Questions and Answers

RFP-27-0040 Audio Visual Services RFP

11/23/2026

Question	Answer
1. Can a prime offeror rely on disclosed, pre-approved event-specific subcontractors for core venue AV services, and how would their past performance and union-venue experience be evaluated?	Offerors may identify proposed subcontractors and their intended roles within the proposal. The prime contractor remains responsible for the performance of all contracted services, including services provided by subcontractors and subcontractor fees.
2. Must the prime organization independently demonstrate five years of union-venue experience, or may the named assigned technical and management team satisfy the qualification?	The experience requirements outlined in the solicitation remain applicable. Offerors should provide information regarding their organization's experience and the relevant qualifications of the proposed management and technical personnel.
3. Is there an anticipated annual spending level, historical aggregate AV spend, or maximum contract ceiling, even if no guaranteed volume applies?	NeighborWorks America is not able to share this information at this time.
4. Will approved subcontractor travel and lodging be reimbursed separately under the stated policy, subject to prior approval?	NeighborWorks America will cover approved travel and lodging expenses for vendor personnel required to support services under this contract. All travel arrangements and associated expenses must be approved in advance by NeighborWorks America. Eligible travel-related expenses will be reimbursed in accordance with NeighborWorks America's Travel and Expense Policy, including applicable reimbursement rates, limitations, and documentation requirements. Vendors shall not include travel and lodging expenses in their proposed equipment or labor rates. Any reimbursable expenses must be itemized separately and supported by appropriate documentation.
5. May a vendor still participate if it did not submit the optional November 9 letter of interest?	Yes.
6. Must the awarded vendor directly cover all national locations, or are Northeast regional awards or approved subcontracting arrangements possible?	NeighborWorks America anticipates making a single contract award for the national services outlined in the solicitation. Offerors are expected to demonstrate the ability to support the geographic requirements identified in the Scope of Work.

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7. For experience requirements, may a newly formed firm document the prior relevant experience of its principal and proposed personnel?	Offerors may provide relevant qualifications and experience of their principals and proposed personnel. All submissions will be evaluated against the experience and qualification requirements established in the solicitation. The experience of individual personnel does not automatically replace any organizational qualification requirement.
8. Could you clarify whether the selected AV prime contractor may engage specialized video-production subcontractors for event filming, edited recaps, and related storytelling services? If so, is there an appropriate process for identifying ourselves as a potential partner, separate from the full prime proposal?	Yes. Offerors may utilize subcontractors to provide specialized services. The prime contractor remains solely responsible for the performance, management, and costs of all subcontractors. NeighborWorks America will contract only with the prime contractor and will not separately engage or reimburse subcontractors.
9. How many **Flipcharts** on average are Post-it type vs. Standard Paper? i. Do you require the easel tripod type or the more heavy duty folding type?	Both Post-it-style and standard-paper flipcharts are identified in the pricing requirements. NeighborWorks America is not providing a fixed breakdown of anticipated quantities by type at this time. i. NeighborWorks America does not require a specific style of easel. The easel should be standard to support flip charting activity.
10. How many **Easels** are used at each meeting type?: a. NTI – b. CLI – c. NES –	Easel requirements vary based on event specifications, meeting room configurations, and program needs.
11. Do you use any copiers or MFP desktop devices?	The solicitation identifies printing equipment requirements, including black-and-white laser printers. Additional equipment needs, if any, would be addressed through the applicable event planning and approval process.
12. Please define the distribution requirements for the streaming sessions. Are you hosting them in real time via Zoom or similar remote format?	Streaming and hybrid-session requirements may vary by event. The specific streaming platform, distribution method, and technical requirements will be established based on the needs of the individual event. NeighborWorks America has not designated

