

Compensation and Benefits Services

FOR THE MUSIC CITY CENTER

RFP# 108-2021



BEFORE WE BEGIN...

- Please sign-in
- Please keep mask on while inside the building
- 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

Melaneice Gibbs
Purchasing/DBE Coordinator

Elisa Putman
Sr. VP and Chief Operations Officer

Robert Rice
Director of Human Resources

Heidi Runion
Director of Finance & Administration

RFP OVERVIEW AND HIGHLIGHTS

1. Perform a market study of compensation and benefits both nationally and locally within the job classifications of the Music City Center as follows:

- Compensation study of all Team Member classifications in particular hospitality related within the Music City Center, i.e. Convention Centers, Large Convention Hotels, CVB's, etc.
- Benefits study of competitive industries and in particular hospitality related within the Music City Center classifications, i.e. Convention Centers, Large Convention Hotels, CVB's, etc.
- Recommendations for the compensation of all Team Member classifications including incentive plans where appropriate.

RFP OVERVIEW AND HIGHLIGHTS

2. Administer customer satisfaction surveys on a continuous basis including tracking, monthly, quarterly, and annual reporting based on specialized fields and customized formatting.

- The administration of the Customer Satisfaction Survey should include the automatic distribution of surveys to customers while appearing to come from the Convention Center Authority's Event Managers and through the Convention Center Authority's IP address.

RFP OVERVIEW AND HIGHLIGHTS

Customer Satisfaction Surveys (continued)

- The administration of the Customer Satisfaction Survey should include the creation and regular results analysis of reports to better identify trends, gaps, and opportunities in offered services.

3. Administer annual Team Member satisfaction survey

Should include tracking and reporting based on specialized fields and customized formatting

- Survey conducted April – May
- The survey will be sent from the third-party source in an email format. The email will include an approved introduction from the President/CEO of the Convention Center Authority with specific instructions and deadlines as well as a direct link to the online survey.
- 20 days upon closure of the survey, reports listed in RFP will be due to the Convention Center Authority

RFP OVERVIEW AND HIGHLIGHTS

Graphs & Reporting (Customer and Team Member satisfaction surveys)

- **Department Breakdowns**
 - Reports for Human Resources/President & CEO
 - Reports for Directors and Managers
- **Overall Graphs**
 - Graphs of all Team Members scores, F&B, and MCC
 - Organized by subtopics listed in RFP
- **Individual Comments**
- **Top 5 and Bottom 5**
- **Year Over Year Reports**

RFP OVERVIEW AND HIGHLIGHTS

Activity Level and Thermal Comfort Results

- Graphs
 - All Scores Activity Level and Thermal Comfort
 - Food & Beverage Activity Level and Thermal Comfort
 - MCC Team Member Activity Level and Thermal Comfort
- Other reports
 - Full Initial Results

Develop and administer an electronic team member exit interview survey.

- Must be able to prove a link and hard copy that can be sent to third party.
- Surveys will be sent to the Authority upon completion as they occur.
- Monthly, quarterly, and annual reports reflecting grade received, and calculating turnover.

RFP OVERVIEW AND HIGHLIGHTS

Any other services deemed appropriate regarding team member compensations, incentive plans, benefits, job descriptions, team member handbooks, administration of any team member programs, customer surveys, or other personnel related items that the Authority determines is necessary. The Authority will have the right to pay either the hourly rate for these services or enter into a flat rate agreement once the scope is determined.

RFP OVERVIEW AND HIGHLIGHTS

Vendor Responsibilities

- On the fifth (5th) of each month, the Vendor must provide an invoice and a monthly report which consists of all services performed for the prior month along with the appropriate approvals from the Authority.
- Should the Vendor at any time be unable to supply the requested services to the Authority, the Authority reserves the right to obtain services from other sources.
- The assigned Vendor will update the President/CEO or his/her designee weekly until the flat contract rate worked has been completed. Additionally, the assigned vendor may be required to present several presentations to the Authority, the Marketing and Operations Committee, and/or the Finance and Audit Committee of the Convention Center Authority.

DIVERSITY PLAN OVERVIEW

- The Diversified Business Enterprise (DBE) participation level established for this contract is a **MINIMUM** of **FORTY PERCENT (40%)**.
- 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 MWBEs
 - 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).

EVALUATION CRITERIA

- **Business Plan**

Total points available for this criterion are 30 points

- **Qualifications of Firm**

Total points available for this criterion are 15 points.

- **Cost Criteria**

Total points available for this criterion are 20 points.

- **Reference Projects**

Total points available for this criterion are 10 points.

- **Diversity Plan**

Total points available for this criterion are 25 points

IMPORTANT RFP DATES

RFP Questions and Inquiries Due	September 14, 2021
Responses to Inquiries	September 17, 2021
RFP Submissions Due	September 27, 2021

SUBMISSION REQUIREMENTS

All submittals must be received by deadline - NO EXCEPTIONS.

Physical Copy: Please submit one (1) original, five (5) 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 the tabs (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@nashvillemmc.com
- **UPS or FedEx Option:** Music City Center House Docks
700 Koreans Veterans Blvd

SUBMISSION REQUIREMENTS

Email Submissions under 25 MB should be delivered to Music City Purchasing Department:

mccpurchasing@nashvillemcc.com

cc: jasmine.quattlebaum@nashvillemcc.com

Confirmation of email submission will be sent within 1 hour. If you do not receive a confirmation email, please email or call the Director of Purchasing: jasmine.quattlebaum@nshvillemcc.com or (615) 401 - 1445

Email Submissions over 25 MB should be delivered via We Transfer (www.wetransfer.com): mccpurchasing@nashvillemcc.com

SUBMISSION REQUIREMENTS

- Read V F. Response Format, Requirements and Evaluation Criteria thoroughly
- Organize physical submission using dividers in tab order listed in RFP
- Include required amount of physical copies and electronic copy (i.e. USB drive)
- Include all required Exhibits

SUBMISSION REQUIREMENTS

Electronic Copy: Email complete proposal response including any attachments of the required tabs to the address set forth in Section V (D).

Files should be named in accordance with the proper tab name and in the same order set forth in Section V (D).

SUBMISSION REQUIREMENTS

- Read Section III. Diversity Plan thoroughly (25 pts)
- Read Section III. 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)**

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/business-opportunities>