

**METROPOLITAN ENTERTAINMENT & CONVENTION AUTHORITY  
REQUEST FOR PROPOSAL 26035  
A/V SERVICES PROVIDER  
JANUARY 7, 2026**

**PART I - INTRODUCTION**

The Metropolitan Entertainment & Convention Authority (“MECA”) invites organizations to submit a proposal to be chosen as the preferred vendor for contracted audio/visual equipment (non-exclusive) and rigging (exclusive) services provider at the convention center at CHI Health Center Omaha (“CHIHCO”). MECA is responsible for managing the operations of the Facility.

The Facility is located in downtown Omaha, NE and contains more than 1,000,000 sq. ft. of space including a 194,000 sq. ft. exhibition hall, after completed expansion in Fall of 2027 we will have over 100,000 sq. ft. of meeting space, 78,000 sq. ft of pre-function area and up to an 18,000 seat arena.

**1. Anticipated RFP Schedule**

This Request for Proposal (RFP) and the guidelines set forth for responses hereto are intended to provide MECA with significant substantive information early in the negotiating process so that final agreement can be reached quickly. MECA has therefore established the following schedule (times are CST):

RFP Issued	Wednesday, January 7, 2026
* MANDATORY Pre-bid Meeting	Thursday, January 22, 2026, 1:00 pm
Final Questions	Wednesday, January 28, 2026, 1:00 pm
Due/Public Opening (time)	Wednesday, February 11, 2026, 1:00 pm
Post bid Interviews ( <i>if needed</i> )	Will be scheduled February 18-20, 2026

\* This is a mandatory pre-bid meeting. All Bidders who may wish to provide a Proposal must be present at this meeting. Bidders must notify MECA at Kshiers@omahameca.com of their intention to attend this meeting no later than Tuesday, January 20, 2026.

**2. Bidder Inquiries**

All inquiries regarding this RFP must be made in writing and addressed to Kshiers@omahameca.com. Oral explanations or answers shall not be valid. Revisions, clarifications, and/or additional information will be issued to all Bidders in the form of an RFP addendum. All or any RFP addenda issued to the Bidders prior to the bid due date shall become a part of the bidding documents and the cost of such work shall be included in the bids.

**3. Delivery of Proposals**

Two printed copies and one electronic copy of proposals must be submitted and signed by an officer of the company, and delivered before the time set forth in Section 1 to MECA’s offices:

MECA  
RE: AV Services Proposal 26035  
455 North 10<sup>th</sup> Street  
Omaha, NE 68102

All proposals received will be publicly opened at MECA's offices at the time set forth in Section 1. Bidders may attend, however attendance is not required. MECA reserves the right to accept or reject late proposals or to extend the time for response for one or more respondents. If sending a bid electronically, email to: RFP@omahameca.com. Bid will not be accepted to a personal email box.

#### **4. Criteria for Evaluation of Proposals**

##### **4.1 Evaluation of Compliance with RFP Guidelines**

Each proposal received will be evaluated to determine whether it generally supplies the information requested in this RFP. MECA may (at its sole discretion) disqualify any proposal, which it deems incomplete or non-compliant. All proposals shall be valid for acceptance for a period of ninety (90) calendar days.

##### **4.2 Evaluation of Proposals**

Proposals will be evaluated based on the following criteria: (a) the company profile, background, experience, and references of the proposing party; (b) service and support; (c) ability to agree to the requested contractual terms and conditions; and (d) financial considerations. Other criteria may be considered by MECA based on the nature of the proposals received.

##### **4.3 Selection of Respondents**

Based on the foregoing criteria, MECA will select one or more entities for further negotiations. It is possible that based on the responses, MECA will elect to negotiate with more than one respondent. In such event, all selected entities will be informed that others have also been selected for negotiation, although MECA reserves the right to not disclose the identity of the other selected respondents.

MECA will notify the successful Bidder of the acceptance of its proposal. Such notice will be sent to the name and email address of the bidder as stated in its proposal.

