

AV Services RFP Questions & Answers

Question: It seems you currently have AV Factory doing virtual and presumably inhouse AV currently. Are you looking to replace them and why?

Answer: The BCCA goes out to bid on large contracts like this one at least every five years to ensure we have competitive offerings.

Question: Can you provide a yearly or monthly breakdown of AV revenue and AV Commissions paid to the building for the past 5 years?

Answer: We are able to provide the revenues for the last five years. Those are outlined below.

Year	Revenue
2020	\$435,620
2019	\$2,209,346
2018	\$2,389,474
2017	\$2,329,858
2016	\$1,947,437

Question: Can you tell me what groups and what types of groups you have that are still a go for 2021 that have not cancelled?

Answer: We have only had four cancellations for 2021 so far. At this moment, we have 52 events contracted and another 33 holding space. We are primarily a regional convention center that mostly hosts local corporate and nonprofit organization, and our calendar for 2021 reflects that client base.

Question: What type of commission expectations are you expecting or getting now? Is the commission based off of equipment and labor or just equipment?

Answer: We currently receive commissions on both equipment and labor. The bidder must decide how they are going to pay commissions as part of their submission.

Question: Can you provide a copy of the current AV Contract and past winning proposal?

Answer: We are unable to provide that information. We encourage every bidder to put forward their best proposal for their organization.

Question: What is the capture rate of the current in-house AV company?

Answer: Their capture rate in 2019 was 91%, and that is in line with the past several years.

Question: Can you provide a list of past events, event type and attendance for the past 3 years and the future 3 years?

Answer: A summary is attached.

Question: How many onsite staff members are in the current in-house AV company?

Answer: There are currently 4 team members dedicated, and there are typically 5.

Question: Can you provide the names of the selection committee and/or key decision makers?

Answer: Tim Carr, Patrick McCluskey & Sara Waltemire

Question: Is parking provided for the employees of the selected AV company?

Answer: Parking is paid for by the AV company.

Question: This RFP asks for detailed financial information and client information - will this information become public record?

Answer: Submitted Financials only become public information if there is a public request, however, we typically take the financials portion out during the public request during the RFP process.

Question: Which labor unions operate in the building?

Answer: IATSE Local 15 currently operates in our theatre only.

Question: Are there any AV exclusives as part of this contract or is it all preferred?

Answer: All services are preferred only.

Question: How does the building's Exhibitor Services present the onsite AV company as an option?

Answer: Tradeshow are a limited portion of our annual business; however, we provide AV order forms for exhibitors requiring these types of services.

Question: Is the rigging a part of this contract?

Answer: Yes. We are not exclusive on rigging services; however, we do require outside vendors to submit a rigging plan to our current in-house AV company for review and approval prior to arriving on site.

Question: If rigging is exclusive, can you clarify what falls under exclusivity, i.e., does this include truss/motors or just labor?

Answer: N/A

Question: Are there any specific lifts and quantity of lifts required by the building? Are lifts also a part of the exclusive rigging contract or can vendors bring in their own lifts?

Answer: We have two scissor lifts and a forklift on site. The scissor lifts are for exclusive use of our in-house AV provider and our maintenance staff and technical services staff. We require outside vendors to provide their own lifts.

Question: How does the AV provider work with sales team? Does the AV team have full viewer access to the EBMS?

Answer: The sales team introduces clients directly to the AV salesperson to coordinate AV details. AV salespeople are included in site tours and planning meetings when appropriate. All key AV positions in the building will have full access to EBMS.

Question: What in-house AV systems fall under the AV contract, and who maintains the inventory of lighting for the small theater?

Answer: Our theatre is managed and operated by the IATSE stagehands that work in that space. Our current in-house provider is responsible for the maintenance of their own equipment – including any items that are kept on site – and submits work requests when they encounter any issues with our in-house systems like our Lutron lighting controls or our Crestron AV controls.

Question: Is the AV provider responsible for or involved with servicing any of the digital signage in the building?

Answer: No

Question: Can you provide a written list and square footage of all AV storage and office areas and the location of the AV office relative to the Event Management & Sales Office?

Answer:

- First Floor Storage: 4'w x 14'd x 7' 6"h
- Fourth Floor Storage 11'w x 17'd x 16' 1"h
- AV Office: The AV office has different widths, so I have included the two section here; however, this is one open office space. The AV office is located on the first floor of our building and has an exterior entrance. Our sales & events team works out of our third-floor offices.
 - Section 1: 17' 4" w x 25' 11" l x 14' 1" h
 - Section 2: 12' 10" w x 11" 7" l x 14' 1"h

Question: Are there any yearly internal events that require complimentary equipment and labor?

Answer: Yes. We require support for two all-staff meetings in our fourth-floor meeting rooms, which typically make use of built-in projection, as well as 6-8 smaller staff trainings.

Question: Is there a contribution to the building upkeep and/or building marketing fund?

Answer: No

Question: Is the 30-page count limit inclusive of forms and tabs and the quotes for the sample events?

Answer: Yes

Question: Given the current climate for the live event industry, can we negotiate the level of onsite staff and equipment load in based on timing of confirmed events?

Answer: Yes, but we will expect that all equipment and staffing is up and running when event levels demand it.