

**BUSINESS SERVICE CENTER
FOR THE
MUSIC CITY CENTER**

RFP #101-2018



BEFORE WE BEGIN...

- Please Sign – In
- Why are we here?
- 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
- Mia Lewis – Purchasing/DBE Coordinator
- Elisa Putman – Sr. VP of Operations/Chief Operation Officer
- Chris Schappert – Director of Event Services

RFP OVERVIEW AND HIGHLIGHTS

- Any contract resulting from this RFP will be for five (5) years at the sole discretion of the Authority.
- Provide business center services at the Business Center located in the MCC.
- Certain services may be offered from facilities off-site. On-site services may be provided with portable equipment or with permanently installed equipment.

RFP OVERVIEW AND HIGHLIGHTS (Continued)

Have the capability to provide the following services but not limited to:

- Black and white digital copying services: on-site, utilizing a machine capable of producing at least 75 copies per minute.
- Color digital copying services: on-site, utilizing a machine capable of producing at least 70 copies per minute
- On-site computer rental for client on an in-place computer and printer.

RFP OVERVIEW AND HIGHLIGHTS (Continued)

Have the capability to provide the following services but not limited to:

- On-site shipping, packing, packaging, wrapping, and mailing service.
- On-site express overnight and ground services.
- Photocopying, binding, and finishing services to include binding options, mounting, lamination, collating, cutting, drilling, folding, padding, stapling on-site.

RFP OVERVIEW AND HIGHLIGHTS (Continued)

- Contractor must provide all services to conventioners, delegates, licensees, or users of the MCC upon demand or in an otherwise timely manner that is consistent with the service being requested regarding the business service center.
- The 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 (Continued)

- The business center at a minimum will be open from 7 a.m. to 5 p.m. (Monday – Friday) unless otherwise approved. All other hours of operation of the business service center will be determined by the Director of Event Services or designee.
- Each event shall be analyzed by the Contractor to determine the specific support requirements to ensure that adequate employees and quantities and types of equipment are in place to support the event in a timely an efficient manner.

RFP OVERVIEW AND HIGHLIGHTS

(Continued)

- The operations of the Contractor, its employees, invitees, and suppliers shall be conducted in an orderly and proper manner so as not to annoy, disturb, or be offensive to others and shall not create a disturbance or distraction during any event at the MCC.
- It is the contractor's responsibility to follow schedules and instructions provided by the MCC in the performance of the contract.

RFP OVERVIEW AND HIGHLIGHTS (Continued)

- The MCC will provide contractor access to telephone/data services, heating/cooling, and electricity can be obtained.
- Contractor is responsible for general cleaning of space and maintenance of the designated area. However, the MCC may deem it necessary to perform more extensive maintenance (i.e. painting) every six months. If damage to the space is deemed excessive, MCC may invoice contractor for any and all repairs.

RFP OVERVIEW AND HIGHLIGHTS (Continued)

For delivery attempts not consigned to the contractor, they must be handled in 1 of 3 ways:

- Call the shipper to determine if they wish you to receive after sharing the handling expense and document approval.
- Call the assigned event manager for the event for further instruction.
- Verify the event move-in/show-out days to either send to the exhibit hall docks if the decorator is on site or refuse the shipment with instructors with instructors to redeliver on the move-in date(s).

RFP OVERVIEW AND HIGHLIGHTS

(Continued)

- Contractor must ensure deliveries for MCC management are delivered to the appropriate office upon receipt or the appropriate recipient or designee is notified immediately.
- Contractor shall not sell or permit to be sold any food and/or beverage products.
- Contractor shall not sell any destination services or engage in tour ticket sales or distribution unless approved in advance by the MCC President/CEO or his/her designee.
- Contractor shall not sell/rent cellular telephones, or sell sundry items, including magazines, newspapers, souvenirs, film gifts and other similar items without prior written approval from the MCC President/CEO or his/her designee.

RFP OVERVIEW AND HIGHLIGHTS

(Continued)

- The space is approximately 250 sf with an exterior area to expand both usable space and visibility. It is carpeted, with power, HVAC, telephone/data outlets, and fixtures/cabinets.
- Power original to the buildout is 100 amp service with convenience outlets on the north wall of the retail space including service outlets in the office and storeroom. Additional 200 amp service is being installed to provide service outlets along the L shaped glass storefront with a 60 amp hubble connection.
- Contractor shall pay the MCC commissions and a monthly rental of \$500/month for the use of the space.
- If contractor chooses to expand the space outside the rooms, the contractor must include details of the build out, architectural drawings, the timeline, and the total capital investment.

RFP OVERVIEW AND HIGHLIGHTS (Continued)

- Contractor may propose space use or design in the location shown



RFP OVERVIEW AND HIGHLIGHTS (Continued)

- MCC requires at least one experienced full-time manager and sufficient qualified, support employees dedicated to support services event requirements.
- Personnel shall attend client/internal meetings as required.
- Personnel must understand they are an extension of MCC staff and therefore must look professional, smile and greet the public.
- Contractor must provide a uniform. The uniform must be approved in advance by MCC management.
- Contract employees who work on site are not guaranteed parking.

DIVERSITY PLAN OVERVIEW

- 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.
- Proposers are encouraged to maximize the usage of minority, women, small, and service-disabled veteran-owned businesses with respect to this scope.

IMPORTANT RFP DATES

RFP Questions and Inquiries Due	February 9, 2018
Responses to Inquiries	February 14, 2018
RFP Submissions Due	February 22, 2018 @ 3pm (CST)

EVALUATION CRITERIA

- **Tab 2) Business Plan**

Total points available for this criterion are 30 points.

- **Tab 3) Qualification of Firm**

Total points available for this criterion are 20 points.

- **Tab 4) Cost Criteria**

Total points available for this criterion are 40 points.

- **Tab 5) Reference Projects/Experience**

Total points available for this criterion are 10 points

SUBMISSION REQUIREMENTS

- All submittals must be received by deadline - NO EXCEPTIONS.
- Hand Delivery Option: Administrative Offices
600 Koreans Veterans Blvd
- UPS or FedEx Option: Music City Center House Docks
700 Koreans Veterans Blvd

SUBMISSION REQUIREMENTS

- Read IV F. Response Format, Requirements and Evaluation Criteria thoroughly
- Email submissions will not be accepted
- Include required amount of copies and electronic copy (i.e. USB drive)
- Organize tabs in order listed in RFP
- Ensure to include all required Exhibit(s)

SUBMISSION REQUIREMENTS

- Make sure to sign all required documentation required in all proposals:
 - **Covenant of Non-Discrimination (Exhibit A)**

QUESTIONS?

- **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/about/business-opportunities>