2026 NeighborWorks America Vendor Questionnaire for Event Audiovisual and Computer Needs

Vendor Questionnaire

1. Company Name *

2. Contact Name *

3. Phone. *

4. Email. *

5. Provide contact information for those individual(s) to be contacted regarding the information in your bid. *

6. Provide a brief company history and the location of the corporate headquarters and satellite offices if applicable. Please upload this document. *

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7. How long has the company been in business? *

8. Indicate the total number of employees, by location (if applicable), function (Sales and Marketing, Customer Service, Technical Support, etc.), status (Full-time Part-time or Consultant) and level of expertise. Please upload this document. *

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SAMPLE

9. Describe what differentiates your company from other competitors. *

10. List any awards or industry recognition your company has received with dates included. *

Proposed Team & Account Management

11. Provide resumes for the designated team that will support this contract including functional roles and level of expertise.*

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12. Identify the proposed **Lead Project Manager and/or primary On-Site Event Manager** for the NeighborWorks account. Describe their role, years of relevant experience, experience supporting comparable national or multi-venue events, and anticipated level of involvement throughout the contract.

13. Describe how your organization will provide NeighborWorks America with a **dedicated and consistent account team** throughout the contract. Identify how staffing continuity will be maintained when primary team members are unavailable.

Relevant Event Experience

14. Describe the scope of work, size and dates of events your company has supported over the last three years. Please provide up to five examples. Please upload this document. *

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Operational & On-Site Management

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15. Describe your company's or proposed Lead Project Manager's experience coordinating union labor at event venues. Include examples involving move-in, move-out, equipment handling, event staffing, and multiple unions. Explain how you manage work rules, resolve questions about which union handles which work, and coordinate schedules and staffing. How do you estimate and bill union labor costs, disclose markups or fees, prevent duplicate charges, and obtain client approval for additional costs? *

16. Describe your company's and/or proposed Lead Project Manager's experience managing on-site crises, technical failures, or other unexpected challenges during large-scale events. Provide at least one specific example demonstrating the situation encountered, actions taken, communication and escalation process, contingency measures implemented, and the final outcome. *

17. Describe your experience providing simultaneous AV and technical support across multiple hotels, convention centers, or other venues for a single event. Explain how you coordinate staffing, equipment movement, communications, response coverage, and management oversight across geographically separated locations. *

18. Describe your approach to receiving, prioritizing, assigning, and resolving on-site technical support requests. Explain how your organization would consistently meet NeighborWorks America's expected five-minute response time for on-site support calls. *

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19. Describe your organization's approach to providing AV design consultation and technical recommendations during event planning. Include examples of how your team has used AV, lighting, staging, room design, or technology to improve attendee experience and engagement while managing cost. *

20. Describe your process and capabilities for developing meeting space, AV, production, and technical diagrams, including equipment placement, staging, electrical/power requirements, cable routing, rigging, fire marshal requirements, accessibility considerations, and coordination with venues. *

21. Identify innovative or emerging AV technologies in which your organization has demonstrated expertise and that may be offered as optional enhancements to NeighborWorks events. Examples may include interactive displays, immersive technology, LED solutions, advanced projection, AR/VR, digital signage, audience engagement technology, or other experiential solutions. *

22. Describe the technology and solutions your company can provide to support two-way, real-time language interpretation and communication between presenters, instructors, and participants. *

Artificial Intelligence

23. Does your organization currently use AI, generative AI, or AI-enabled technologies in the delivery of AV/event production services? *

- Yes
- No

SAMPLE

24. Identify each technology/use case and explain how it is used during events.*

- [ ] AI-assisted captioning
- [ ] Real-time transcription
- [ ] Translation/interpreting
- [ ] Speaker tracking/camera automation
- [ ] Automated audio mixing
- [ ] Noise suppression
- [ ] Content creation or editing
- [ ] Video production/post-production
- [ ] Attendee analytics
- [ ] Facial recognition or identification
- [ ] AI-generated summaries or meeting notes
- [ ] Other - Write In (Required)

*

Comments

25. Identify any AI-enabled services or capabilities you recommend for NeighborWorks events. For each, describe the benefit, intended use, limitations, and any additional costs. *

26. If AI-enabled technologies are used in providing services, what event data, recordings, images, audio, video, presentations, transcripts, or participant information are collected, processed, stored, or transmitted by the AI technology? *

27. Based on the response provided in the previous question, where is this information stored, how long is it retained, and who has access to it?
*

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28.
AI training/data use *

Will any NeighborWorks data, event recordings, audio, video, transcripts, presentations, images, participant information, or other content be used to train, fine-tune, improve, or otherwise develop an AI model or system? *

- Yes
- No

If yes, explain what information is used, by whom, for what purpose, and under what authorization. *

29. Identify all third-party AI platforms, applications, software, or service providers that may receive, process, store, or otherwise have access to NeighborWorks event data or content. *

