



## Online Registration RFP Questions and Answers

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**1. Does the GORE-TEX® Philadelphia Marathon have your own payment gateway that you would prefer us to use, or should we facilitate the processing of payments and transfer the monies?**

We are looking for the online registration company to facilitate the payment process and transfer of money.

**2. Does bib numbering always happen after the event is closed, or is there a requirement for real-time numbering?**

No need for real-time numbering. Bib numbers are assigned after incremental downloads, based on predicted time/event. Number assignments will need to be uploaded in the system for the sending of the race week email to all runners.

**3. Will the successful partner be responsible for providing entry support for entrants, or will this be done by the Philadelphia Marathon team?**

Registrants who have questions contact the race via email/phone. The Philadelphia Marathon team can handle informational items and minor data updates to the file. Depending on what functions are available to the marathon staff through the back door of the software, the successful partner may be needed to solve some problems (duplicate entries resulting in a refund, etc.)

**4. When would the volunteer system be required to open?**

April 1, 2014

**5. On average, how many individuals change events per year (switch from half to full marathon, e.g.)?**

Between 400 & 500

**6. How many person-to-person transfers do you average per year? What is your policy regarding these transfers?**

We've never allowed before. There would likely be 400 or so. We would like to know your company's capabilities for providing rebates or any similar offerings that you may provide.

**7. Do you have a preferred format for the RFP response?**

Please provide your proposal in PDF format covering all of the questions in the RFP.

**8. Do results get uploaded to the system in real time (split times) whilst the event is taking place? We can work with your timing company and have a very tight integration that would allow for things like notification sign up directly in the registration path. Or shall we just bid the registration.**

Please just bid the registration. We are interesting in hearing about the other services you offer like your capabilities of integrating notification sign up in the registration path.

**9. Who pays for the processing fee the race or the runner?**

The runner pays the processing fee.

**10. Can you provide more detail regarding your group registration requirements?**

In one of our events, we have a largest team competition so it would allow an unlimited quantity of runners to register under one group name. We would like to know how your registration system could

**11. Can you confirm your bib and corral requirements? Is there specific functionality you don't currently have that you think would be important to you?**

Automated switching from event to event & automated switching of registration from runner to runner.

**12. Do you validate finish times for corral placement?**

Elite runner's times are validated. For other runners, we request an estimated finish time for corral placement.

**13. Do you have any merchandise sales requirements (race gear, pasta tickets, etc.)?**

No. But we are interested in understanding your company's capabilities in integrating this into our online registration process. As mentioned in the RFP, please provide information regarding additional services that your company offers that may interest us outside of our Scope of services.

**14. Do you have any specific requirements for international runners?**

We would like for your registration system to handle foreign countries and addresses. Other than that, there are no specific requirements.

**15. For instance, do international runners pay a different registration fee?**

No.

**16. Do you have any specific charity/fundraising requirements?**

We would like the following functions:

- Provide registration codes
- Ability to pull individual charity registration reports to include name associated with each code
- Ability for individual charity to have a read-only function to allow charity to view registrations specific to their charity only. They will not be allowed to change any data.
- Ability to allow charity to "resell" bib if unused before race by participant (we will provide cut off date)

**17. Are you interested in having previous years data imported into your new system?**

Yes

**18. Do you offer deferrals?**

We do not offer deferrals. What functionality does your system offer to support deferrals?

**19. What are the most important reports that are required for your team?**

Weekly registration counts by event & category, financial reports explaining each payment, summary reports for each special characteristics (wheelchair, charity registrations, etc.), demographic reports, full-function search on multiple keys/combinations, etc.

**20. Regarding capacity, can you provide an idea on the numbers of your biggest day of registration?**

First week of registration was over 4500...

**21. How important is a rebate in your pricing strategy?**

If by 'rebate' you mean a discounted entry fee, we use them extensively to support our charities, various registration promotions, as well as complimentary entries for elites and other VIPs.