



Request for City Council Committee Action from the Minneapolis Convention Center

Date October 17, 2007
To Ways & Means/Budget Committee
Subject **Acceptance of Proposal of ClicknPrint for Ticketing Operation Services RFP for the Minneapolis Convention Center.**

Recommendation

That the proper City Officers be authorized to negotiate and enter into contract with ClicknPrint for providing ticketing operation services at the Minneapolis Convention Center (MCC) for an estimated annual cost of \$150,000 in 2008. Payable from Convention Center Fund and Agency 0760-MCC; effective January 2008, for an initial two year performance period with three one-year renewal options.

Previous Directives

Council action on May 11, 2007 authorizing issuance of RFP for ticketing operation services.

Submitted by: Jeff Johnson, Interim Executive Director, Minneapolis Convention Center.

Approved by: Steven Bosacker, City Coordinator

Permanent Review Committee (PRC) Approval Date April 19, 2007

Policy Review Group (PRG) Approval Date of Approval Not Applicable

Note: The Policy Review Group is a committee co-chaired by the City Clerk and the City Coordinator that must review all requests related to establishing or changing enterprise policies.

Presenters in Committee: Jeff Johnson, Interim Executive Director, and Marcus Travis, Manager of Guest Services, Minneapolis Convention Center.

Financial Impact (Check those that apply)

No financial impact (if checked, go directly to Background/Supporting Information).

Action requires an appropriation increase to the Capital Budget or Operating Budget.

Action provides increased revenue for appropriation increase.

- Action requires use of contingency or reserves.
- Business Plan: Action is within the plan. Action requires a change to plan.
- Other financial impact (Explain):
- Request provided to department's finance contact when provided to the Committee Coordinator.

Community Impact (use any categories that apply)

Neighborhood Notification

City Goals

Comprehensive Plan

Zoning Code

Other

Background/Supporting Information

On April 19, 2007, the PRC reviewed and approved the request of the Minneapolis Convention Center (MCC) to issue an RFP to provide ticketing operation services at the MCC. This was approved by City Council action on May 11, 2007. The selected vendor will provide ticketing online services, on-site quick point of sale capabilities, access control with hand-held scanners, and live usage as well as reconciliation reports. This will allow MCC to deliver a new service line to our customers in a manner which compliments our ongoing operations.

Seven RFP proposals were received July 30, 2007. An evaluation committee was comprised of five MCC employees, which consisted of Jeff Johnson, MCC Interim Executive Director, Marcus Travis, MCC Guest Services Manager, Bob Whitney, MCC Technology Manager, Jody Geiselhart, MCC Sales Manager, and Scott Feldman, MCC Guest Services Senior Supervisor. RFP proposals were reviewed according to criteria contained in the RFP which included the following:

Submittal of required documents including an executive summary of proposal; qualifications and experience statement; references; proposed fee structure; management/operating plan; training and/or support service programs; length of term and options; and business, corporate and/or partnership information.

Upon review, RFP proposals submitted by ClicknPrint, AudienceView, Ticketsage, and Etix were short-listed, and those vendors were selected for a three hour presentation the first and second weeks of September, 2007. Presentations were evaluated according to criteria submitted to each vendor which included the following:

Live demonstration of ticketing software/hardware and its functionality; Marketing strategies; best and final ticketing fee structure; customer service/administrative support; and security measurements for PCI compliance.

Based upon the proposals and presentations, ClicknPrint had the most complete and comprehensive proposal that met the requested requirements.

As a result of the evaluations of all proposals and presentations, we request that the proper City Officers be authorized to enter into contract with ClicknPrint, according to the

submitted proposal, for providing ticketing operation services at the MCC at an estimated annual cost of \$150,000 payable from Convention Center Fund and Agency 0760-MCC.