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	one platform or distribution arrangement for all events.
13. Equipment column C is labeled "Qty. Proposed," but column H's weekly calculation divides that quantity by seven, while the run-of-show calculation does not apply the quantity. Does column C represent equipment quantity or rental duration? Will a corrected workbook be issued, or should vendors provide unit rates only?	Column C represents equipment quantity. NeighborWorks America will review the reported formula inconsistencies. Any necessary corrections or revised instructions will be communicated through the official procurement process. Offerors should not independently modify the workbook's calculation formulas.
14. Labor column C is labeled "Qty. Staff Proposed," but the hourly calculation multiplies the hourly rate by that headcount without a separate hours input. Daily and run-of-show calculations return the per-person rate without applying headcount. Please clarify the intended calculation and where vendors should enter staff quantities, hours, shifts, and service days.	Offerors should provide labor rates for the applicable positions and pricing methods identified in the workbook. Any assumptions regarding staffing levels, service hours, shifts, or duration should be clearly documented in the designated notes or response fields. NeighborWorks America will review the reported calculation inconsistencies and communicate any necessary corrections or clarification through the official procurement process.
15. Please confirm whether the prefilled values in Labor C8 and D11/G11 are examples that vendors should replace. Logistics & Terms F8 also appears to lack the calculation used in subsequent expense rows. Will an updated workbook be issued addressing these items?	Offerors are responsible for submitting their own proposed pricing and should not interpret illustrative or sample values as required rates. NeighborWorks America will review the identified cells and reported formula issue. Any necessary corrections will be communicated to all prospective offerors through the official procurement process.
16. The webinar clarified that vendors should submit the pricing workbook rather than separate event quotes. What standardized equipment quantities, rental durations, staffing hours, and annual event counts will be used to compare proposals? Where and how should vendors provide the annual totals and total contract not-to-exceed amount requested in Section L?	Offerors should complete the pricing workbook in accordance with the solicitation instructions. The event information and reference materials provided are intended to communicate anticipated service requirements and operating conditions.
17. The workbook refers to daily, weekly "and/or" run-of-show pricing, while the webinar requested all three rates. Must every applicable equipment and labor item include all three methods, or may unavailable methods remain blank with an	Offerors are requested to provide daily, weekly, and run-of-show pricing for applicable equipment and services. If a particular pricing method is unavailable, this should be identified and explained in the designated notes.

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explanation? Is there a standard duration vendors should use for run-of-show pricing?	No universal run-of-show duration has been established. Offerors should clearly identify the duration, conditions, and limitations associated with any proposed run-of-show rate based on the reference materials provided.
18. Which Equipment items are mandatory capabilities versus optional enhancements? May undefined or TBD items, including those in rows 80–94, be marked "Quote Required"? May unsupported optional items be identified as "Not Offered" without making the proposal nonresponsive? Please also confirm whether functionally equivalent equipment may be proposed for legacy specifications, with differences explained in the notes.	Offerors should address the equipment and services identified in the solicitation. Items identified as optional or requiring further event-specific definition should be clearly distinguished from standard equipment offerings. The designated "Quote Required" provisions may be used for equipment or services whose specifications or requirements have not been established. Offerors should identify any equipment they do not offer and explain proposed functionally equivalent alternatives, including relevant specification differences.
19. May vendors submit estimated union rates for evaluation, with actual city- and venue-specific costs quoted and approved for each event? Please clarify how local wage differences, required crew sizes, minimum calls, premiums, and subsequent union rate increases will be handled. May vendors propose annual escalation for non-union labor as well as equipment?	Offerors should provide the requested union and non-union labor pricing and disclose applicable minimums, premiums, work rules, jurisdictional requirements, and other potential charges. Where costs vary by venue or location, offerors should explain the applicable pricing methodology and identify any anticipated adjustments. Event-specific charges will be subject to the contract requirements and applicable approval procedures. Any proposed escalation for labor or equipment must be clearly identified in the pricing submission. Acceptance of proposed escalation terms is subject to contract negotiations and approval.
20. Can NeighborWorks provide an anticipated annual AV expenditure range or estimated annual contract value? If financial information cannot be disclosed, please provide the anticipated annual event counts and service days vendors should use to assess expected business volume. Are any minimum purchases or event volumes guaranteed?	NeighborWorks America is not able to share this information at this time.

Question	Answer
21. Does NeighborWorks anticipate awarding this agreement to one vendor or multiple vendors? If multiple awards are anticipated, how will event assignments be allocated, and may vendors propose support for only particular event types or geographic areas?	NeighborWorks America anticipates making a single contract award under this solicitation.
22. Please identify the equipment NeighborWorks expects to supply and the contractor's responsibilities for transporting, storing, maintaining, and supporting it. For vendor-supplied computers, printers, and networking equipment, who provides software licenses, printer consumables, internet service, and network configuration? Please clarify whether current Windows 11-compatible equipment and appropriate adapters may satisfy the older software and connection specifications	NeighborWorks America may provide certain audiovisual equipment, including LCD projectors, as identified in the solicitation reference materials. The specific equipment provided and related responsibilities will depend on individual event requirements. Offerors should describe their proposed approach to supporting NeighborWorks-owned equipment and identify the software, licensing, consumables, connectivity, and other services included with vendor-supplied equipment. The current operating system standard identified in the Scope of Work is Windows 11. Offerors should identify any proposed equivalent or updated equipment specifications and explain how applicable functionality and connectivity requirements will be met.
23. Please confirm whether the August 2027 Chicago Training Institute is informational only and excluded from this award. If the contract begins October 1, 2027, how should vendors account for planning services required before that date for early contract events?	The contract performance start date identified in the solicitation is October 1, 2027. The August 2027 Chicago event precedes that date and is included for informational and planning reference purposes only. Any services required under the awarded agreement will be governed by the contract's effective date and applicable written contractual provisions.
24. Does "up to six technical staff" include the roaming onsite manager and property managers, or are those additional positions? Is staffing determined separately for each event, and does the five-minute response requirement apply independently at every active venue? Please clarify whether "response" means acknowledgment, remote assistance, or physical arrival at the affected room.	The Scope of Work identifies one roaming on-site manager and up to six technical staff, depending on event and property requirements. Offerors should explain their proposed staffing structure, including the responsibilities and coverage of management, technical personnel, and other specialized positions. Staffing requirements may vary by event.