##### **4.4 Reservations**

MECA reserves the unqualified right to reject any or all proposals, extend the time for receipt of proposals from all Bidders, waive defects or technicalities, correct discrepancies, advertise for new proposals, or to take any other action that MECA determines, at its sole discretion, to be in its best interest. MECA reserves the right to award the contract to other than the low bidder. Any such determinations or actions may be made without notice. All costs of preparation and submission of a proposal shall be at the risk and expense of the respondent. MECA shall have no liability in connection with a proposal or any respondent.

##### **4.5 Proposals**

All bids and proposals submitted by the various Bidders for this work become the property of MECA. Neither MECA nor the Bidders shall disclose the contents of

any proposal to the other parties prior to the announcement of the award.

## **5. Contractual Terms and Conditions**

Review and provide a detailed response whether the following contractual terms and conditions are agreeable. The Bidder's Proposal shall specifically note any requested modifications to this section, which MECA may take into consideration during the review process, at MECA's discretion.

### **5.1 Service Agreement**

The successful Bidder will be required to execute a MECA Service Agreement prior to performing any portion of work required within the specifications of this RFP. A sample MECA Service Agreement is available upon request.

### **5.2 Term**

The initial term of the agreement shall be thirty-six (36) months, beginning July 1, 2026, unless terminated sooner as hereinafter provided.

In addition to the initial term hereof and at the sole discretion of MECA, the Agreement may be renewed for two (2) additional thirty-six (36) month periods. MECA agrees to exercise its option by providing written notice to Vendor no less than sixty (60) calendar days prior to the end of the then current term.

Labor rates may increase annually. Equipment rates may increase for each renewal term. All increases must be approved by MECA.

### **5.3 Termination**

The Agreement is terminable by MECA upon ninety (90) days written notice, without penalty or cause, at any time after the second year of the Agreement, including throughout any option terms.

### **5.4 Insurance**

The successful Bidder must provide evidence of the following types of insurance during the term of the Agreement. For the avoidance of doubt, such coverage and limits are minimum requirements and shall not be deemed as a limitation on vendor's liability under any provision of any agreement. Approval of the insurance by MECA shall not relieve or decrease the liability of the vendor hereunder. Note any available insurance proceeds in excess of the specified minimum limits and coverage shall be available to an additional insured.

Commercial General Liability Insurance (including premises operation liability, contractual liability and product/completed operations liability) and Automobile Liability coverage (owned, non-owned and hired coverages) with minimum limits of \$1,000,000 Combined Single Limit (Auto Liability), and \$1,000,000 Per Occurrence, and \$2,000,000 General Aggregate. Commercial General Liability aggregate limit will apply on a "per location" basis. The insurance must protect the Bidder and MECA from claims for personal injury (including bodily injury and death) and property damage which may arise from or in connection with the

performance of the Bidder's services hereunder or from or out of any negligent act or omission of the Bidder, its officers, directors, agents or employees.

Workers' Compensation Insurance as required by applicable law. Policy shall be endorsed to include Waiver of Subrogation against MECA, the City of Omaha, their employees, officers and legal representatives.

Employer's Liability Insurance with minimum limits of:

\$500,000 Each Accident—Bodily Injury by Accident

\$1,000,000 Policy Limit—Bodily Injury by Disease

\$500,000 Each Employee—Bodily Injury by Disease

Umbrella or Excess Liability: additional \$5,000,000. Coverage is to apply to excess of Commercial General, Employer's Liability, and Automobile Liability policies.

All such insurance required above shall be with companies and on forms acceptable to MECA and shall provide that the coverage thereunder may not be reduced or canceled unless thirty (30) days unrestricted prior written notice thereof is furnished to MECA. All insurance shall be primary and not contributory. All insurance shall be written by companies with a Best's Key Rating Guide (Property-Casualty, United States) rating of A or better and a Best's Financial Size Category of Class VI or better. Within thirty (30) days of the date on which coverage is to be provided hereunder, the successful Bidder shall furnish to MECA certificates of insurance along with copies of endorsements evidencing compliance to the above requirements. Such certificates and insurance policies shall name MECA and the City of Omaha as additional insureds on a primary basis, and contain a waiver of subrogation, in which the insurer waives any claim or right to recover against MECA, the City of Omaha, their officers, agents or employees. The additional insured requirement does not apply to Workers' Compensation.

