



**TECHNICAL PROPOSAL FOR YOUTH SPORTS
PHOTOGRAPHY
ITB 3322**

Submitted to:

**Tricia Wortley
Purchasing Manager
298 W. Washington
Stephenville, TX 76401**

Submitted by:

**TSS Photography of Glen Rose
Crystal Burgess
1085 CR 414
Glen Rose, Tx 76043
(214)733-2526
Crystal.burgess@tssphotography.com**

Personnel and Relevant Project Experience

Thank you for allowing **TSS Photography of Glen Rose** to submit a proposal to provide photographic services to the City of Stephenville SPARD. We understand the hassles that can go into picture day, and we do all we can to make it easy on the organizations we serve. Simply put, we are the best in the business for many reasons. We have successfully been doing business since 2009.

TSS Photography is a national franchise that has been capturing memories for over 30 years with over 200 locations throughout the United States. **TSS Photography of Glen Rose** is a family-owned company proudly operated by Crystal Burgess of Glen Rose, TX and has been in business since 2009. We take pride in living and servicing the Glen Rose Community and the surrounding areas, specializing in Team and Individual Photos for all youth sports, schools and special events. TSS Photography is owned and operated by Candid Color Systems with its' own lab and manufacturing facility to ensure high quality and quick turnaround for our customers. TSS Photography photographs over 2 million children each year.

Crystal Burgess is the owner of the business and handles all aspects of it including Sales, Marketing, Photography, Customer Service, Human Resources and more. Crystal handles customer service calls and emails personally and is also present (and probably photographing) at every picture day. Crystal can be reached at (214) 733-2526.

Crystal started the business of photography in 2009 doing portrait, wedding, and event photography. She started into volume photography for sports and schools in 2013 and her business continues to grow. Each photographer, assistant or worker must go through an extensive national background check before they are considered for employment.

TSS Photography is the industry leader when it comes to offering innovative products that keep your Picture Day experience fresh and new. Our product selection is the largest selection on the market, we literally have hundreds of options available depending on the needs of the league and type of sports. Our exclusive designs have brought smiles to millions of customers over the years. Our customized products help parents and children capture each season with personalized keepsakes.

REFERENCES

Misty Martin
Rio Vista Sports
mmartin@rvisd.net

We have been the providers of youth sports photography for the past 4 years. We have photographed Baseball, Basketball, Softball, and Volleyball for Rio Vista Youth Association and Rio Vista Junior High and High School. We have been committed to quality photography and products, quick delivery times, superior customer service and we have been able to change our way of doing business as needed.

Amanda Martin
Waxahachie Soccer Association
[\(972\)825-9923](tel:(972)825-9923)
rubyjade@13@gmail.com

We are the providers of Youth Sports Photography for 9 years for soccer photography. We provide both fall and spring soccer seasons. They have been impressed with our picture quality, picture day processes and services and products offered and fast turnaround times.

Chaunte Martinez
Cleburne Soccer Association
[\(817\)659-5106](tel:(817)659-5106)
chaunte@cleburnesoccer.com

We have been the providers of Youth Sports Photography for Cleburne Soccer for the past 6 seasons. We provide Picture Day for 6 seasons each year for Soccer in the spring and fall. They continually praise us for our professionalism both in service and products offered and fast turnaround times.

SCHEDULING:

TSS Photography of Glen Rose will handle all Picture Day scheduling upon request based on the provided game schedules. Because we are located locally, we can be flexible on dates and times that are most convenient for the league.

PACKAGES & PRICES:

TSS Photography of Glen Rose offers hundreds of unique products and a variety of packages that start at \$17.00. In addition, participants are not required to purchase a package, they can purchase individual items. All orders are placed directly by the customer and shipped to the customers address they note on their order. Parents will be able to order from their mobile devices or computers within moments of the individual pictures being taken. They will receive notification that their pictures are ready, and they can order immediately. We will guarantee prices quoted for a minimum of one year. A screenshot of sample packages and pricing from our online order page is below. We have hundreds of items; this is just a small sample of the many packages and products we have.

