



## REQUEST FOR PROPOSALS

### Customer Relationship Management (CRM) and Ticketing System

The City of Vista (hereafter referred to as the “City”) is currently seeking a qualified company (hereafter referred to as the “Consultant”) to provide a Customer Relationship Management (CRM) and Ticketing System for the Recreation & Community Services Department. The purpose of this Request for Proposals (RFP) is to select a Consultant that demonstrates competence and possesses the necessary expertise to provide a robust CRM and ticketing system to handle ticket sales, subscription processing, patron account management, and other departmental needs at a fair and reasonable cost. The City will consider proposals from qualified Consultants that demonstrate experience providing innovative systems pertaining to ticket sales and patron account management in a consistent and timely manner.

The system functionality is described in Section 5. A digital copy of the RFP is available on the City of Vista Public Meetings, Bids & Contracts webpage (<https://www.cityofvista.com/city-government/public-meetings-bids-contracts>) and office (Vista Civic Center, Recreation & Community Services Department, 200 Civic Center Drive, Vista, California 92084).

Responses to this RFP must be received no later than 5:00pm PT., Thursday, September 5 2019. The proposal must be emailed to Ashley Adair [aadair@cityofvista.com](mailto:aadair@cityofvista.com) with the subject line “Moonlight CRM/Ticketing System RFP – [Consultant Name]”. The City reserves the right to reject any and all proposals, and to waive any irregularity. After emailing proposal, the applicant will receive an email confirming receipt of proposal within 24 hours. If applicant does not receive an email receipt within 24 hours please call Ashley Adair at 760-643-5265 to confirm receipt of proposal.

#### CERTIFICATION

I, Kathy Valdez, City Clerk of the City of Vista, California, certify that I caused the foregoing public notice to be posted on August 6, 2019, at the following locations within the City of Vista: **1)** the Vista Branch of the San Diego County Public Library, 700 Eucalyptus Ave., **2)** the Lobby Counter at the Gloria McClellan Adult Activities & Resource Center, 1400 Vale Terrace Drive; and **3)** the City Clerk's Office, 200 Civic Center Drive.

Kathy Valdez, City Clerk