#### 5.5 Indemnification

Bidder does hereby covenant and agree to indemnify, defend and hold harmless MECA, and the City of Omaha, their officers, directors, employees, agents and representatives, from and against all claims, demands, losses, suits, damages, liabilities, costs and expenses (including reasonable attorneys' fees) arising out of or relating to any claim, demand or judgment for property loss or damage (including loss of use of the Facility), and/or personal injury, including death, arising out of the Products and Services furnished hereunder by Bidder and Bidder's Personnel except to the extent same is caused by the negligence or reckless conduct of MECA or its employees or agents.

MECA is not responsible for any equipment, furnishings, supplies or other property or Products owned by Bidder and used or stored at the Facility, nor is it responsible for damage resulting from power failure, flood, fire, explosion or other similar causes. In no event is MECA responsible for consequential damages.

The provisions requiring the furnishing of personal injury liability or property damage liability insurance shall not be construed to affect or impair the generality of the forgoing.

The successful Bidder shall represent and warrant in the contract that the components of this RFP to be purchased for the Facility shall not violate or infringe upon any patent, copyright, trademark, trade secret or other intellectual or proprietary right of any third party. The Bidder shall agree to defend, protect and hold harmless MECA and its related parties from and against any and all liabilities, actions, losses, awards, damages, costs, claims or expenses including reasonable attorneys' fees incurred by them as a result of any claim that the components of this RFP to be purchased for the Facility are illegal or infringe upon any third party patent, copyright, trademark, trade secret or other intellectual or proprietary right.

5.6 RFP and Bidder's Proposal

This RFP and the Bidder's proposal thereto shall become part of any contract that may be entered into as a result of this RFP.

5.7 Warranty

The Bidder shall warrant in the contract that the components of this RFP to be purchased for the Facilities shall be new and of good and workmanlike quality and fit for the use intended. The Bidder shall further warrant that during the manufacturer's warranty period that the components will operate in accordance with the manufacturer's specifications. The manufacturer's warranty period shall be specified on the Bidder's proposal and shall begin on the date of MECA's acceptance of the installation. All other specific promises and warranties made by Bidder in the RFP Response or bid process generally shall also be included in the final contract.

5.8 Scope, Quality of Work Guarantee

The successful Bidder shall furnish all equipment, labor, personnel, and facilities necessary to perform and complete the work.

5.9 Conduct of Personnel

No business, other than that specifically outlined in the RFP, may be conducted by personnel of the Bidder while on the premises of the Facility.

The Bidder shall be responsible for all actions of its employees, while they are assigned to the Facility. The employees shall at all times comply with applicable laws, ordinances, and regulations of local, state, and federal agencies, along with all regulations, policies, and procedures of MECA.

Bidder certifies and agrees that, with respect to its staff and employees who will participate in the performance of this Agreement, the Bidder shall maintain a workplace free of drugs and alcohol during the term of this contract.

If, for whatever reason, MECA determines that personnel assigned to the Facility are unsatisfactory, the Bidder shall replace the individual immediately or as mutually agreed upon.

5.10 Equal Employment

Bidder covenants that it will take all necessary actions to ensure that in connection with any work under the Agreement, Bidder, its employees and subcontractors, will not discriminate in the treatment or employment of any individual or groups of individuals on the grounds of race, color, religion, national origin, age, sex, or disability unrelated to job performance, either directly, indirectly or through contractual or other arrangements. Bidder shall also comply with all applicable requirements of the Americans with Disabilities Act, 42 U.S.C.A. §12101-12213, as amended. In this regard, Bidder shall keep, retain and safeguard all records relating to the Agreement or work performed hereunder for a minimum period of three (3) years from final Agreement completion, with full access allowed to authorized MECA representatives, upon request, for purposes of evaluating compliance with this and other provisions of the Agreement.

