

JLR Manager (Initial)



Notice of Intent to Award

Solicitation Number	RFQ GG000078	Award Date	10/5/2026 2:11 PM CDT
Solicitation Title	Electronic Ticketing Services Platform		
Buyer Name	Von L Bell	Buyer Email	von.bell@nashville.gov
BAO Rep	Christopher Wood	BAO Email	christioher.wood@nashville.gov

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 (1)	Etix, Inc
Company Name (2)	
Company Name (3)	
Company Name (4)	
Company Name (5)	
Company Name (6)	

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 07 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. Such facts shall be detailed in the submitted protest.

Michelle R. Hernandez Lane

Michelle Lane
Interim Purchasing Agent & Chief Procurement Officer
michelle.lane@nashville.gov

ZK (Initial)
Zak Kelley



GG000078 – Electronic Ticketing Services Platform

Company Name	Qualifications & Experience Round 1 (50 Points)	Methodology & Approach Round 1 (50 Points)	Live Demonstrations Round 2 (20 Points)	Cost Criteria Round 2 (80 Points)	Total Points (200)
Etix, Inc	48	48	20	80.00	196.00
Agile Ticketing Solutions, LLC dba Agile Tix	50	48	20	35.17	153.17
Fever Labs, Inc dba Fever	41	41	15	32.12	129.12
Direct Technology Holdings Inc dba Yodel Pass	41	41	15	29.64	126.64
Saffire, LLC	44	48	Deemed Non-Responsive in Round 2		92.00

Electronic Ticketing Services Platform RFQ GG000078		
Offeror's Name	Bids	RFP Cost Points (80 Max)
Etix, Inc	\$59,750.00	80.00
Agile Ticketing Solution, LLC dba Agile Tix	\$135,900.00	35.17
Fever Labs, Inc dba Fever	\$148,800.00	32.12
Direct Technology Holdings Inc dba Yodel Pass	\$161,250.00	29.64

Etix, Inc	
Strengths	Weaknesses
Proposal demonstrated 26 years performing electronic ticketing services ability, capacity, and skills to manage scope of ticketing services with numerous states, regional, county fairs, festivals, expositions and other live events with public entities which exceed expectations in this regard. Proposal demonstrated experience providing electronic ticketing services with various ticketing aspects including multiple on sale dates, extreme high-volume sales, pre-sales, discount codes, passwords, minor, major interruptions, ticket sales data, detailed auditing, ticket buyer reports, sellers’ reconciliation reports, mobile ticketing, printing, scanning, handling, processing which meet expectations in this regard. Proposal demonstrated team and key individuals’ expertise involved providing the scope of services include brief bios, expertise, years of experience, detailed description of roles in project over life of contract which meet expectation in this regard. Proposal demonstrated full capabilities of proposed ticketing platform and project management methodology with methods to manage full service, end-to-end ticketing, CRM, and digital marketing solution, point of sale and online access for events utilizing kiosk, scanning, onsite support, phone center sales, mail fulfillment, credentials, mobile and print at home ticketing and delayed delivery to thwart fraud which meet expectation in this regard. Proposal demonstrated approach to managing project with unlimited, ongoing, remote training and help desk support, webinars, one-on-one training client seminar events meet expectations in this regard. Proposals demonstrated comprehensive description of implementation, communication, and installation strategy demonstrate use of implementation specialist, and team, identifying goals, benchmarks for solutions, conversion planning meeting onsite, and mitigate transition issues which meet expectations in this regard.	Overall proposal lacks good organization and is below expectation in this regard.

Live Demonstration showed ticketing platform capabilities to manage multiple sales data, extremely high-volume sales, pre-sales with discount codes, passwords, minor or major systems interruptions, ticket scanning and authentication capabilities function both with and without Wi-Fi connectivity, generate standardized reports, customizable reports, event specific reports, financial reports, ticket sales etc., printing, reprinting, batch printing, hold/held seats, payments or quick sales and ticket options, provide security measures, including anti-hacker and antivirus protections, and how purchaser credit and debit card information is protected, prevent and manage issues related to “bots” attempting to purchase large quantities of tickets, as well as its processes for handling chargeback requests, all equipment and services necessary for electronic ticketing operations, including ticketing software, tickets, hardware, printers and supplies, laptops, iPads, and ticket scanning devices, ticketing equipment that is designed to operate in outdoor event environments, including tents, shade structures, and ticket booths or huts, without requiring climate-controlled indoor facilities, ticketing equipment that is ethernet, Wi-Fi based and/or battery powered, how the platform's ticketing landing page can be customized to align with our brand guidelines, organizational values, and messaging while effectively engaging our target audience, optimizes site speed to fall within industry standards or better, site visitors to share individual events on social media, live chat support functionality, compatibility with the following browsers: Edge, Firefox, Chrome, and Safari which meet expectations in this regard.

