



Notice of Intent to Award

Solicitation Number	222245	Award Date	10/17/2022 1:50 PM CDT
Solicitation Title	Event Ticketing Services - Hardware and Software		
Buyer Name	Scott Ferguson	Buyer Email	scott.ferguson@nashville.gov
BAO Rep	N/A	BAO Email	N/A

Awarded Supplier(s)

In reference to the above solicitation and contingent upon successful contract negotiation, it is the intent of the Metropolitan Government of Nashville and Davidson County to award to the following supplier(s):

Company Name	Ticketmaster		Company Contact	Angela Miles-Powell	
Street Address	401 Church Street, Suite 2720				
City	Nashville	State	TN	Zipcode	37219

Company Name			Company Contact		
Street Address					
City		State		Zipcode	

Company Name			Company Contact		
Street Address					
City		State		Zipcode	

Certificate of Insurance

The awarded supplier(s) must submit a certificate of insurance (COI) indicating all applicable coverage required by the referenced solicitation. The COI should be emailed to the referenced buyer no more than 15 days after the referenced award date.

Equal Business Opportunity Program

Where applicable, the awarded supplier(s) must submit a signed copy of the letter of intent to perform for any and all minority-owned (MBE) or woman-owned (WBE) subcontractors included in the solicitation response. The letter(s) should be emailed to the referenced business assistance office (BAO) rep no more than two business days after the referenced award date.

Yes, the EBO Program is applicable.

No, the EBO Program is not applicable.

Monthly Reporting

Where applicable, the awarded supplier(s) will be required monthly to submit evidence of participation and payment to all small (SBE), minority-owned (MBE), women-owned (WBE), LGBT-owned (LGBTBE), and service disabled veteran owned (SDV) subcontractors. Sufficient evidence may include, but is not necessarily limited to copies of subcontracts, purchase orders, applications for payment, invoices, and cancelled checks.

Questions related to contract compliance may be directed to the referenced BAO rep.

Yes, monthly reporting is applicable.

No, monthly reporting is not applicable.

Public Information and Records Retention

Solicitation and award documentation are available upon request. Please email the referenced buyer to arrange.

A copy of this notice will be placed in the solicitation file and sent to all offerors.

Right to Protest

Per MCL 4.36.010 – any actual or prospective bidder, offeror, or contractor who is aggrieved in connection with the solicitation or award of a contract may protest to the purchasing agent. The protest shall be submitted in writing within ten (10) days after such aggrieved person knows or should have known of the facts giving rise thereto.

MAL Supervisor (Initial)

Michelle A. Hernandez Lane
Michelle A. Hernandez Lane
Purchasing Agent & Chief Procurement Officer

RFQ# 222245 - Event Ticketing Services, Hardware and Software

Evaluation Criteria	Glitner Ticketing, Inc.	Ticketmaster	Tixr
Round 1			
Solicitation Acceptance	Yes	Yes	Yes
Contract Acceptance	Yes	Yes, with exceptions	Yes, with exceptions
ISA Questionnaire Completed and Terms Accepted	Yes	Yes	Yes
Project Experience (15 Points)	9	15	11
Product Information (15 Points)	10	15	13
Methodology and Approach (20 Points)	7	15	20
Software Demo (20 Points)	13	19	15
Cost (30 Points)	22.09	26.91	30.00
Totals	61.09	90.91	89.00

Strengths & Weaknesses**Glitner Ticketing, Inc.****Project Experience (15 Points)**

Strengths: Firm's response addressed everything we requested in the RFP except for the weaknesses noted below.

Weaknesses: Firm did not provide adequate list of locations or projects of similar size where their firm has been involved. Firm did not provide an adequate overview of the the proposed team including years in business and nature of experience. Firm did not adequately demonstrate past experience when the proposed team showed commitment to provide adequate communication regarding technology upgrades. Firm did not adequately describe whether any member of the proposed team has been unable to complete a contract, been removed from a contract or been replaced during a contract period.

Product Information (15 Points)

Strengths: Firm's response addressed everything we requested in the RFP except for the weaknesses noted below.

Weaknesses: Firm did not provide enough project information that details the overall proposed solution their company is proposing. Firm did not describe in detail their approach to implementing the proposed solution. Firm did not provide enough details regarding their standard maintenance and support plans.

Methodology and Approach (20 Points)

Strengths: Firm's response did not address what we requested in the RFP.

Weaknesses: Firm's overall response lacked sufficient details and substance.

Software Demo (20 Points)

Strengths: Firm's response addressed everything we requested in the RFP except for the weaknesses noted below.

Weaknesses: Firm's demonstration of functionality of White Label ticketing and customization, Payment gateways, searching for tickets, purchasing tickets, concurrent users performing two different functions at the same time and Master Seating configuration.

Ticketmaster

Project Experience (15 Points)

Strengths: Firm's response addressed everything we requested in the RFP.

Weaknesses: No weaknesses were noted.

Product Information (15 Points)

Strengths: Firm's response addressed everything we requested in the RFP.

Weaknesses: No weaknesses were noted.

Methodology and Approach (20 Points)

Strengths: Firm's response addressed everything we requested in the RFP except for the weaknesses noted below.

Weaknesses: Firm did not adequately describe their approach to managing the project. The firm did not adequately describe their implementation and installation strategy. Firm did not enough detail of their Risk Management Plan. Firm did not provide enough details on training on how the system produces customized ad-hoc reports.

Software Demo (20 Points)

Strengths: Firm's response addressed everything we requested in the RFP except for the weaknesses noted below.

Weaknesses: Firm's demonstration of functionality of White Label ticketing and customization.

Tixr

Project Experience (15 Points)

Strengths: Firm's response addressed everything we requested in the RFP except for the weaknesses noted below.

Weaknesses: Firm did not provide adequate list of locations or projects of similar size where their firm has been involved. Firm did not adequately demonstrate past experience when the proposed team (showed commitment to provide adequate communication regarding technology upgrades.

Product Information (15 Points)

Strengths: Firm's response addressed everything we requested in the RFP except for the weaknesses noted below.

Weaknesses: Firm did not provide enough project information that details the overall proposed solution their company is proposing. Firm did not adequately describe other features or enhancements of their proposed solution which are not detailed in this RFP. Firm did not provide a release schedule covering the next 12 months.

Methodology and Approach (20 Points)

Strengths: Firm's response addressed everything we requested in the RFP.

Weaknesses: No weaknesses were noted.

Solicitation Title & Number			RFP Cost Points	RFP SBE/SDV Points	Total Cost Points
Event Ticketing Services, Hardware and Software.; RFQ# 222245			30	0	30
Offeror's Name	Total Bid Amount	SBE/SDV Participation Amount	RFP Cost Points	RFP SBE/SDV Points	Total Cost Points
Glitnir Ticketing, Inc	\$ 1,436,375.00		22.09	0.00	22.09
Ticketmaster	\$ 1,750,000.00		26.91	0.00	26.91
Tixr	\$ 1,950,875.00		30.00	0.00	30.00