5.11 Sales Tax

All federal, state and local taxes, including without limitation sales, use, excise, privilege, transactional, gross receipts, ad valorem or any other transactional tax or customs and duties ("Tax" or "Taxes") paid or payable by Bidder, however designated, levied or based on amounts payable to Bidder under or in connection with the RFP have been included in the pricing set forth on Attachment A – Proposal Form as required by the relative taxing authorities.

MECA is a sales taxable entity and as such, Bidder warrants that sales tax is included in the price provided on Attachment A – Proposal Form. Notwithstanding anything in the Agreement to the contrary, the successful Bidder shall indemnify, defend and hold harmless, MECA for any sales tax audit assessment against MECA relating to the amount of Nebraska sales tax charged under this Agreement.

As a Vendor of CHIHCO, any sales tax collected must be reported to the State of Nebraska on a monthly basis. A Convention Center Facility Financing Assistance Act Sales and Use Tax Information Form must be completed and filed on or before the 20th day of the month following the month of sale. Forms are available by contacting MECA's Finance Department. Vendor must also supply MECA with the Vendor's Nebraska Sales Tax Permit number on Attachment A – Proposal Form upon execution of the Agreement.

## **PART II - SCOPE OF PROJECT**

MECA is seeking a qualified company as the preferred vendor for contracted audio/visual equipment (non-exclusive) and rigging (exclusive) services provider in the convention center at CHIHCO. The Audio Visual Contractor ("A/V C") is responsible for supplying and maintaining an inventory of A/V equipment which is to be located on site or stored within a ten minute drive of CHIHCO. The A/V C is also responsible for providing qualified staff for client meetings and site visits, event pre-planning, event set-up, event rigging, event A/V staffing needs, and event tear-down as necessary and required by MECA. The A/V C is also responsible for providing accurate information for invoicing.

Bidders will be provided the following information which may assist in determining the technical and staffing needs:

- A) List of equipment to be provided by A/V C (Attachment A - Proposal Form)
- B) Approximate gross A/V revenue by event type for calendar years 2021 through 2025. This will be provided following the mandatory pre-bid meeting.

Bidders must be of sufficient financial stature to provide economic certainty to MECA of the reliability of your ability to perform the Services required under this agreement, including, but not limited to, the financial ability to indemnify MECA. Bidders must express an ability to procure and specifically train and maintain personnel to be used in the AV Service operations.

Successful Bidder shall perform all work and services hereunder as an independent contractor and not as an officer, agent or employee of MECA. Successful Bidder shall have exclusive control of, and the exclusive right to control, the details of the work performed hereunder and all persons performing same and shall be solely responsible for the acts and omissions of its agents, employees and subcontractors. Nothing herein shall be construed as creating a partnership or joint venture between MECA and Successful Bidder, its agents, employees and subcontractors; and the doctrine of respondeat superior shall have no application as between MECA and Successful Bidder.

Bidder shall generally provide the following:

- Provide management, operation, and close supervision of the Services.
- Furnish qualified personnel and training programs.
- Provide MECA with staffing plans.
- Carry out the plans in specificity and be accountable to MECA for the plan.
- Consult with MECA on a regular basis, and be completely responsive to, MECA on any matter affecting the perception of the A/V Service operation by clients, patrons or other users.
- Promptly, properly, and adequately administer assistance to those requesting it.
- The A/V C must implement procedures to ensure that MECA is immediately notified of any incidents of property damage or personal injury involving A/V C personnel.

**1. Equipment Functions and Technical Requirements**

The A/V C shall be required to provide the various types and quantities of audio/visual systems, operational support equipment, and management support equipment to provide full service to MECA clients, exhibitors, tenants, and patrons. Bidder must confirm that all equipment listed in Attachment A – Equipment List, will be located on site or stored within ten minutes travel time to CHIHCO.

