



# City of San Antonio

## Agenda Memorandum

**File Number:**19-6020

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**Agenda Item Number:** 11.

**Agenda Date:** 8/30/2019

**In Control:** Audit and Accountability Committee

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**CITY OF SAN ANTONIO**  
**Convention Sports Facilities Department**  
**INTERDEPARTMENTAL CORRESPONDENCE**

**TO:** Erik Walsh, City Manager

**FROM:** Patricia Muzquiz Cantor, Executive Director, Convention & Sports Facilities

**COPY:** Audit and Accountability Committee; Ben Gorzell, CPA, Chief Financial Officer; Carlos Contreras, Assistant City Manager; Troy Elliott, CPA, Deputy Chief Financial Officer; Kevin Barthold, City Auditor

**SUBJECT:** Post Solicitation Briefing for Automated Ticketing System

**DATE:** August 30, 2019

The Convention & Sports Facilities (CSF) Department hosts a wide range of sporting events, concerts, trade shows, and performing art events at the Alamodome, Henry B. Gonzalez Convention Center, including the Lila Cockrell Theatre and the Carver Community Cultural Center. An automated ticketing system is necessary to support all ticketed events to capture, manage, and track the status of customer ticket purchases in an organized and highly-collaborative manner.

The City issued a Request for Proposal (RFP) on January 11, 2019 to solicit proposals for an exclusive agreement to provide automated ticketing services for the Convention & Sports Facilities Department for a 5 year term with 1, 5-year renewal option. The new contract will begin October 1, 2019 with an estimated value of \$20 million in revenue to the City over the term of the contract. Three proposals were received and were deemed eligible for evaluation.

The evaluation committee representatives were Carlos J. Contreras III, Assistant City Manager, City Manager's Office; Patricia Muzquiz Cantor, Executive Director, CSF; Craig Hopkins, Chief Information Officer, ITSD; Melanie S. Keeton, Assistant Director, Finance; Adam McKenzie, Ticketing Box Office Manager, AT&T Center; Darren D'Attilio, Assistant VP for Athletics Resource Development, UTSA; Julie Baker, VP of Operations, Valero Alamo Bowl.

The evaluation committee met, discussed and interviewed all three respondents on April 25, 2019 and recommended award to the top-ranked respondent.

This item is scheduled for Council consideration on September 12, 2019.