

ADDENDUM#1

RHODE ISLAND CONVENTION CENTER AUTHORITY

REQUEST FOR PROPOSALS FOR

Turnstile Pedestals at The Amica Mutual Pavillion

Questions

1. Will there be a need for any specific ADA/accessibility requirement Hardware such as a barrier free pedestal? **No**
2. Besides Ticketmaster and Paciolan, are there any additional ticketing, credentialing, or access control systems (e.g., league, university, or promoter systems) that must be supported now or in the near term? **Ticketmaster and Paciolan will be the only ticketing used.**
3. What is the desired installation window and target go-live date following award of the contract and are there any blackout dates when work cannot be performed? **The target date is the last week of February and there are no black out dates.**
4. Are there restrictions regarding union labor requirements, or escort/supervision that would impact installation planning and cost? **No**
5. For “on-site training,” how many staff members and roles (e.g., security, guest services, box office, IT) should be included and is training across multiple shifts required? **10 -15 people for training during one single shift**
6. How does the Authority define “on-site training and event support” for pricing purposes (e.g., number of events or days, on-site presence versus remote/on-call support)? **Training for initial use and on call support if needed**
7. Should the proposal separately identify ongoing software subscription, support, and maintenance costs beyond the initial purchase, and for what initial term? **Yes, initial term should be annual**