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 sponsorship 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.grbhoustona.com/attendees/events-calendar](http://www.grbhoustona.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.