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	The five-minute response requirement concerns acknowledgment and initiation of a response to a technical support request; it does not establish a five-minute guarantee for physical arrival or issue resolution.
25. For Attachment C, Questions 8 and 11–13, must vendors identify and provide resumes for every anticipated onsite technician or only the core account team and key personnel? May destination-specific technicians, union crews, and subcontractors be identified during event planning? How is the average seven-year technical-personnel experience requirement calculated, and does it include temporary union setup/strike crews?	Offerors should identify the proposed core account team, key management personnel, and applicable technical qualifications as requested in the questionnaire. Where individual event-specific personnel have not yet been assigned, offerors should describe their staffing and qualification-verification process. The solicitation establishes an average seven-year experience requirement for technical personnel, including the on-site show manager. Offerors should provide sufficient information to demonstrate their approach to meeting this requirement.
26. For Attachment C, Question 22, is the contractor expected to provide interpretation technology and equipment only, or also arrange human interpreters? Please identify anticipated languages, simultaneous sessions, participant quantities, and whether this service is mandatory or optional.	The solicitation includes language interpretation and translation technology as potential audiovisual support requirements. Human interpretation services are not requested as a part of this solicitation. Specific languages, session quantities, and participant requirements have not been established and would be determined based on individual event needs.
27. If a vendor does not propose AI-enabled services, may Attachment C, Questions 24–37, be answered "Not Applicable," or will the live questionnaire skip those questions? Do AI disclosures cover internal planning and administrative tools, or only technologies that process NeighborWorks information or deliver event services?	Offerors must respond to all applicable questionnaire requirements. If AI-enabled services are not proposed, offerors may indicate "Not Applicable" where appropriate and provide a brief explanation. Any proposed use of AI technologies involving NeighborWorks America information, event content, or contracted service delivery should be disclosed in accordance with the questionnaire and applicable information governance requirements.
28. Which requirements in the Information Governance Policy's Technology Service Provider addendum apply to an event AV contractor? Please	The Technology Service Provider requirements of the Information Governance Policy apply only to the extent that the event AV contractor will access,

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identify any required security assessments, audit reports, background investigations, hosting restrictions, and incident-notification timeframes, particularly where the contractor handles presentations, recordings, transcripts, or participant information.	process, transmit, store, or host NeighborWorks information or systems. Offerors should identify any services involving the handling of presentations, recordings, transcripts, attendee information, registration data, or other NeighborWorks content. Any applicable requirements, including security assessments, audit reports, personnel screening, hosting restrictions, and incident-notification obligations, will be determined based on the nature and scope of the services provided and the information being handled. Offerors should describe any relevant security controls, third-party platforms, hosting arrangements, certifications, and incident-response procedures within their proposal. NeighborWorks reserves the right to conduct additional due diligence and impose appropriate contractual information security requirements based on the proposed solution.
29. Please clarify how approved, noncancelable expenses and work already performed will be handled if an event or the agreement is canceled or terminated. This may include equipment already shipped, third-party rental commitments, union labor bookings, and completed planning services. Should vendors propose these terms in Logistics & Terms row 49, and how will accepted terms be incorporated into the agreement?	The treatment of costs associated with cancellation or termination will be governed by the final contract terms and any applicable written authorizations. Offerors should disclose proposed cancellation terms, noncancelable expenses, and related conditions in the applicable Logistics & Terms section. Submission of proposed terms does not constitute their acceptance by NeighborWorks America.
30. Would you accept our bid, only based on 8 states were we have a local service presence?	The solicitation is for nationwide audiovisual services, including support for events in U.S. territories as applicable. Offerors must demonstrate the ability to fulfill the geographic service requirements described in the Scope of Work. A proposal limited to eight states would not satisfy the national coverage requirement unless the offeror demonstrates an acceptable means of supporting the full scope.
31. Page 8 lists the Chicago event on August 9–13, 2027, before the October 1, 2027 performance	The contract performance period is identified as beginning October 1, 2027. Events listed before the

