

**Events, Facility Management, and  
Financial Accounting Solution  
Software Services  
for the  
Music City Center**

**RFP #103-2022**



# RFP OVERVIEW & HIGHLIGHTS

The Music City Center seeks proposals to provide a booking and events scheduling solution capable of providing account and contact management, a calendar view, invoicing, event management, templates, reporting, online ordering portal, and financial accounting software.

Any contract resulting from this RFP will be for a three (3) year term with a one-time option to extend for two (2) additional one-year term at the sole discretion of the Authority.

# RFP OVERVIEW & HIGHLIGHTS

## **The solution must include:**

- **The ability to book, schedule and manage the event process from start to finish.**
- **Design with an emphasis on ease-of-use and with a robust set of built-in modules and business rules.**

**There will be approximately 10 administrators, 50 full access users, 35 limited access users and 85 workstations that will need access to the software. Proposed solution must have the ability to add additional users as needed.**

# RFP OVERVIEW & HIGHLIGHTS

## ACCOUNT & CONTACT MANAGEMENT:

Elements of this solution should include but not be limited to:

- Accounts should be able to show information such as
- Historical and future events that client was associated with.
- Financial information such as balances owed, and total spend with venue.
- Ability to add/customize up to 60 contact fields
- Ability to attach documents (preferably drag and drop) to Accounts.
- Grouping of multiple contacts under one company. Search options to easily find names, companies, words in the database.
- Ability to export filtered lists of names for use in third party marketing tools.
- Manage the sales opportunity process from initial inquiry through to confirmed event.
- Workflow management to assist the sales person in reminders, next steps, etc.
- Ability to create proposals and contracts that merge information from the booking.
- Ability to send proposals and contracts direct from the software to the client.
- Approval process for contracts prior to sending to client.
- Ability to integrate with electronic signature platform
- Mobile device accessible.
- The ability to add notes to contact profile

# RFP OVERVIEW & HIGHLIGHTS

## CALENDAR AND BOOKING:

Elements of this solution should include but not be limited to:

- Calendar view/month view display calendar for all scheduled events by month or week at a glance.
- Easy to view coding for pending, secured, etc. Ability to view specific spaces and all spaces when desired.
- Ability to book via clicking on date/space needed.
- Conflict checking.
- Drag and drop move event capabilities.
- Access security/read only option for some buildings depending on user authority.
- Ability to decide by user what information is displayed on the calendar.
- The concept of separate venues and spaces associated with these.
- Ability to have calendar feed to third party systems.
- Ability to group events to an overall grouping (i.e. master record, nature of business, season or series).
- Mobile device accessible
- Ability to track changes (when, what, who)
- Ability to print event profiles
- Ability to prevent double bookings

# RFP OVERVIEW & HIGHLIGHTS

## EVENT MANAGEMENT

Elements of this solution should include but not be limited to:

- Ability to set due dates – Checklist items
- Simple way to create multiple functions or sub-events within an event.
- Ability to add requirements to these functions.
- Ability to track inventory usage across multiple events
- Track client numbers and guarantees for functions.
- Mass filtering and editing of function information.
- Costs associated to items as well as prices.
- Ability to see items grouped by Department.
- Custom creation of Event Orders that can be distributed digitally to the client and internal staff.
- Create event orders by several options – i.e. event, department, space, date.
- Ability to attach documents (preferably drag and drop) to events.
- Ability to apply discounts to both groups of items or individual items
- Package creation and management.
- Ability to place and manage exhibitor orders.
- Track all event charges
- Ability to track changes (when, what, who)

# RFP OVERVIEW & HIGHLIGHTS

## ACCOUNTING

Elements of this solution should include but not be limited to:

### **Invoicing solution that can be linked to event settlements.**

- Generate Event Settlement Estimate and Final Reports
- Ability to assign tax status by customer and item category
- Ability to hide payments from Event Settlement
- Ability to assign GL codes to items/categories
- Ability to create invoices from Event Final Reports
- Multiple invoice templates
- Comprehensive invoice reporting (aging, history, adjustments, etc)

### **Accounts Payable solution with appropriate controls and workflow**

- Address Book function with appropriate permissions/controls
- Ability to scan, code and attach invoices
- Electronic workflow of approvals by department
- Links to Purchasing module for matching of PO's and Invoices
- Payment term management
- Reporting by vendor, OA, payment date, etc.

# RFP OVERVIEW & HIGHLIGHTS

## ACCOUNTING

Elements of this solution should include but not be limited to:

### **General Ledger solution with appropriate controls and workflow**

- Ability to handle Governmental Fund Structure
- Ability to import & export JEs and GL details
- Ability to run comprehensive financial statements in compliance with GAAP
- Drill down report functionality
- User ability to create financial reports

### **Fixed Asset Management**

- Fixed Asset management
- Automatic calculation of depreciation according to useful life
- Easy reporting for tracking assets

### **Purchasing Module**

- Provide a basic overview of the functionality of this module

### **Food & Beverage Module**

- Provide a basic overview of the functionality of this module



# RFP OVERVIEW & HIGHLIGHTS

## CONTRACTOR RESPONSIBILITIES

### Business Process Review –

- Evaluate the Music City Center's current business processes to develop an events, facilities scheduling and financial accounting solution.

