



**DATE:** August 1, 2017  
**SUBJECT:** Letter of Clarification  
**RE:** Audio-Visual & Rigging Services RFP  
**TO:** All Prospective Proposers

Houston First Corporation (“HFC”) issues this Letter of Clarification as part of the referenced solicitation for the purpose of answering questions timely received:

1. **Question:** What type of radios will the contractor be required to use?  
**Answer:** Digital radios are required. No specific make or model is mandatory.
2. **Question:** What are the badging specifications for the George R. Brown Convention Center?  
**Answer:** The Worker Identification System (WIS) developed by the Exhibition Services & Contractors Association (ESCA) is used at the George R. Brown Convention Center.
3. **Question:** What event management software program does HFC use?  
**Answer:** Ungerboeck.
4. **Question:** Are invoices for audio-visual services sent separately or as part of a master account?  
**Answer:** Invoices for audio-visual services are sent separately by the in-house service contractor.
5. **Question:** Is internet connectivity provided by HFC on a complimentary basis or at an additional cost?  
**Answer:** Only basic, end-user Wi-Fi is available at no charge; broadband or other internet connectivity must be arranged with the provider.
6. **Question:** Will you provide the point plans and load requirements for the facility?  
**Answer:** All relevant information will be provided to the Proposer selected.
7. **Question:** Is the in-house contractor responsible for engineering and testing new points?  
**Answer:** No.

8. **Question:** Does HFC have exclusive or required A/V equipment brands due to sponsorships or similar agreements?

**Answer:** No.

9. **Question:** What holidays does HFC recognize?

**Answer:** HFC observes the following holidays: New Year's Day; Martin Luther King Day; Memorial Day; Independence Day; Labor Day; Veterans Day; Thanksgiving; Christmas Eve; and Christmas.

10. **Question:** Should Proposers redline changes to the service contract included in the RFP?

**Answer:** No. Proposers are to make a specific, clear, unambiguous statement agreeing to comply with the terms and conditions of the Audio-Visual Services Agreement provided below, or identify any objections/exceptions immediately following the letter. Proposals including material exceptions will be rejected without further consideration.

11. **Question:** How do you define "Fund" as used in Section 1.13 of the Audio-Visual Services Agreement?

**Answer:** The undefined reference to a "Fund" was made in error and will be removed from the final agreement.

12. **Question:** What types and amounts of insurance will be required from the Proposer selected?

**Answer:** Insurance requirements are as stated in Section 4.0 of the Audio-Visual Services Agreement (page 7 of the RFP).

13. **Question:** Can you provide the amount of gross revenue over the past three years separately for audio-visual services, rigging and labor?

**Answer:** Not at this time.

14. **Question:** Are union laborers used to perform services at the facility?

**Answer:** The current service contractor draws skilled labor for events routinely from International Alliance of Theatrical Stage Employees, Local 51.

15. **Question:** What are your expectations from a new contractor?

**Answer:** HFC expects the Proposer selected to present a forward-thinking management team and skilled staff able to exceed client expectations and identify opportunities for improvement of service in all respects.

16. **Question:** What are the slowest and busiest months at the George R. Brown Convention Center?

**Answer:** The George R. Brown Convention Center hosts events throughout the year, with the busiest months being January to May and September through November.

17. **Question:** Is there a list of upcoming events available?

**Answer:** Visit [www.grbhouston.com/attendees/events-calendar](http://www.grbhouston.com/attendees/events-calendar) to see a calendar of upcoming events.

When issued, Letters of Clarification automatically become a part of the RFQ and supersede any previous specifications and/or provisions in conflict therewith. By submitting their response, Proposers are deemed to have received all Letters of Clarification and to have incorporated them into their proposal.