

AUDIO VISUAL SERVICES

RFP 106-2021



BEFORE WE BEGIN...

- Why are we here?
- Please Sign – In
- Questions – WRITTEN RESPONSES PREVAIL

AGENDA

- I. Welcome/Introductions
- II. RFP Overview and Highlights
- III. Important Dates
- IV. Submission Requirements
- V. Q & A Session

INTRODUCTIONS

Jasmine Quattlebaum
Director of Purchasing/DBE

Melaneice Gibbs
Purchasing/DBE Coordinator

Elisa Putman
**Senior Vice President/Chief
Operating Officer**

Eric Blouin
Director of Technology

Chris Schappert
Director of Event Services



RFP OVERVIEW AND HIGHLIGHTS

- This RFP will be for a three (3) year term with a one-time option to extend for two (2) additional one year term at the sole discretion of the Authority.
- **Preferred Partner contract.** Audio Visual Services is not exclusive.
- Does **not** include rigging services/equipment.
- Contractor may bid on all specified truss and motors, however rigging installation/labor is exclusive.

RFP OVERVIEW AND HIGHLIGHTS

- The Authority will provide:
 - Office space (432 sq. ft.)
 - At a minimum, this office must be manned Monday-Friday, 8 a.m.-5:30 p.m.
 - The Contractor will agree to equip a secured office located within the MCC, which will be used for storage of audiovisual equipment and office space.
 - Storage space (1292 sq. ft.)
 - State of the art sound and video infrastructure (nearly \$4,000,000)
- Equipment will include Crestron and QSC's Q-SYS as the main system components.

RFP OVERVIEW AND HIGHLIGHTS

CONTRACTOR RESPONSIBILITIES

- Contractor is responsible for all set-up and tear down of audiovisual and production equipment quoted and agreed to.
 - Contractor must have the ability to provide back-up technical expertise on short-notice should an event require more expertise than what a typical event at MCC requires.
 - This scope of work is event specific and needs will constantly change.
- Contractor must comply with MCC A/V Policies and Procedures.
- The contractor will properly operate and clean all audiovisual equipment fixed to the MCC under the direction of the MCC.
- All discrepancies in the in-house system, no matter how minor must be reported immediately to the Director of Event Services & Director of Technology or his/her designees.

RFP OVERVIEW AND HIGHLIGHTS

CONTRACTOR RESPONSIBILITIES

- Fixed in-house system is maintained through a separate service contract at the expense of the authority to ensure continued good quality.
- The Authority expects vendor and its agents to protect the system against damage.
- Contractor may be held financially responsible should it be determined that negligence or abuse has occurred or if inexperienced technicians damage the system in any way.
- Contractor shall submit a quarterly Fixed A/V Discrepancy Report to the Director of Technology.

RFP OVERVIEW AND HIGHLIGHTS

CONTRACTOR RESPONSIBILITIES

- Contractor must assist in monitoring the house music daily and ensure proper levels in all zones.
 - If the system is turned off for an event in a particular zone, steps should be taken to ensure this is turned back on and levels set promptly at the conclusion of the event.
- Contractor may not pipe in house music to meeting/exhibition space or play customer provided music through the house sound without prior approval by the Director of Event Services.
 - Live music or instrumentation must never be piped into the house sound.

RFP OVERVIEW AND HIGHLIGHTS

CONTRACTOR RESPONSIBILITIES

- Contractor will provide a rolling (18 month) monthly forecast to the Director of Events by event and month by the 10th of each month.
- Contractor will conduct customer satisfaction surveys, follow up, and provide monthly reports of these surveys to Director of Event Services.
- Contractor will provide equipment and labor to the Authority at cost for events such as ASAE, PCMA and industry type events where the Authority is paying for the service.
- Contractor is to provide complimentary equipment and services for MCC internal meetings
- Contractor is to ensure only trained personnel operate the fixed sound/video systems.

RFP OVERVIEW AND HIGHLIGHTS

CONTRACTOR RESPONSIBILITIES

- Contractor schedules for the following week must be submitted weekly for two weeks out by Friday at 12 noon to the Director of Event Services or his/her designee for approval and inclusion to the MCC weekly schedule. MCC's work schedule is Saturday – Friday.
- Contractor must be available twenty-four (24) hours a day, seven (7) days a week and be able to provide labor twenty-four (24) hours a day, seven (7) days a week including holidays.

RFP OVERVIEW AND HIGHLIGHTS

RECONCILIATION & AUDIT REQUIREMENTS

- Contractor must maintain receipt of orders from clients/exhibitors.
- Contractor will also be responsible for providing all audiovisual service order forms that are required by our customers and any associated cost with the creation and printing of these forms.
- The Authority must approve these service order forms prior to distribution and provide order forms to the Director of Event Services.

RFP OVERVIEW AND HIGHLIGHTS

RECONCILIATION & AUDIT REQUIREMENTS

- Contractor will manage billing and collection to all clients/exhibitors.
 - The contractor will be responsible for billing for all audiovisual services.
 - All checks for such services from clients/exhibitors will be made payable to the contractor.
 - Contractor must maintain files for all events and relinquish copies as requested.
 - Contractor will be responsible for all sales and business taxes related to the audiovisual services.
- A reconciliation is performed, and a check is issued monthly to the MCC along with a report detailing account activity by event.
 - A copy should be issued to the Director of Event Services or his/her designee.
 - This report with commissions must be received no later than the 10th of the following month.