30. Describe the safeguards in place to prevent confidential, proprietary, sensitive, or personally identifiable information from being inadvertently submitted to or processed by unauthorized AI tools. *

31. For AI-enabled AV services, what level of human oversight is provided? Describe how your team verifies the accuracy and quality of AI-generated captions, transcripts, translations, recordings, content, or other outputs before they are provided to or used by event participants. *

32. Describe how your organization ensures the accuracy of AI-generated captions, transcripts, translations, and other accessibility-related services, including how errors are identified and corrected in real time or following an event. *

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33. Describe the security controls used to protect event data processed through AI-enabled technologies, including encryption, access controls, data retention, data deletion, and incident response. *

34. If an AI platform or third-party AI provider experiences a security incident, unauthorized disclosure, data breach, or other event affecting NeighborWorks information, describe your notification and response procedures, including the timeframe for notifying NeighborWorks. *

35. Content ownership/IP *

Who retains ownership of recordings, presentations, photographs, audio, video, transcripts, captions, edited content, and other materials provided to or produced for NeighborWorks when AI-enabled technologies are used? *

Does the use of any AI technology create any additional rights for the AI provider, AV provider, or third-party platform in NeighborWorks content? *

36. Upon completion of an event or termination of services, how will NeighborWorks data and content processed by AI systems be returned, deleted, or otherwise disposed of? Describe the process and timeframe for deletion, including deletion by applicable third-party AI providers.
*

SAMPLE

37. If an AI technology or third-party AI provider used to deliver services changes during the contract term, how will NeighborWorks be notified and what information will be provided regarding the change? *

Sustainability

38. Describe your organization's environmental sustainability practices related to audiovisual and event production services. Include, as applicable, practices related to energy-efficient equipment, equipment reuse, transportation and shipping, packaging, battery management, electronic waste, digital alternatives, waste reduction, and sustainable sourcing. *

39. Identify any sustainable AV options or practices that could be incorporated into NeighborWorks events without materially increasing event costs. *

Pricing & Commercial Terms

40. Is the proposed pricing valid for the entire period inclusive of renewal options? If no, please provide pricing structure and details for event options or contract renewal. *

41. Identify whether the on-site team would be billed at at an hourly rate or a flat fee for each person. * (Hourly Rate or Daily Flat Fee Rate) *

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42. Identify amount and calculation methodology and cost of shipping and delivery of equipment to event venues. *

43. Describe how you identify and plan for a property's union labor requirements, including differences between move-in, setup, teardown, and move-out labor and staffing during the event. How do you confirm which work requires union labor and account for minimum calls, overtime, required crew sizes, and other rules that may affect pricing? *

44. Identify any multi-year, volume or other discounts available (if applicable, please note any discount amount on pricing sheet)*

45. Outline proposed payment terms, identifying any up-front "set-up" payments, one-time costs, etc.

46. Are there standard contract durations for services that differ from NeighborWorks America's contract period? If yes, please describe the associated terms and conditions. *

47. Are there any back-end costs after completing the contract? If yes, please provide details.*

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48. Attach a completed copy of Attachment B - Pricing Proposal *

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Corporate Disclosures

49. Are there any acquisitions or mergers in progress or in the near future? *

- No
- If "Yes", then please explain.

*

50. Is the company on the General Services Administration (GSA) Schedule? *

- No
- If "Yes", then please provide GSA Number.

*

51.
Is your company registered on SAM.gov? Please provide your Unique Entity Identifier (UEI) from SAM.gov, if applicable. Feel free to p

- Yes
- No

Comments

52.
Gappify is a system the NeighborWorks America Finance Department uses to verify vendor compliance to ensure they are not on the g
verifies and validates the vendor's Tax ID against the IRS database for accurate reporting of 1099 income to the IRS.
*

- Yes, I agree and understand this NeighborWorks policy.

53.
NeighborWorks pays all vendors via ACH (Direct Deposit). In order to process payment all vendors will be required to submit a current
9 and a bank letter or voided check. The bank letter must Yes, I agree and understand this NeighborWorks
policy.be on letterhead, include the accounting and routing numbers as well as be signed by a bank official.
*

- Yes, I agree and understand this NeighborWorks policy.

SAMPLE

54. Vendors must be able to provide the final invoice electronically. Please indicate the file format(s) that the final invoice can be converted to.

*

- Excel
- PDF (non-image)
- Both Excel and PDF (non-image)

55. NeighborWorks America utilizes its own standard contract for securing vendors, exceptions may be made. After the negotiation process, all final contracts must be reviewed by NeighborWorks America's legal counsel, and the appropriate signatories, and signed by an official with the appropriate authority. If you do not wish to submit a quote due to the contracting process, please check the box below. If you select "No" you will not be allowed to continue with this submission. *

- Yes
- No

SAMPLE