Agile Ticketing Solutions, LLC dba Agile Tix	
Strengths	Weaknesses
Proposal demonstrated 25 years of experience performing electronic ticketing services and ability, capacity, and skill with other city/county fair, festivals, and venues as outlined in the solicitation which exceed expectations in this regard. Proposal demonstrated experience in providing ticketing services with capabilities to manage project with various aspects of high demand on sale environments and ticketing services for events including multiple on sales dates, extreme high-volume sales, pre-sales and discount codes or passwords minor or major interruptions, ticket sales data, mobile ticketing, printing, scanning, equipment rental, repair and maintenance of ticket equipment, shipping ticket equipment, ticket sales data, handling and processing and meet expectations in this regard. Proposal demonstrated team and key individuals’ expertise involved and in providing scope of services include full biographies of team members, qualifications, years of experience, titles, account team structure, and description of roles in project over life of contract which meets expectations in this regard. Proposal demonstrated approach to managing project with structured milestone-driven approach to manage ticketing services for events by providing clear accountability schedule visibility and operational readiness for insight into the proposer capability which meet expectations in this regard. Proposal demonstrated comprehensive description of implementation, communication, and installation strategy adequately demonstrates clearly defined process for a structured communication plan, with subcontractor and third-party coordination which meet expectations in this regard. Live Demonstration demonstrated proposed ticketing platform capabilities to manage multiple sales data, extremely high-volume sales, pre-sales with discount codes, passwords, minor or major systems interruptions, electronic ticket scanning and authentication capabilities function both with and without Wi-Fi connectivity, generate standardized reports, customizable reports, event specific reports, financial reports, ticket sales etc., provide printing, reprinting, batch printing, hold/held seats, payments or quick sales and ticket options, prevent and manage issues related to “bots” attempting to purchase large quantities of tickets, as well as its processes for handling chargeback requests, provide all equipment and services necessary for electronic ticketing operations, including ticketing software, tickets, hardware, printers and supplies, laptops, iPads, and ticket scanning devices, provide ticketing equipment that is designed to operate in outdoor event environments, including tents, shade structures, and ticket booths or huts, without requiring climate-controlled indoor facilities, electronic ticketing equipment that is ethernet, Wi-Fi based and/or battery powered and battery life, ticketing landing page can be customized to align with our brand guidelines, organizational values, and messaging while effectively engaging our target audience, optimizes site speed to	Proposal lacked in-depth details regarding full capabilities of the proposed electronic ticketing services platform, the project management methodology that will be utilized in project, and capacity to meet ticket platform preferred requirements to align with current website requirements as outlined in the solicitation and is below expectation in this regard.

fall within industry standards or better, site visitors to share individual events on social media, live chat support functionality, compatibility with the following browsers: Edge, Firefox, Chrome, and Safari which meet expectations in this regard.	
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Fever Labs, Inc dba Fever	
Strengths	Weaknesses
Proposal demonstrated 10 years of experience performing electronic ticketing services ability, capacity, and skills to manage scope of ticketing services across 55 countries including book fairs, Spanish Grand Prix, world music festivals, international auto shows outlined in solicitation which satisfactorily meet expectations in this regard.	Overall proposal lacked good organization, and substantive responses to requested evaluation criteria which is below expectation in this regard.
Proposal demonstrated experience providing multiple on-sales, extreme high-volume capabilities, re-sales, passwords, discounts, mobile ticketing, onsite hardware fleet logistics, shipping maintenance and repair which satisfactorily meet expectations in this regard.	Proposal qualification and experience lack similarities with country, state, and fair events and below expectation in this regard.
Proposal demonstrated team and key individuals involved in the outlined scope of services with brief bios, expertise, and project role during life of contract which meet expectations in this regard.	Proposal lacked in-depth details regarding full capabilities of the proposed electronic ticketing services platform, the project management methodology that will be utilized in project, and capacity to meet ticket platform preferred requirements to align with current website requirements as outlined in the solicitation and is below expectations in this regard.
Proposal demonstrated comprehensive description of implementation, communication, and installation strategy by outlining structured deployment timeline with ruggedized hardware ecosystem, scanning headset equipment, technical engineering team, and highly transparent communication loop which satisfactorily meet expectations in this regard.	Live demonstration lacks ticketing platform functions on security measures, printing, report capabilities, and ability for site visitors to share individual events on social media and below expectation in this regard.
Live Demonstration demonstrated proposed ticketing platform capabilities to manage multiple sales data, extremely high-volume sales, pre-sales with discount codes, passwords, minor or major systems interruptions, electronic ticket scanning and authentication capabilities function both with and without Wi-Fi connectivity, generate standardized reports, customizable reports, event specific reports, financial reports, ticket sales etc., provide printing, reprinting, batch printing, hold/held seats, payments or quick sales and ticket options, prevent and manage issues related to “bots” attempting to purchase large quantities of tickets, as well as its processes for handling chargeback requests, provide all equipment and services necessary for electronic ticketing operations, including ticketing software, tickets, hardware, printers and supplies, laptops, iPads, and ticket scanning devices, provide ticketing equipment that is designed to operate in outdoor event environments, including tents, shade structures, and ticket booths or huts, without requiring climate-controlled indoor facilities, electronic ticketing equipment that is ethernet, Wi-Fi based and/or battery powered and battery life, ticketing landing page can be customized to align with our brand guidelines, organizational values, and messaging while effectively engaging our target audience, optimizes site speed to fall within industry standards or better, site visitors to share individual events on social media, live chat support functionality, compatibility with the following browsers: Edge, Firefox, Chrome, and Safari which meet expectations in this regard.	