RFP OVERVIEW AND HIGHLIGHTS

RECONCILIATION & AUDIT REQUIREMENTS

- Provide financial and other management information including the availability and provision of periodic financial data to the Authority in a recognized format complying with Generally Accepted Accounting Principles, including but not limited to the following information:
 - Accounts receivable policies
 - Service charges
 - Financial reports and performance measures
 - Inventory Control measures
 - Personnel policies, including non-discrimination
 - Internal audit and performance review policy
 - Technology upgrades, service enhancements

RFP OVERVIEW AND HIGHLIGHTS

Contractor Constraints

- Must maintain a minimum amount of commonly requested audiovisual equipment and peripheral equipment (as determined by the Authority) within a secured location inside the MCC.
- Due to limited space within the facility of the MCC, it may be necessary for the contractor to provide additional storage for equipment/staff, at an off-site location.

RFP OVERVIEW AND HIGHLIGHTS

Contractor Constraints

- Contractor is financially responsible for all installation labor and equipment for desks, portable office partitions, storage shelves, work surfaces, phones, facsimile, computer/internet connections, and any other general office equipment required to perform the services as required by this contract.
- Contractor may not paint, move doors, or in any way alter the physical space without prior approval by MCC President/CEO or his/her designee.

DIVERSITY PLAN OVERVIEW

- The Diversified Business Enterprise (DBE) participation level established for this contract is a **MINIMUM** of **TWENTY PERCENT (20%)**.
- It is the policy of the Authority to assist minority, women, small, and service-disabled veteran-owned business enterprises wanting to do business with the Authority.
- Encouraged to maximize the usage of minority, women, small, and service-disabled veteran-owned businesses with respect to this scope.

DIVERSITY PLAN OVERVIEW

- Diversity Plan will outline the plan to achieve or exceed a target percentage of minority, woman, small businesses and/or service-disabled veteran owned businesses participation.
- Use Strategic approaches and methodologies taken to ensure maximum participation by minority, woman, small, and service-disabled veteran owned businesses suppliers.
 - For example:
 - Identify a particular scope of contract that can be fulfilled by minority, woman, small, or service-disabled veteran owned businesses.
 - Utilized DBE businesses to provide supplies and materials needed to perform contract

DIVERSITY PLAN OVERVIEW

- Required to submit a monthly diversity report by the 15th of the following month as referenced in the Music City Center DBE program and guidelines.
- This may include monthly reconciliation of payments via cancelled checks.

PROCUREMENT NONDISCRIMINATION PROGRAM PLAN (PNP) OVERVIEW

No proposal or submission shall be considered responsive unless it demonstrates compliance with the PNP.

- DBE Primes are **required** to complete PNP
- **Covenant of Non-Discrimination (Exhibit A)**
 - Must be notarized
- **Good Faith Effort Statement Form (Exhibit B)**
 - Provide written notice to at least **three (3) available certified DBEs**
 - The first three items on this form **must be** initialed
- **Good Faith Effort Verification Form (Exhibit C)**
 - Must include the individual's or entity's name, business location, and information requested
 - Back-up documentation supporting the outreach (i.e. Copies of email threads).

IMPORTANT RFP DATES

RFP Questions and Inquiries Due	August 6, 2021
Responses to Inquiries	August 13, 2021
RFP Submissions Due	August 31, 2021 @ 3pm

SUBMISSION REQUIREMENTS

All submittals must be received by the deadline - NO EXCEPTIONS.

Physical Copy: Please submit one (1) original, six (6) copies, and one (1) electronic copy of the complete proposal response including any attachments, on a WINDOWS PC compatible CD or flash drive (verify all files are on disc/flash drive prior to submitting proposal) of the following materials to the address set forth in Section V (D).

All text must be printed on single-sided or double-sided pages and includes numbered dividers (in order)

SUBMISSION REQUIREMENTS

- **Hand Delivery Option:** Administrative Offices

600 Koreans Veterans Blvd

Must email Director of Purchasing 24 hours prior to delivery prior to deadline to Jasmine.Quattlebaum@nashvillemcc.com

- **UPS or FedEx Option:** Music City Center House Docks

700 Koreans Veterans Blvd



SUBMISSION REQUIREMENTS

- Please see Amendment 1 – removing email submissions.
- Read Section V. F. Response Format, Requirements and Evaluation Criteria thoroughly
- Include required amount of copies and electronic copy
- Organize dividers in tab order listed in RFP
- Ensure all required Exhibits are included. Exhibits can be downloaded from Music City Center website:

<http://www.nashvillemusiccitycenter.com/business-opportunities>



SUBMISSION REQUIREMENTS

- Read Section III. Diversity Plan thoroughly (10 pts)
 - Use Exhibit D
- Read Section IV. Procurement Nondiscrimination Program thoroughly.
Required in all proposals:
 - **Covenant of Non-Discrimination (Exhibit A)**
 - **Good Faith Effort Statement Form (Exhibit B)**
 - **Good Faith Effort Verification Form (Exhibit C)**

EVALUATION CRITERIA

- **Business Plan**

Total points available for this criterion are 25 points

- **Experience/Qualification of Firm**

Total points available for this criterion are 30 points.

- **Commission Criteria (Exhibit E)**

Total points available for this criterion are 35 points.

- **Diversity Plan**

Total points available for this criterion are 10 points.

QUESTIONS/TOUR

- **REMINDER:** Questions must be submitted in writing in order to receive an official response.
- Written responses to questions will be issue by RFP amendment and posted to Music City Center website:

<http://www.nashvillemusiccitycenter.com/business-opportunities>