8:13

Back To Images

All Products

SAVE 5%

#6 Player Package
1-5x7
4-3x5
\$17.00

Add to Cart

1-Full Resolution Jpeg Image Download
Print Quality Image
\$20.00

Add to Cart

Image Download

3- Full Resolution Jpeg Image Downloads
Pick any 3 Images
Print Quality Images
\$33.00

Add to Cart

5- Full Resolution Jpeg Image Downloads
Pick any 5 Images
Print Quality Images
\$47.00

Add to Cart

orders.tssphotography.com

8:13

Back To Images

All Products

#4 MVP PACKAGE
SAVE 15%

#4 MVP Package
1-5x7
1-5x7 Team
2-3x5
8-Wallets
\$32.00

Add to Cart

MIX MATCH
YOUR IMAGES TO CREATE A CUSTOM PACKAGE

Standard Lustro Finish
6-5x7
\$37.00

Add to Cart

PACKAGE A

#1 Most popular
1-5x7
4-3x5
1-Team Mate
\$27.00

Add to Cart

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8:13

Back To Images

All Products

PACKAGE A

#1 Most popular
1-5x7
4-3x5
1-Team Mate
\$27.00

Add to Cart

#5 STARTER PACKAGE
SAVE 10%

#5 Starter Package
1-5x7
4-3x5
4-Wallets
\$23.00

Add to Cart

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8:13

Back To Images

All Products

#2 All-Star Package
2-5x7
2-3x5
4-Wallets
1-Team Mate
1-Photo Button
\$47.00

Add to Cart

#3 PRO PACKAGE
SAVE 26%

#3 Pro Package
1-8x10
1-5x7
1-5x7 Team
1-3x5
4-Wallets
2-Photo Magnets
\$42.00

Add to Cart

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Back To Images

All Products

Pick 3
Choose any 3 Products from the list
\$32.00

Add to Cart

Pick 4
Choose any 4 Products from the list
\$38.00

Add to Cart

Pick 5
Choose any 5 Products from the list
\$47.00

Add to Cart

#2 ALL-STAR PACKAGE
SAVE 25%

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3-Trading Cards
Cards will be sport specific
\$15.00 [Add To Cart](#)

16-Trading Cards
Cards will be sport specific
\$20.00 [Add To Cart](#)



Water Bottle
\$25.00 [Add To Cart](#)



#21 Sport Specific Magazine
Cover
Product will be sport specific
\$15.00 [Add To Cart](#)



Photo Button
\$8.00 [Add To Cart](#)



Travel Mug
\$25.00 [Add To Cart](#)



Dog Tag
\$10.00 [Add To Cart](#)



Ceramic Mug & 4 Wallets
\$25.00 [Add To Cart](#)



Sport Specific Magazine Cover
Product will be sport specific
\$16.00 [Add To Cart](#)



Pennant
Product will be sport specific
\$25.00 [Add To Cart](#)



8x10 Statuette
\$25.00 [Add To Cart](#)

11x14 Statuette (1)
\$35.00 [Add To Cart](#)

“SHIP TO PARENT”:

Why does the league have to be responsible to deliver the packages to the customer via the coach? We are proud to say that TSS Photography was the pioneer of the “Ship-To-Parent” program. Orders may be placed by the customer just moments after the picture is taken. Orders typically leave the lab where they are printed within 24 hours of ordering. The mail system has been a little slow lately, so that is why it may take up to 2 weeks before they arrive. All digital downloads are emailed immediately.

WEBSITE:

TSS Photography of Glen Rose has a website that provides samples of our work & products offered. www.TSSPhotography.com/glen-rose. It also offers the opportunity for online ordering 24/7 via computer or smart devices.

VIEW FIRST:

TSS Photography of Glen Rose offers parents the ability to view participant’s pictures before purchasing on their personal mobile devices, and computers. We take multiple photos of each child with a variety of poses. Our “mix and match” packages mean that every sheet can be a different pose, background, or even multiple children in the family.

REBATE AND SPONSORSHIP

REBATE:

TSS Photography of Glen Rose will provide 10% of gross sales. We pay a rebate on each Picture Day order received. Anyone who stands in front of a camera and places an order within 30 days of Picture Day, The City of Stephenville will receive a rebate of 10% of gross sales. For example, if a \$40 order is placed, we will take out shipping and sales tax and reward the City of Stephenville with 10% of the new total.

OTHER OFFERS:

TSS Photography of Glen Rose will negotiate for Coaches, board member and sponsor gifts. I know every league is different and I will accommodate SPARD with their choice of Coaches gifts. Coaches and board members can be given a code to order and receive their free team picture (or whatever SPARD would like for coach gift) with online ordering process. Sponsor plaques can also be printed.

CLIENT SATISFACTION:

TSS Photography of Glen Rose takes pride in the professional and courteous service we provide to many local and regional organizations, their participants, parents and coaches. We offer 100% customer guarantee to all our customers. We work with all of our customers to make them happy by either retaking the photo or refunding their money or reprinting items for free. We also administer a customer survey that is sent to each customer (providing they supplied their email address when they ordered). The survey points out all aspects of the Picture Day experience and we respond to our participants with incentive to complete it. We also follow up on any issues that may need to be resolved. Another benefit to working with TSS Photography of Glen Rose is that we OWN and OPERATE the business. If a customer calls the office, they will get Crystal Burgess on the phone, and I will work with all participants directly.