The requirements of the A/V C will include, but not be limited to:

- A) Acquire and maintain the equipment for any and all events required at CHIHCO, on a preferred basis for all contracted needs. All equipment will meet with MECA standards and all electrical equipment and related components shall be UL-listed and meet all local, federal, and national electric codes and requirements.
- B) Acquire and maintain an inventory of equipment to supplement the on-site inventory when additional equipment is required.
- C) Keep all equipment in good operating condition and provide MECA with quarterly written reports covering equipment inventory modifications.

- D) Installation of all equipment for use by clients should be done taking every safety precaution necessary to reduce the opportunity for slips and falls, or trip hazards.
- E) A/V C will provide MECA audio visual equipment from its on-site inventory at no charge for employee meetings, awards banquets, training, and any other non-revenue generating functions. A/V C will offer MECA a substantial discount for functions requiring more complex equipment that cannot be supported by the on-site inventory. If technical labor is required beyond a simple set-up and teardown, it will be charged at the A/V C's actual cost. Equipment discounted to MECA for such events shall be excluded from the Per-Unit Fee due to MECA.

Notwithstanding the preferred coverage granted to the A/V C, MECA reserves the right to furnish A/V equipment and services to its other official contractors, concessionaires, clients, and tenants through MECA's own equipment inventory and work force on a limited basis. MECA, at its sole discretion, shall determine the scheduling of such events. In addition, special circumstances/events may occur where MECA may allow a client's production company to provide audio/visual components. In both of these cases, the A/V C will assist in any support function.

## **2. Personnel**

The A/V C shall be responsible for providing eight full-time, on-site, qualified managerial and support personnel dedicated to MECA to perform the services contained in this RFP, including the scheduling, installation, operation, teardown, inventory control, and accounting processes involved.

- A/V C shall screen all employees or prospective employees, and obtain satisfactory personal references, background checks, and take other appropriate measures to determine that employees are of good character. All A/V C personnel shall be properly licensed, if required, according to the applicable laws of the State of Nebraska. A/V C shall provide documentation of background checks and screening to MECA if requested.
- All staff performing onsite services must be up to date on OSHA scissor lift safety training. A/V C shall employ at the local, regional or corporate level staff that is ETCP certified to provide consultation for rigging.
- In accordance with MECA's rigging policy, Bidder is required to provide oversight labor for all rigging performed by outside contractors in the Exhibit Halls. Each rigging lift unit utilized by the outside contractor must include one employee from Bidder. Such labor provided by Bidder will be billable to the user of the facility or the outside contractor, as appropriate.
- A/V C must notify MECA immediately of any change of employment of staff and is responsible for collecting MECA property from the individual (facility badge, access card, keys, radio, etc.).
- Personnel of Bidder shall prominently display at all times while on the premises, MECA issued identification badges. These badges shall at all times remain the property of MECA and must be surrendered upon request.
- A/V C and MECA will set mutually agreed upon hours of standard operation. Such hours shall be in accordance with standard hours of operation in the industry.



- A/V C must have a representative on site from event move-in through audio visual move-out.
- A/V C will provide MECA with their weekly staffing schedule/coverage.
- A/V C must participate in weekly operations meetings to confirm the staffing plan for event setups, event coverage, and teardown. The A/V C representative at this meeting must be knowledgeable of upcoming event requirements and must be able to accurately provide an estimate for the amount of time the AV setup and teardown will require. This information is vital to other departments' ability to schedule their setup/teardown staff.

### **3. Manager In Charge**

A/V C shall provide adequate supervisory personnel and a Manager-In-Charge ("MIC") to properly manage all A/V C staff. The Manager-in-Charge shall be a specific individual. The MIC shall have authority to make decisions on the A/V C's behalf. This MIC shall be the single point of contact for MECA personnel with a solid support and supervisory staff to ensure an overall successful operation. Any A/V C issues will be communicated directly with the MIC and the MIC shall communicate back through the MECA's designated contact.

