



Staff Report for Committee of the Whole Meeting

Date of Meeting: December 4, 2024

Report Number: SRCS.24.20

Department: Community Services
Division: Recreation and Culture Services

Subject: **SRCS.24.20 - Non-Competitive Acquisition of RHCPA Ticketing Software**

Purpose:

To obtain Council approval for a noncompetitive acquisition greater than \$100,000, in accordance with the Procurement Bylaw 116-13.

Recommendation(s):

- a) That staff report SRCS.24.20 be received;
- b) That the sole source renewal of the Richmond Hill Centre for the Performing Arts (RHCPA) ticketing solution subscription, maintenance and support be awarded non-competitively to Audienceview Ticketing Inc. for a contract duration of five (5) years and a cost not exceeding \$252,610 exclusive of taxes, pursuant to Appendix "B" Part I, Section (c) of the Procurement By-law No. 113-16 and the Canadian Free Trade Act, Article 513 Limited Tendering 1.c(ii).
- c) That the Commissioner of Community Services be authorized to execute any necessary documentation to affect the contracts upon recommendation from the Chief Information Officer.

Contact Person(s):

- Dan Di Ruscio, Manager of Cultural Services Ext. 5513
- Donald Hearn, Director of Recreation and Culture Ext. 2503
- Gigi Li, Director of Financial Services and Treasurer Ext. 6435
- Tracey Steele, Commissioner of Community Services Ext. 2476

Report Approval:

All reports are electronically reviewed and/or approved by the Division Director, Treasurer (as required), City Solicitor (as required), Commissioner, and City Manager. Details of the reports approval are attached.

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Background:

Since January 2021, Audienceview Ticketing Inc. has been providing service for ticketing software used by the Richmond Hill Centre for Performing Arts (“RHCPA”). The current agreement expires on December 31, 2024.

Discussion:

Options for RHCPA ticketing software have been explored and results of the investigation indicate that continuing with the current software and vendor would be the most cost-efficient approach and would avoid significant inconvenience or substantial duplication of cost for the City. Benchmarking with other municipal theatres indicates that the Audienceview Ticketing Inc. software subscription cost quoted to the City is competitive. Additionally, by continuing to use existing software the City will avoid unnecessary expenditures associated with re-configuring integrations with enterprise business systems, migrating data to a new provider, re-training staff and changing established processes and procedures within the RHCPA box office.

It should also be noted that the existing ticketing solution is familiar to RHCPA patrons who purchase tickets and memberships annually through the website. There is general customer satisfaction with the current on-line ticket purchasing experience and maintaining the existing system avoids the need for a new learning and adaptation phase for customers.

It is therefore recommended that Council approve a non-competitive acquisition with Audienceview Ticketing Inc. pursuant to Appendix “B” Part I, Section (c) of the Procurement By-law No. 113-16, which indicates that sole source acquisitions may be made:

- To ensure compatibility with existing products, to recognize exclusive rights such as patent, copyright, or license, or to maintain specialized products that must be maintained by the manufacturer or its representative.

This non-competitive acquisition would be in accordance with the Canadian Free Trade Act, Article 513 Limited Tendering 1.c(ii), which is applicable to circumstances where additional deliveries by the original supplier of goods or services that were not included in the initial procurement, or if a change of supplier for such additional goods or services would cause significant inconvenience or substantial duplication of costs for the procuring entity.

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Financial Implications:

Annual costs of the proposed five (5) year award to Audienceview Ticketing Inc. in the amount of \$252,610 are summarized in Table 1.

The expense is carried in the RHCPA operating budget.

Table 1: Audienceview Ticketing Inc. Software Cost by Year

	2025	2026	2027	2028	2029
Annual Subscription Fee	\$47,600	\$47,600	\$47,600	\$52,285	\$57,525
Total	\$252,610				

Relationship to Strategic Plan 2024-2027:

The recommendations of this report are consistent with Pillar 3 of the Strategic Plan - Strengthening our Foundations and specifically relate to Priority 1 of Making decisions that are evidence-based and data-driven to enable the City's long term financial sustainability.

Attachments:

There are no attachments.

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Report Approval Details

Document Title:	SRCS.24.20 Non-Competitive Acquisition of RHCPA Ticketing Software.docx
Attachments:	
Final Approval Date:	Nov 26, 2024

This report and all of its attachments were approved and signed as outlined below:

Donald Hearn - Nov 26, 2024 - 2:51 PM

Tracey Steele - Nov 26, 2024 - 3:24 PM

Darlene Joslin - Nov 26, 2024 - 4:29 PM