


CITY COUNCIL ACTION REQUEST

DEPARTMENT(S) Finance	CEQA Not a Project, File No. PP17-003, Agreements/Contracts (New or Amended) resulting in no physical changes to the environment.	COORDINATION City Attorney's Office, City Manager's Budget Office; Parks, Recreation, and Neighborhood Services Department	Director Approval /s/ Maria Öberg
COUNCIL DISTRICT(S) 5, 7			CMO Approval  9/2/2025

SUBJECT: Second Amendment to the Agreement with Siriusware, Inc. for Ticketing and Management System

RECOMMENDATION

Adopt a resolution authorizing the City Manager, or her designee, to negotiate and execute the Second Amendment to the Agreement with Siriusware, Inc. (Taos, NM), for a ticketing and management system to extend the term of the agreement for up to five additional one-year option terms, through September 30, 2030, under the same terms and conditions as the original agreement, subject to the appropriation of funds.

BASIS FOR RECOMMENDATION

The City Council authorized an agreement with Siriusware, Inc. in June 2015, for the purchase and implementation of a ticketing and management system, which included both hardware and software components. Since the initial execution, two change orders and one amendment have been approved to increase compensation, modify the scope of services, and extend the term of the agreement. The most recent amendment was executed in August 2019, and the current term is set to expire on September 30, 2025.

The ticketing and management system has been operating effectively at Happy Hollow Park and Zoo and at the concessions at the Arcadia Ball Park, providing reliable support for ticket sales, admissions, and other guest management needs. The system is fully integrated into daily operations, and staff are well-trained in its use. Additionally, the system is not near end-of-life yet and staff do not see a need to replace it at this time. Conducting a competitive solicitation process that could result in a replacement system at this time would likely result in significant costs related to procurement, installation, training, and potential disruptions during transition.

Approval of this recommendation will ensure continued support and maintenance for the existing ticketing and management system at the Happy Hollow Park and Zoo and concessions at the Arcadia Ball Park. The maximum compensation for the option term beginning on or about October 1, 2025, and ending on or about September 30, 2026, is estimated not to exceed \$40,000, and any future options will be subject to the appropriation of funds.

COMMISSION RECOMMENDATION AND INPUT

No commission recommendation or input is associated with this action.

COST AND FUNDING SOURCE

The recommended amendment to this agreement for \$40,000 is funded by the PRNS Non-Personal/Equipment appropriation in the General Fund. The 2025-2026 Adopted Operating Budget was approved on June 10, 2025 and adopted on June 17, 2025 by the City Council.

FOR QUESTIONS CONTACT: For procurement and contract related questions, please contact Albie Udom, Deputy Director of Finance, Purchasing and Risk Management Division, at albie.udom@sanjoseca.gov. For program related questions, contact Avi Yotam, Deputy Director, Parks, Recreation, and Neighborhood Services Department at avi.yotam@sanjoseca.gov.