



The Corporation of the  
City of Sault Ste. Marie  
**COUNCIL REPORT**

April 7, 2025

TO: Mayor Matthew Shoemaker and Members of City Council  
AUTHOR: Karen Marlow, Manager of Purchasing  
DEPARTMENT: Corporate Services  
RE: Event Ticketing Service Provider – GFL Event Centre

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**Purpose**

The purpose of this report is to obtain Council approval to award for event ticketing service provider at GFL Event Centre for a term of five years commencing August 1, 2025 with the option to extend for up to three additional terms of two years by mutual agreement, as required by the Arenas Division of Community Development and Enterprise Services (CDES).

**Background**

The proposal was publicly advertised and notification provided to all firms on the bidders list. Proposals were required to be submitted for consideration no later than 4:00 p.m. on February 10, 2025.

**Analysis**

Proposals from seven proponents were received prior to closing deadline:

Kzemos Events Inc., Vancouver, BC  
Patron Solutions, LLC dba Paciolan LLC, CA, USA  
Ticketmaster Canada LP, Montreal, QC  
Ticketpro Inc., Montreal, QC  
Tickets.com LLC, CA, USA  
Tixr Incorporated, Vancouver, BC  
Vivenuue, Inc., NY, USA

The proposals received have been reviewed and evaluated by a committee comprised of staff from CDES and IT Services. Following review of technical requirements, vendor demonstrations of proposed solutions were presented from shortlisted proponents Paciolan LLC, Ticketmaster Canada LP, and Tickets.com LLC.

It is the consensus of the evaluation committee that the proponent scoring the highest in the evaluation process is Paciolan, LLC. Paciolan is the incumbent provider of the event ticketing services and staff are extremely satisfied with the quality of product and service that has been maintained.

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**Financial Implications**

There is no financial impact on the City as event ticket fees cover all Paciolan ticketing costs. In addition, equipment and software are provided at no cost, and annual credit allowances are available for upgrades, training, and marketing solutions.

**Strategic Plan / Policy Impact / Climate Impact**

This program aligns with the Corporate Strategic Plan in the Service Delivery focus area as it continues to assist in delivering excellent customer service to citizens.

**Recommendation**

It is therefore recommended that Council take the following action:

Resolved that the report of the Manager of Purchasing dated April 7, 2025, concerning Event Ticketing Service Provider as required by the Arenas Division of CDES be received and that the proposal of Paciolan LLC for a term of five years with option to extend up to three additional terms of two years be approved.

A By-law authorizing signature of the contract for this project will appear on a future Council Agenda

Respectfully submitted,

Karen Marlow

Manager of Purchasing

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