This MIC shall be available during reasonable business hours by cell phone and email and in accordance with the Facilities' event schedules to arrange for the initiation and coordination of the A/V C operations. The MIC is expected to be onsite for events with significant or complex audio visual requirements. A Supervisor may perform the MIC duties for certain events. The Supervisor or MIC should remain onsite until conclusion of event.

Changes to the assigned MIC must be mutually agreed upon by Vendor and MECA.

### **4. Cross-Training**

The A/V C shall be responsible for providing appropriate initial and on-going training to those MECA staff associates who may require knowledge of the A/V systems, equipment, and related labor needs in the execution of their job duties (e.g. sales, technical information, etc.)

Additional training will also be required when updated equipment and/or services are added to the A/V capabilities of the Facility or Bidder.

### **5. Uniforms**

All personnel shall wear vendor branded, clean and consistent attire for each Event. A uniform must be mutually agreed upon between the Successful Bidder and MECA to easily identify A/V C staff. Uniform/shirts must be provided by the Successful Bidder. The MIC should dress in business casual or business attire depending on the event/client interaction for the day.

### **6. Customer Service**

The A/V C will constantly endeavor to provide first-class service of the highest quality attainable and to conduct the work in a professional manner in accordance with MECA policies and procedures.

MECA and the A/V C will develop a mutually agreed-upon method to assist in measuring customer service. The A/V C will use these measurements to respond to trends and to continually improve the level of service.

Failure of the A/V C to respond to requests by MECA to change undesirable practices or to implement practices to provide the highest level of service may result in cancellation of the Agreement.

Successful Bidder shall prepare, at its own expense, an attractive and professionally prepared brochure describing the Services. This brochure shall be designed to complement MECA's sales packet that is sent to potential and confirmed clients. All brochures and printed materials shall be subject to prior approval by MECA.

## **7. Accounting**

It is the intent of MECA to provide its clients with an invoicing format that is straightforward and comprehensive. As such, the A/V C will utilize MECA's in-house software program ("Momentum") to enter all billable equipment and services. A/V C must have all known equipment and labor needs entered into Momentum twenty-one (21) days prior to the event move in for MECA to issue advance billing. A/V C will continually update orders based on client requests. A/V C must have all AV equipment and labor 'actuals' entered into Momentum correctly by one week following the conclusion of the event. MECA will be responsible for invoicing the client for all A/V charges and will remit payment to the A/V C for all amounts due within thirty (30) days following the month of service.

Services performed by Bidder must be billed by MECA. Successful Bidder shall provide monthly reports and any other documents required to determine amounts due to Bidder as a result of the provision of services covered in this Agreement.

MECA reserves the right to examine all pertinent accounting records at any and all reasonable times for the purpose of determining the accuracy thereof. The making of any willfully false report by the A/V C will be grounds for immediate cancellation and termination of the Agreement at the sole discretion of MECA.

A/V C will charge clients straight-time hourly rates for all labor performed, except between the hours of 1:00 AM to 6:00 AM and on national holidays, which will be billed at an agreed upon overtime rate.

## **8. Provided by MECA**

MECA shall provide the following:

- Approximately 550 square feet of secure office space on the first floor of the convention center. The existing desks and chairs will remain in place.
- A work station on the meeting room/ballroom level to control house lights.
- Storage for equipment provided by the A/V C. The A/V C will acquire no permanent rights to these spaces and will be required to keep them, and all areas utilized by the A/V C, in a neat, clean, safe, and sanitary condition.
  - Approximately 135 square feet of dedicated storage space on the exhibit hall level.
  - Approximately 600 square feet of secure storage space on the meeting room/ballroom level.