WHAT DO CUSTOMERS RECEIVE?

EACH PARTICIPANT RECEIVES...

- Complimentary Portrait Photography of each participating athlete and team
- Email and text links to the athlete's personal gallery

-A Custom Order Summary (example below) that includes:

- Detailed description of what they ordered
- TSS Photography of Glen Rose contact information
- Unique number that leads the customer directly to the child's photo on our website

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Reach us by phone OR online
www.tssphotography.com/eastcarolina
(843) 273-0326

Grace Hill
PO Box 747
Little River, SC 29566-0747

NMB Sample event

QTY / Description	TOTAL*
1 - 6 Starter Pack: 2-3x5, 2- wallets, 2-Flex Magnets, and 1-5x7 Team Photo	\$28.00

* May not reflect Picture Day discounts or shipping

Visit us Online

For More Great Products & Gift Ideas
Visit us online to find more products, gift ideas, or to order more prints!

Don't Forget.
Let TSS Photography Photograph Your Next League, School, or Special Event!
Visit us at: tssphotography.com

TSS ID# 27017358-cc-8748

"Reading is to the mind what exercise is to the body."
- Richard Steele

Officially a member of
TSS
Photography

-The products they ordered are shipped via USPS, UPS, & Fed Ex in a timely manner (2 weeks)

- Email confirmation of their order.

- Online reorder options (great for family and friends that live outside the area).

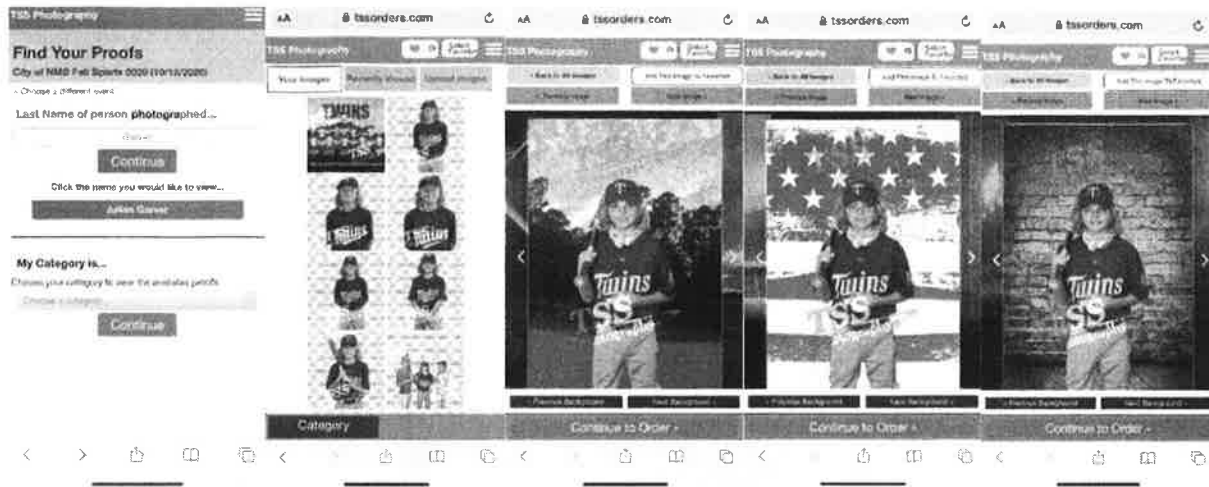
-100% customer service... even after picture day.

ABOUT TSS PHOTOGRAPHY

- **SAFETY FIRST:** All TSS Staff are Certified Safe. Each staff member must go through an extensive national background check before they are considered for employment
- **CONSISTENCY:** TSS has been the largest youth sports photography company since 1983.
- **VARIETY:** TSS has the largest product line on the market with new products developed every year at a reasonable price. Our products can be customized to include league logos, and we have products available for every sport you can imagine.
- **EXCELLENT LAB:** We own a state-of-the-art facility that processes over 2 million images a year at TSS Headquarters in Oklahoma City, OK. Each product undergoes a quality approval process which ensures that the customer gets a quality product every time.
- **RELATIONSHIPS:** TSS thrives on long term relationships and will go the extra mile to maintain all relationships. Customer service is our number one goal!
- **GO GREEN:** We have been utilizing green screen and TKO technology for many organizations which provides the most updated technology. Participants report to the camera station individually and we take multiple pictures of them. We offer the City of Stephenville fields as an optional background and other cool & fun graphic backgrounds that the customer can choose from. We also can create the team picture with our **Virtual Group technology**. This has been very helpful, so that even when someone missed their original picture time, we can still include them in the team picture.
- **DIRECT LINK/BANNERS:** "Hassle free" means TSS handles all aspects of pictures for your League. TSS can provide direct access for parents from your website to ours.
- **100% CUSTOMER GUARANTEE:** We do all we can to ensure that we are mistake free, but about 2% of the time we have an issue that arises. We work with any customer to make them happy by either retaking the photo or refunding their money. We strive to make every customer happy.