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start in Section F. Is that event included in this procurement, and what start date should bidders use?	start of the performance period are included for reference purposes and are not included within that period unless otherwise specified through a written solicitation amendment or agreement.
32. Page 7 requires a post-event invoice within two weeks, while Section G allows a final invoice within 30 days after completion of services. Do these apply to separate invoices, or which deadline governs the final invoice for an event/task order?	A post-event invoice is required within two weeks to begin the bill reconciliation process while seeking to close out the final invoice within 30 days after completion of services.
33. What has NeighborWorks spent on audiovisual equipment, computer rentals, labor, and logistics for each event type? Is there a target annual budget for this contract?	NeighborWorks America is not able to share this information at this time.
34. Will one vendor receive all listed programs, or could work be divided among providers? Is any minimum annual volume guaranteed?	NeighborWorks America anticipates making a single contract award. No minimum annual event volume, purchase quantity, or expenditure amount is guaranteed.
35. How closely do the reference room counts and schedules reflect anticipated events? Can you provide a recent room-by-room AV order, including attendance and equipment quantities??	The reference room counts, schedules, and equipment information do reflect anticipated events and are intended to illustrate the types and general scope of services required. Requirements may vary depending on the event, venue, programming, and operational needs.
36. Which projectors, computers, or other equipment will NeighborWorks supply? Who handles transportation, storage, maintenance, and replacement if that equipment fails?	NeighborWorks America maintains certain audiovisual equipment that may be utilized during events, including LCD projectors. The specific equipment available for each event will be identified during the planning process. The selected contractor will be responsible for providing the technical support for both rented and NeighborWorks-owned equipment as described in the Scope of Work. NeighborWorks America is responsible for transportation, storage, maintenance, and replacement of NeighborWorks-owned equipment.
37. What has NeighborWorks spent on audiovisual equipment, computer rentals, labor, and logistics for each event type? Is there a target annual budget for this contract?	NeighborWorks America is not able to share this information at this time.

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38. What has NeighborWorks spent on audiovisual equipment, computer rentals, labor, and logistics for each event type? Is there a target annual budget for this contract?	NeighborWorks America is not able to share this information at this time.
39. What in-house AV exclusives, outside-provider fees, union requirements, or mandatory power, internet, and rigging services apply at the named venues? Who contracts and pays for these services?	NeighborWorks America is responsible for coordinating and covering costs associated with in-house audiovisual exclusives, outside-provider fees, power, internet, rigging, and other mandatory venue services. The selected audiovisual contractor will serve as the liaison for coordinating union labor requirements with local unions and applicable venue representatives. This includes identifying applicable union requirements, coordinating required labor, and supporting compliance with local union regulations and venue policies.
40. Does “up to six technical staff” include the roaming manager, property managers, and GS/streaming operators? Does the five-minute response requirement mean acknowledgment, arrival, or resolution?	The Scope of Work identifies one roaming on-site manager and up to six technical staff, depending on event and property requirements. Offerors should explain their proposed staffing structure, including the responsibilities and coverage of management, technical personnel, and other specialized positions. Staffing requirements may vary by event. The five-minute response requirement concerns acknowledgment and initiation of a response to a technical support request; it does not establish a five-minute guarantee for physical arrival or issue resolution.
41. Recording, streaming, hybrid-course, and language interpretation services are typically required? Please identify expected quantities, languages, and deliverables.	Streaming and hybrid-session requirements may vary by event. The specific streaming platform, distribution method, and technical requirements will be established based on the needs of the individual event. NeighborWorks America has not designated one platform or distribution arrangement for all events. Specific languages, session quantities, and participant requirements have not been established and would be determined based on individual event needs.

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42. How should bidders calculate annual totals and the contract not-to-exceed amount without confirmed quantities? Will NeighborWorks provide a common pricing scenario for evaluation?	Offerors should complete the required pricing workbook and identify the rates, pricing structures, conditions, and assumptions applicable to their proposed services. NeighborWorks America is not providing additional standardized annual quantities or a common event-pricing scenario at this time. Any proposed estimates should clearly identify their assumptions and should not be interpreted as guaranteed contract volume or expenditure.
43. Is the August 2027 Chicago NTI included in this award despite occurring before the October 1 contract start? Which setup, show, and strike schedules should govern where the documents differ?	The contract performance start date is October 1, 2027. The August 2027 Chicago event is included for informational purposes only. Event-specific setup, operational coverage, and strike schedules will be determined based on the applicable event requirements and the awarded contract. Reference schedules are illustrative and may vary.
44. Must bidders have active SAM.gov registration at submission or award, or is a UEI sufficient?	Offerors are not required to have an active SAM.gov registration at the time of proposal submission. However, a selected consultant will go through a verification process prior to contract execution. Offerors are encouraged to provide their UEI, if already available, in their proposal.
45. What has worked well with your current audiovisual arrangements, and what challenges or improvements would you like the selected partner to address?	NeighborWorks America is not providing an assessment of current or previous vendor performance. The solicitation outlines the organization's service expectations, operational requirements, and desired capabilities. Offerors should address these requirements and describe their approach to delivering the requested services.