Direct Technology Holdings Inc dba Yodel Pass	
Strengths	Weaknesses
Proposal demonstrated 7 years of experience performing modern electronic ticketing services and ability, capacity, and skill with other comparable large seasonal, multi-venue and public-sector events as outlined in the which meets expectation in this regard.	Overall proposal lacked good organization, which is below expectation in this regard.
Proposal demonstrated company experience in providing electronic ticketing services with capabilities to manage project demonstrate years of experience with various aspects of ticketing services with multiple on-sales, high-volume sales, pre-sales, discounts codes, and passwords, mobile ticketing, digital wallet delivery, batch printing, subscription ticket sales and season passes, and reporting ticket sales equipment, reporting capabilities, providing ticket sales data, training, technical support, help desk, and references of similar project which meet expectations in this regard.	Proposal lacked in-depth details regarding full capabilities of proposed ticketing platform and project management methodology that will be utilized in project, and capacity to meet ticket platform preferred requirements to align with current website requirements as outlined in the solicitation and is below expectations in this regard.
Proposal demonstrated team and key individuals’ expertise involved in the outlined scope of services includes team resumes, titles, qualifications, years of experience, role in project during life of contract which meet expectations in this regard.	Proposal lacked in-depth details regarding the implementation strategies for events with communication, and installation which is below expectation in this regard.
Live Demonstration demonstrated proposed ticketing platform capabilities to manage multiple sales data, extremely high-volume sales, pre-sales with discount codes, passwords, minor or major systems interruptions, ticket scanning and	Live demonstration lacks ticketing platform functions on security measures and ability for site visitors to share individual events on social media and below expectation in this regard.

authentication capabilities function both with and without Wi-Fi connectivity, generate standardized reports, customizable reports, event specific reports, financial reports, ticket sales etc., printing, reprinting, batch printing, hold/held seats, payments or quick sales and ticket options, prevent and manage issues related to “bots” attempting to purchase large quantities of tickets, as well as its processes for handling chargeback requests, all equipment and services necessary for electronic ticketing operations, including ticketing software, tickets, hardware, printers and supplies, laptops, iPads, and ticket scanning devices, ticketing equipment that is designed to operate in outdoor event environments, including tents, shade structures, and ticket booths or huts, without requiring climate-controlled indoor facilities, ticketing equipment that is ethernet, Wi-Fi based and/or battery powered. (please include battery life), how the platform's ticketing landing page can be customized to align with our brand guidelines, organizational values, and messaging while effectively engaging our target audience, optimizes site speed to fall within industry standards or better, ability for site visitors to share individual events on social media, live chat support functionality, compatibility with the following browsers: Edge, Firefox, Chrome, and Safari which satisfactorily meet expectation in this regard.