PICTURE DAY PROCESS

- **SCHEDULING:** TSS will handle all aspects of scheduling. Picture times are typically determined by the schedule of games and location of pictures. The City of Stephenville provides TSS Photography with Rosters and Game Schedules.
- **ORGANIZATION:** Picture day is always staffed with an appropriate number of photographers to ensure the teams remain on time throughout the day/evening. Staying on time is extremely important to the success of our program. We will have multiple photography stations to ensure a smooth and quick picture day experience.
 - ✓ **CAMERAS:** We will provide as many cameras as needed to ensure a smooth picture day for the league. Most of the time we provide 3 cameras but it really depends on the league and the numbers of kids involved. We work with many large organizations and process a lot of kids in a relatively short period of time with almost no mistakes.
 - ✓ **ASST PHOTOGRAPHERS:** We have assistants pose each subject (several poses available per sport) at each and every picture day. They typically adjust the hair and clothing of the subject as needed, which allows the photographer to focus on taking high quality images.
 - ✓ **PICTURE DAY MANAGER:** A Picture Day Manager is responsible for ensuring a smooth picture day process and serves as a manager of all things related to picture day.
 - ✓ **Online Ordering:** All orders are placed by the customer. There are NO ORDER FORMS to be completed which helps eliminate order errors with misspelling of addresses etc.
- **FLEXIBILITY:** We are very flexible to meet the needs of the leagues we serve. We can shoot indoors or outdoors and are available any day of the week including weekdays and weekends. If a picture day is scheduled outdoors but needs to be moved to an indoor location due to weather we can adjust accordingly if needed.
- **HASSLE FREE:** We are a SERVICE COMPANY. You run your program and TSS takes care of the pictures. We handle all the details and do most of the work, so you don't have to!
- **TURN AROUND TIME:** TSS Photography of Glen Rose will deliver the individual pictures on-line within 24 hours of them being taken. The team pictures may take up to a week depending on the schedule. With TSS Photography of Glen Rose, packages and products will be shipped from our lab within 72 hours of their order being placed and sometimes quicker! We offer a 100% satisfaction guarantee where we will either reshoot or provide a refund for any parent dissatisfied with the photos.
- **EXAMPLE OF MOBILE ORDER:** Here is a picture showing a sample of what it would look like on a customer's smart phone. They can insert their participants name, view the photos, choose from hundreds of backgrounds pick a product or package and add to cart. They can mix and match poses and backgrounds within packages.



TSS Photography of Glen Rose will handle all Picture Day scheduling based on the provided game schedules. As we mentioned in a previous section, because we are located locally, we can be flexible on dates and times that are most convenient for the league. We have the ability to schedule multiple days when necessary. For example, if Picture Day will be on Game Day and the 18 Soccer Teams play over a two-night span, then we will come both nights. We will schedule as many or as little Picture Days that the league schedule warrants.

In case of inclement weather, we would propose an alternate date for those affected teams.

Treatment of Issues

The previous pages include the information we are offering The City of Stephenville SPARD, however, we are not limited to just these items or specifications. **Everything is negotiable and we can MATCH ANY REASONABLE OFFER** from our competitors, considering we are comparing similar products and services.

We understand that picture day can be a hassle for any league. We have perfected the picture day process to ensure a hassle-free picture day for the league. As you can see, we have a number of resources that offer our customers multiple options, whether it be processes (field or green screen/TKO), photography options (green screen/TKO – realistic or graphic, multiple poses etc.), On-line Picture Day ordering and much more.

We are committed to servicing The City Stephenville SPARD with the utmost respect and attention to detail for all parties involved.

We would also like the opportunity to discuss our Impact Series Products that we feel would be perfect for the City of Stephenville SPARD.

Signatures of Proposers

Crystal Burgess
Owner - TSS Photography of Glen Rose.