### Technical Environment –

- Internet based and adhere to industry security standards
- No third party software should need to be installed on any local machine to access the software.

# RFP OVERVIEW & HIGHLIGHTS

## CONTRACTOR RESPONSIBILITIES

### Implementation –

- Provide project management services including development and maintenance of the project work plan, scheduling and work assignments, implementation planning, and project status reporting.
- Install software components required for the application, provide technical assistance on hardware and network configuration as necessary to meet application-specific requirements; identify and resolve any performance bottlenecks; test system and application security; and provide a documented backup plan.

While some exceptions may be needed, work shall primarily occur during the Music City Center's core business hours to facilitate oversight and knowledge transfer.

# RFP OVERVIEW & HIGHLIGHTS

## CONTRACTOR RESPONSIBILITIES

### Training –

- Provide an estimated number of training hours for an installation of this size.
- The estimate should list the number of onsite and remote hours required to be proficient with each module.
- All training will be expected to take place at the Music City Center's facilities or by video conference.
- Recommendation for training should be based on experience in similar size facilities with a similar scope.

# RFP OVERVIEW & HIGHLIGHTS

## CONTRACTOR RESPONSIBILITIES

### Project Team –

- Provide experience and expertise in the area of events, facilities scheduling, and financial accounting implementation.
- Work closely with the Music City Center's staff during installation and implementation of the system

# RFP OVERVIEW & HIGHLIGHTS

## SYSTEM REQUIREMENTS:

- **System Architecture:**
  - System must be capable of normal, efficient, and responsive operations at all sites, regardless of connection type or latency issues that one might expect with Internet-based WAN connections.
  - The MCC would prefer a solution that can be integrated with Active Directory wherever possible. Active Directory Federated Services (ADFS) is preferred.
  - It is anticipated that once installed, the system will remain in place until the end of its product life cycle, estimated to be a minimum of five (5) years.

# RFP OVERVIEW & HIGHLIGHTS

## SYSTEM REQUIREMENTS:

- **Interfaces & Data Exchange Technologies :**
  - Designed to interface with other applications using the following industry standard technologies:
  - **Web Services:** The ability to utilize web services to either provide or consume information from other web services.
  - **ODBC Connection:** The ability to allow other applications to query directly into the application database for export and the ability to query directly into other applications for import.
  - **File Import/Export:** The ability to exchange data with other applications, esp. Time and Attendance System. Other desirable formats include delimited plain text, HTML XML, and. Office 365 Applications
  - **Current and Future Systems:** Additional systems requiring upgrades/interfaces may be added in the future.

# RFP OVERVIEW & HIGHLIGHTS

## SYSTEM REQUIREMENTS:

- Hardware:
  - Delineate the optimum configuration for the desktop computers to operate the system efficiently.
  - All hardware and peripherals listed by vendor must be non-proprietary, i.e., can be purchased on a competitive basis.
  - MCC requires two environments: test/training and production. If not cost prohibitive, MCC would prefer a 3rd environment to separate test and training.
  - State in the proposal response document what mobile devices can be used to access the application.

# RFP OVERVIEW & HIGHLIGHTS

- **Point of Contact** –
- Provide one point of contact for the Music City Center for the duration of this project.
- The point of contact must be available and have the authority to coordinate with the Music City Center’s representative
- **Technical Support Hours** - Provide the hours of service and the after-hour procedures if they differ from Monday through Friday, 8:00 AM to 5:00 PM Central Time



# DIVERSITY PLAN OVERVIEW

- 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.

# EVALUATION CRITERIA

- **Business Plan (Exhibit C)**

*Total points available for this criterion are 35 points*

- **Overall Solution Quality and Usability**

*Total points available for this criterion are 25 points.*

- **Qualification of Firm**

*Total points available for this criterion are 15 points.*

- **Cost Criteria (Exhibit B)**

*Total points available for this criterion are 15 points.*

- **Reference Projects**

*Total points available for this criterion are 10 points.*

# IMPORTANT RFP DATES

RFP Questions and Inquiries Due	April 7, 2022
Responses to Inquiries (posted to website)	April 14, 2022
RFP Submissions Due	May 5, 2022

# SUBMISSION REQUIREMENTS

**All submittals must be received by deadline - NO EXCEPTIONS.**

Submissions can be submitted via hand delivery or sent by UPS or FedEx.

- **Hand Delivery Option:** Administrative Offices  
600 Koreans Veterans Blvd
- **UPS or FedEx Option:** Music City Center House Docks  
700 Koreans Veterans Blvd

# SUBMISSION REQUIREMENTS

**Physical Copy:** Please submit one (1) original, seven (7) 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).

**Proposals submitted electronically (i.e. Email) WILL NOT be accepted.**

# SUBMISSION REQUIREMENTS

- Read V F. Response Format, Requirements and Evaluation Criteria thoroughly
- No Electronic Submissions
- Include required amount of copies and electronic copy (i.e. USB drive)
- Organize tabs using dividers in order listed in RFP (can use own formatting and binding)
- Ensure to include and organize all Appendixes according the RFP

# QUESTIONS?

- **REMINDER:** Questions must be submitted to [mccpurchasing@nashvillemcc.com](mailto:mccpurchasing@nashvillemcc.com) 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>
- Please enter your name, email address, and company you represent in the chat