract until the first of October.
- c) End of February.
- d) We will have some overlapping of a new agreement starting on Oct. 1 and tickets already on sale for our event on October 3, there is a Christmas play that will already be on sale and the trolley rides will be on sale for our Christmas light display. The drive through tickets for the Christmas light display and Old-Fashioned Holiday Stroll will begin the first Monday of November. Our light display is the largest volume of tickets processed. Normally ranging between 25-30K tickets sold.

5. Can you clarify what percentage of tickets are sold via online advanced tickets versus how many tickets are sold at the door (Point of Sale)?

Answer: The majority of the tickets are advance sale. We do not do POS at the door. We provide a QR code and people are required to secure their own ticket. We do not want to deal with cash or credit cards during the event. The ONLY time we take a credit card is for our parking lot on July 3 & 4. This is when we would need the capabilities to scan credit cards. NO cash is accepted.

6. Under General Ticketing Information it states that the average tickets sold for the Theater is 1,400. Can you confirm that is 1,400 tickets sold for the year or 1,400 average sold for each 24 events?

Answer: We have four shows with six performances each. This would be per show.

7. Regarding payment processing, is the City permitted to act as its own merchant of record while using an approved processing partner or is it expected for the ticketing partner to serve as merchant of record?

Answer: We will need to work with an approved processor from our Finance Department. We currently use Stripe if that helps answer your question.

8. Are there any key pain points or limitations with the City's current ticketing capabilities that should be prioritized in the proposal?

Answer: N/A.

9. The RFP mentions Worldpay/Element. Is that a mandatory requirement or is the City open to other payment processing options?

Answer: I do not recall using the term Worldpay/Element. Can you please point this out. Otherwise, the processor we currently use is Stripe.

10. How many ticketing booths does the City intend to have ? How many customer facing point of sale devices are currently required?

Answer: For our parking lot we normally have four, theater – 1-2, holiday – 6-8. All tickets are purchased in advance or a QR code is scanned taking them to the website to purchase. The parking lot is the only one we will use as a POS. There is a total of 1700ish cars over the two days.

11. Does the City prefer a per ticket transaction pricing model(convenience fee) charged to the patron model or an Annual software subscription pricing model for ticket sales?

Answer: We have only been exposed to the per ticket transaction pricing model but would interested to learn more about the subscription pricing model.

12. Please clarify, who will be the merchant of record?

Answer: Stripe is our current provider.

13. What Marketing integration does the City use currently ? Also any preferred CRM integrations?

Answer: Mailchimp.

14. Does the City prefer a fixed Annual software subscription pricing model ? Or a convenience Fee charged to the user model?

Answer: Answered in #11.

15. Are there any pain points /challenges with the current ticketing process that City would like to improve upon?

Answer: Limited creative elements with the email marketing platform. Not having an "add to cart" option to select from multiple events at the same time. Not being able to differentiate the tickets themselves (i.e. different tickets for Stroll vs Drive through. Think different text and sponsor images).

Reminder:

The due date and time remain the same for this project. This is to remind all bidders that sealed proposals for **RFP #25-091 Ticketing Services** must be submitted by 12:00 P.M. CST, December 30, 2025, to:

Christine Grabin, Purchasing Agent
City of O'Fallon, Missouri
100 North Main Street
O'Fallon, Missouri 63366

Addendum information will be available over the Internet at www.ofallonmo.gov Adobe Acrobat® Reader may be required to view this document. We strongly suggest that you check for any addenda a minimum forty-eight hours (48) in advance of the bid deadline. Due to revisions, the bidders must acknowledge the Addendum(s) on the bid form.

END OF ADDENDUM #1