



BOOKING AND EVENT MANAGEMENT SOFTWARE

RS-26-126

August 18, 2026

Background

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- Killeen Civic & Conference Center (KCCC) and Killeen Arts & Activities Center (KAAC) has utilized an event management software for more than 21 years.
- The software is utilized for the following:
 - ▣ Event scheduling, customer management, contracts, invoicing, deposits, and reporting.
 - ▣ Operational coordination between booking, event, and finance functions.
 - ▣ Manage multiple venues and revenue generating activities.
- The current booking management software agreement terminates September 30, 2026.

Request for Proposal 26-19

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- Venue Booking and Event Management Software Request for Proposal (RFP) 26-19 was advertised as follows:
 - ▣ City of Killeen website May 11th - June 3rd, 2026.
 - ▣ Killeen Daily Herald on May 10th and 17th, 2026.
- The RFP was issued for an initial five-year contract.
 - ▣ The selected vendor agreed to an initial 3 year with an option to renew (2) additional terms of (1) year each (total 5 years).

Proposals Received

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- Eight (8) proposals were received.
 - ▣ AC5 Labs
 - ▣ Bright Vision Abled Tech, LLC
 - ▣ Concourse Tech, Inc
 - ▣ Infor, LLC
 - ▣ Kaizen Laboratories, Inc
 - ▣ S.J. Computers, Inc
 - ▣ Time.ly Network USA, LLC
 - ▣ UB Holdings, LLC

Proposal Scoring

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Vendor	Score
Concourse	84.8
Time.ly	84.2
Infor, LLC	79.6
UB Holdings	78.8
Bright Vision	70.8
Kaizen Lab	61
AC5 Labs	60.6
S.J. Computers	59

Demonstrations

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- ❑ The top three proposal submissions were invited to provide a demonstration to staff.
- ❑ Each demonstration was evaluated based on:
 - ▣ Overall functionality and ease of use.
 - ▣ Ability to support KCCC and KAAC daily operations.
 - ▣ Booking, contract, and event management capabilities.
 - ▣ Financial and reporting functionality.
 - ▣ Overall demonstration and user experience.

Infor, LLC

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- Infor, LLC is a global provider of cloud-based business software.
- Infor Management Experience:
 - ▣ Cloud based sales and event management solutions.
 - ▣ Supports venue bookings, contracts, online reservations, payments, invoicing, and reporting.
 - ▣ Contracted with conventions centers, arenas, public sector organizations for booking management software services.

Recommendation

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- Staff recommends that City Council award RFP 26-221, to Infor in the amount of \$108,350.02, and authorize the City Manager, or designee, to execute any and all change orders within the amounts set by State and Local law.