Saffire, LLC	
Strengths	Weaknesses
Proposal demonstrated experience providing electronic ticketing services with various ticketing aspects including multiple on sale dates, extreme high-volume sales, pre-sales, discount codes, passwords, minor, major interruptions, ticket sales data, detailed auditing, ticket buyer reports, sellers’ reconciliation reports, mobile ticketing, printing, scanning, handling, processing which meet expectations in this regard.	Proposal evaluation criteria lack good organization and formatting, specifically combining both evaluation criteria into single PDF which was extremely below expectation in this regard.
Proposal demonstrated full capabilities of proposed ticketing platform and project management methodology with tickets, equipment, shipping, training, ticket sales data, handling, and processing which meet expectations in this regard.	Proposal lacked in-depth details regarding number of years company has been in business providing electronic ticketing services ability, capacity, and skills to manage scope of ticketing services and substantially below expectations in this regard.
Proposal demonstrated approach to manage project with phased project management tailored to fairs, festivals, multi-day public events, project leader, tasks, deliverables, to meet requirements which meet expectations in this regard.	Proposal lacked in-depth details regarding proposed team or key individuals that will be involved in providing the scope of service over the life of the contract and their expertise in performing the assigned scope of services and how it is linked to this specific project and below expectations in this regard.
Proposals demonstrated comprehensive description of implementation, communication, and installation strategy demonstrate use of system configuration, hardware, preparation, consistent communication, lightweight portable and pre-loaded equipment for installation which meet expectations in this regard.	



JGR

Notice of Rejection

Solicitation Number	RGP GG000078	Date	8/21/2026 11:45 AM CDT
Solicitation Title	Electronic Ticketing Platform		
Buyer Name	Von L Bell	Buyer Email	von.bell@nashville.gov
BAO Rep	Christopher Wood	BAO Email	christopher.wood@nashville.gov

The Metropolitan Government of Nashville and Davidson County has determined the offer submitted by the following supplier is not minimally responsive to the requirements of the referenced solicitation:

Company Name	Saffire, LLC	Company Contact		Ashley Jones	
Street Address	248 Addie Roy Road, B106				
City	Austin	State	TX	Zipcode	78746
Reason	Offer fails to conform in all material aspects to the solicitation and is not responsive.				
Other/Notes	Failure to provide latest cost spreadsheet published as part of amendment #1				

Public Information and Records Retention

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

Right to Protest

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Michelle R. Hernandez Lane

Michelle Lane
Interim Purchasing Agent & Chief Procurement Officer

FKL

Certificate Of Completion

Envelope Id: 2CEDDEA7-67B9-8ECC-814A-F5A22FECCE81
 Subject: Intent to Award - RFQ # GG000078 for Electronic Ticketing Services Platform
 Source Envelope:
 Document Pages: 6
 Certificate Pages: 2
 AutoNav: Enabled
 Envelopeld Stamping: Enabled
 Time Zone: (UTC-06:00) Central Time (US & Canada)

Status: Completed
 Envelope Originator:
 Von Bell
 730 2nd Ave. South 1st Floor
 Nashville, TN 37219
 von.bell@nashville.gov
 IP Address: 170.190.198.185

Record Tracking

Status: Original
 9/14/2026 9:29:05 AM
 Security Appliance Status: Connected
 Holder: Von Bell
 von.bell@nashville.gov
 Pool: StateLocal
 Location: DocuSign

Signer Events

Signature	Timestamp
Terri L. Ray Terri.Ray@nashville.gov Finance Manager Metropolitan Government of Nashville and Davidson County Security Level: Email, Account Authentication (None)	Sent: 9/14/2026 9:31:17 AM Viewed: 9/14/2026 9:31:51 AM Signed: 9/14/2026 9:32:03 AM

Electronic Record and Signature Disclosure:
 Not Offered via Docusign

Zak Kelley Zak.Kelley@Nashville.gov Finance Manager Metro Nashville Government Security Level: Email, Account Authentication (None)		Sent: 9/14/2026 9:32:05 AM Viewed: 9/14/2026 9:46:33 AM Signed: 9/14/2026 9:46:54 AM
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Electronic Record and Signature Disclosure:
 Not Offered via Docusign

Michelle A. Hernandez Lane michelle.lane@nashville.gov Deputy Director of Finance Metro Security Level: Email, Account Authentication (None)		Sent: 9/14/2026 9:46:56 AM Viewed: 9/23/2026 2:10:06 PM Signed: 10/5/2026 2:11:19 PM
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Electronic Record and Signature Disclosure:
 Not Offered via Docusign

In Person Signer Events	Signature	Timestamp
Editor Delivery Events	Status	Timestamp
Agent Delivery Events	Status	Timestamp
Intermediary Delivery Events	Status	Timestamp
Certified Delivery Events	Status	Timestamp
Carbon Copy Events	Status	Timestamp

Witness Events	Signature	Timestamp
Notary Events	Signature	Timestamp
Envelope Summary Events	Status	Timestamps
Envelope Sent	Hashed/Encrypted	9/14/2026 9:31:17 AM
Certified Delivered	Security Checked	9/23/2026 2:10:06 PM
Signing Complete	Security Checked	10/5/2026 2:11:19 PM
Completed	Security Checked	10/5/2026 2:11:19 PM
Payment Events	Status	Timestamps