- After the expansion is completed in the fall of 2027, there will be an additional 1,265 square feet of A/V storage in the expansion.
- Four (4) desktop telephones and service for the communication to and from clients and exhibitors, for the purpose of providing audio/visual services.
- Ten (10) two-way radios that are tied into the MECA radio network with a dedicated channel for the A/V C.
- Three (3) Momentus user logins with access for order entry and reporting. One (1) “view only” user log in to be shared by A/V C staff to view event related information. MECA will provide training to select users.
- Access into and about CHIHCO to those areas required for the execution of the required services. It is understood there will be occasions when certain areas of the facility will be restricted from access by the A/V C.

#### **9. Phase in Period**

June 1, 2026 through June 30, 2026 will be a phase-in period. The A/V C is expected to become knowledgeable of the operations, Momentus software, reporting forms, equipment needs/acquisition, staffing and all other aspects necessary to provide the Services effective July 1, 2026. The successful Bidder and current A/V C must cooperate in order to effect an orderly and efficient transition.

### **PART III – INFORMATION TO BE SUPPLIED BY BIDDERS**

For ease of evaluation and given the fast-track that MECA desires to pursue to reach final agreement, MECA requests that each proposal submitted incorporate the same general structure. Each proposal must include the following sections.

#### **1. Attachment A - Proposal Form**

Attachment A – Proposal Form, must be completed, signed and submitted as the first page of the Proposal.

- Equipment rental rates will be labor inclusive.
- Discounts may be provided to MECA's clients, at the discretion of the A/V C.

#### **2. Company Profile**

The Bidder must provide information about the company, including the following information:

- a) Company name, address, telephone number and contact person.
- b) Brief company history, which can be in the form of a company brochure.
- c) Bidder must provide information about financial performance, including the prior three years' audited financial statements.
- d) Bidder must disclose if within the past five (5) years any commercial/business contracts for similar services have been terminated prior to end of the contract term. If any contracts have been terminated prematurely, Bidder must disclose the reason for early termination.
- e) Bidder must disclose a filing of bankruptcy within the past five (5) years.
- f) Bidder must disclose if the company is for sale or otherwise anticipating or involved in a merger, acquisition, divestiture or other relationship affecting ownership.

### **3. Subcontractors**

In order that MECA may be assured that only qualified and competent subcontractors will be retained for the service, each Bidder shall submit with his/her name a list of all subcontractors that the Bidder intends to use. No change shall be made in the list of subcontractors after the receipt of proposals, unless agreed to in writing by MECA.

### **4. References**

The Bidder must provide three references that utilized its equipment and staffing services in a like manner in a similar facility within the last three years. References must include names and telephone numbers of the customer's contact person. Images and backup information of various events and their A/V setup would be beneficial.

### **5. Personnel**

Provide abbreviated job descriptions and the number of proposed staff to meet the performance requirements contained in this RFP, including the scheduling, installation, operation, setup/teardown, inventory control, and accounting processes involved. Hourly and overtime labor charge rates, by position, shall be listed on the Attachment A - Proposal Form.

- Education, training and certification requirements must be provided for each proposed on-site full-time staffing position and any known part-time staff.
- Resume of ETCP certified rigger which will provide consultation services.
- The number of all full-time staffing positions assigned to CHIHCO must be outlined.
- The number of regular part-time staff must also be provided.
- Provide an organizational chart with all staff positions listed.
- Explain how A/V C plans to attract and maintain a pool of part-time qualified A/V staff.

### **6. Training**

Provide a description of on-going training requirements and how training shall be conducted.

### **7. Service Standards**

Provide a detailed description of the firm's service standards, method of measuring quality of service, and plans for continuous improvement of all aspects of the delivery of those services.

### **8. Customer Support**

Describe the firm's ability to support the schedule and equipment demands of MECA and/or its clients. Describe the firm's customer support program including hours of support, and anticipated response and/or resolution time.

### **9. Deviations from Scope of Project**

Bidders must document all deviations from the specifications outlined in the Scope of Project in Part II.

**10. Contractual Terms and Conditions**

The Bidder shall review and provide a response whether the contractual terms and conditions set forth in Part 1, Section 5 are agreeable. A detailed response is required if a bidder is not agreeable to one or more of the terms and conditions set forth in Part 1, Section 5.