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**TO Prospective Supplier**

**FROM Kip Smalligan, Sr. Strategic Sourcing Specialist**

**Grand Valley State University Procurement Services  
Ph 616/331-3211 Fax 616/331-3287 smalligk@gvsu.edu**

**DATE April 7, 2023**

**RE Request for Proposal #223-34  
Athletics Ticketing System**

Grand Valley State University is accepting competitive proposals for a ticketing system for its Athletics department.

If you wish to provide this service, **submit your proposal by email to smalligk@gvsu.edu   
no later than 5:00 p.m. EDT on Tuesday April 25, 2023**. Write **RFP #223-34** in the subject line of your email. Your proposal must be received by that date and time. No telephone, fax, or verbal quotations will be accepted. GVSU is not responsible for late, lost, misdirected, damaged, incomplete, illegible, or postage-due mail.

Contact Kip Smalligan if you have any questions at 616/331-3211 or e-mail smalligk@gvsu.edu.

**Instructions**

1. Timeline

RFP released: April 7, 2023  
Proposal deadline: April 25, 2023 at 5:00 pm EDT

RFP awarded: May 2023

Contract starts: April 1, 2024

1. Proposals must be submitted by e-mail to smalligk@gvsu.edu no later than 5:00 p.m. EDT on Tuesday April 25, 2023. Write **RFP #223-34** in the subject line of your e-mail. Your proposal must be received by that date and time. No telephone, fax, or verbal quotations will be accepted.   
   GVSU is not responsible for late, lost, misdirected, damaged, incomplete, illegible, or postage-due mail.
2. Should it become necessary to revise any part of the RFP, notice of the revision will be given in the form of an addendum to all prospective suppliers on record as having received the RFP. Notice will also be posted on the [Bid Opportunities web page](http://www.gvsu.edu/purchasing/bid-opportunities.htm) of the GVSU Procurement Services website [www.gvsu.edu/purchasing/bid-opportunities.htm ]. Each supplier should acknowledge receipt of addenda in their proposal on the proposal form, but the failure of a supplier to receive or acknowledge receipt of any addendum, shall not relieve the supplier of the responsibility for complying with the terms thereof.
3. Grand Valley State University reserves the right to accept or reject any or all proposals.
4. Complete the Proposal Form on page 5 and 6 and include with your proposal.

6. Include all costs to GVSU in proposal. Provide a cost schedule for optional or variable costs.

1. Suppliers may be asked to make a demo presentation.
2. GVSU is Michigan sales tax exempt. If applicable, exemption certificate will be provided to the awarded supplier.
3. Acceptance of awarded proposal will be made by GVSU purchase order.
4. Direct all questions regarding this RFP to Kip Smalligan at 616/331-3211 or smalligk@gvsu.edu.

**Specifications and Requirements**

Contract term will be for five years with five one-year optional renewals.   
Contract starts: April 1, 2024  
GVSU Ticket Sales and Financials history are available upon request to smalligk@gvsu.edu.

**Needs:**

* Proof of PCI compliance
* Payment Integration.   
   State any third party payment processors your system will work with

Provide a detailed payment flow process.

* Grand Valley State Athletics branding
* Comprehensive online and point-of-sale ticketing software
* Digital ticketing, scanning
* Mobile, print-at-home, and thermal tickets
* Season ticket credentials/passes – option for one barcode per event and one per season
* Ability to offer customizable season, mini, and flex ticket packages
* Pick your own seat functionality
* Customer Relationship Management (CRM) – name, e-mail, phone, address, customer comments
* Financial and attendance reporting
* Fundraising / donations
* Marketing – promo/coupon and pre-sale codes, upsell
* Single sign-on for GVSU Students / Faculty / Staff (via automated data import)
* Student ID barcode scanning
* Ability to “copy over” seats (for season renewals and post-season events)
* Hardware available for purchase and rental – credit card terminals and scanners
* Dedicated customer support contact for GVSU

**Preferences:**

* Player guest, pass list function
* Payment plans
* Automated marketing options – retargeting and cart abandonment
* Mobile ticket download to “wallet” or other similar application
* NFC capable
* Fundraising/donation integration with Blackbaud Raiser’s Edge NXT

**Other Requirements:**

* Provide five client references with names, phone, and email contact information.
* Provide a list of all your current collegiate athletics clients.

**Please answer the following questions:**1. Describe your data backup process.

1. How do you define a data disaster and what level of “attack” triggers notice to your customer?
2. Provide your disaster recovery plan.
3. Who takes financial responsibility for a breach of security?

**PROPOSAL FORM**

**Athletics Ticketing System • RFP #223-34**

The undersigned certifies that to the best of his/her knowledge:

There is no officer or employee of Grand Valley State University who has, or whose relative has a substantial interest in any contract award subsequent to this proposal.

The names of any and all public officers or employees of Grand Valley State University who have, or whose relative has, a substantial interest in any contract award subsequent to this proposal are identified by name as part of this submittal.

Name(s) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

The undersigned further certifies that their company \_\_\_\_ IS or \_\_\_\_IS NOT currently debarred, suspended or proposed for debarment by any federal entity. The undersigned agrees to notify the University of any change in this status, should one occur, until such time as an award has been made under this procurement action.

Supplier declares the following legal status in submitting this proposal:

A partnership

A corporation organized and existing under the laws of the State of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

An individual doing business as (DBA) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(Optional) Supplier declares that company is at least 51% owned, controlled and actively managed by (check all that apply)

African-American Native American Woman/Women

Asian American Multi-Racial ADA Disabled Person(s)

Hispanic American

Supplier acknowledges receipt of the following addenda:

Addendum No. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Dated \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Addendum No. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Dated \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

BASE PROPOSAL\_\_\_\_\_\_\_\_ATTACH\_YOUR PROPOSAL\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_dollars

($\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_)

The undersigned proposes to furnish all labor, materials, equipment, tools and services required to complete the work in accordance with the proposed Contract Documents listed herein, including all addenda issued pe rtaining to same, for the sum or sums as stated, and agrees that these Documents will constitute the Contract if accepted by Grand Valley State University.

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Company Name

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Address City/State/Zip Code

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Office Phone No. Mobile Phone No. Fax No.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Authorized Agent Signature Name & Title

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Witness Signature Name

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Tax Identification No. Date

VIII. ACCEPTANCE: This proposal is accepted by Grand Valley State University

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Authorized Agent Signature Name & Title

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Witness Signature Name

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Office Phone No. Mobile Phone No. E-mail

\_\_\_\_\_\_38 1684280\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

GVSU Tax Identification No. Date