



REQUEST FOR CITY COUNCIL ACTION

MEETING DATE:

April 21, 2021

DEPARTMENT:

Finance

DIVISION

Purchasing

STRATEGIC OUTCOMES

- ☐ Safe & Prosperous
- ☒ Active & Appealing
- ☐ Respected & Responsible
- ☒ Connected & Engaged
- ☐ Unique & Creative

ACTION

- ☒ Motion
- ☐ Resolution
- ☐ Ordinance - Introduction
- ☐ Ordinance - Adoption
- ☐ Public Hearing

TITLE:

Request for Proposal (RFP): Ticketing Services

SUMMARY RECOMMENDATION:

Authorize the City Administrator to negotiate and execute a one-year contract with the option to renew for four additional one-year periods, one period at a time, depending on the appropriation of funds and satisfactory performance to:

ETIX, Inc. Morrisville, North Carolina

(Parks & Recreation / RFP #2021-20000083) (Jason Nau / Robin R. Wilson)

STRATEGIC OUTCOME:

Awarding this contract meets the desired strategic outcome of Active and Appealing by providing and enhancing ticketing services electronically and also Connected and Engaged through active communication and transparency to the public.

REPORT:

On December 18, 2019, City Council approved a contract with Vendini, Inc. for subscription and implementation services of the Box Office Ticketing Software solution. Since that time, City staff has utilized Vendini, Inc. to sell tickets for multiple venues and events hosted at Desert Sun Stadium, Yuma Art Center, Historic Yuma Theatre, Yuma Civic Center, and other locations. This includes tickets sold for single events and seasonal events with general and reserved seating formats at both single and multiple venues.

AudienceView, the parent company for Vendini, Inc. has elected to discontinue technical support for the Vendini box office software, making it necessary for staff to explore other solutions.

The approximate number of tickets sold for the combined venues for the current year are 20,943, which equates to a dollar amount of \$378,640.

Hardware previously purchased for Vendini, Inc. is compatible with ETIX, which eliminates the need to purchase new hardware. No annual maintenance fees will be incurred. The cost for support of software will be assessed to each customer transaction based on the amount of each sale, leaving no costs to the City.

An RFP process was initiated to obtain proposals from qualified firms to implement Ticketing Services for the City's Arts and Culture and Civic Center divisions. The City received proposals from three firms. The evaluation committee reviewed and rated the proposals received.

FISCAL REQUIREMENTS	CITY FUNDS:	\$0.00	BUDGETED:	\$0.00
	STATE FUNDS:	\$0.00	AVAILABLE TO TRANSFER:	\$0.00
	FEDERAL FUNDS:	\$0.00	IN CONTINGENCY:	\$0.00
	OTHER SOURCES:	\$0.00 \$0.00 \$0.00	FUNDING FOR THIS ITEM IS FOUND IN THE FOLLOWING ACCOUNT/FUND/CIP:	
	TOTAL:	\$0.00		
	FISCAL IMPACT STATEMENT:			
ADDITIONAL INFORMATION	SUPPORTING INFORMATION NOT ATTACHED TO THE CITY COUNCIL ACTION FORM THAT IS ON FILE IN THE OFFICE OF THE CITY CLERK:			
	1. 2. 3. 4. 5.			
ADDITIONAL INFORMATION	IF CITY COUNCIL ACTION INCLUDES A CONTRACT, LEASE OR AGREEMENT, WHO WILL BE RESPONSIBLE FOR ROUTING THE DOCUMENT FOR SIGNATURE AFTER CITY COUNCIL APPROVAL?			
	<input checked="" type="checkbox"/> Department <input type="checkbox"/> City Clerk's Office <input type="checkbox"/> Document to be recorded <input type="checkbox"/> Document to be codified			
SIGNATURES	CITY ADMINISTRATOR:		DATE:	
	Philip A. Rodriguez		4/14/2021	
	REVIEWED BY CITY ATTORNEY:		DATE:	
	Richard W. Files		4/13/2021	
	RECOMMENDED BY (DEPT/DIV HEAD):		DATE:	
	Barbara Goodrich		4/5/2021	
SIGNATURES	WRITTEN/SUBMITTED BY:		DATE:	
	Melinda G. Holmes/Robin R. Wilson		4/5/2021	