



# REQUEST FOR PROPOSAL

Rushmore Plaza Civic Center  
Venue Event Management Software

FOR THE

RUSHMORE PLAZA CIVIC CENTER  
444 Mt. Rushmore Road North  
Rapid City, SD 57701

May 30, 2019

## **1) INTRODUCTION**

The Rushmore Plaza Civic Center, located in Rapid City, South Dakota, is seeking proposals from interested parties to provide venue event management software for our facility at 444 Mt. Rushmore Road N., Rapid City, SD.

The Rushmore Plaza Civic Center Board of Directors has authorized staff to begin a Request for Proposal (RFP) process to seek out interested parties for venue event management software for the Rushmore Plaza Civic Center located at 444 Mt. Rushmore Rd N., Rapid City, SD.

## **2) FACILITY OVERVIEW**

The Civic Center is a city-owned and operated entertainment complex that serves to provide a user friendly facility for entertainment, concerts, plays, conventions, sporting events, and civic gatherings to enrich the lives of the people in the Black Hills and surrounding areas.

The Civic Center is a multiple venue, 500,000 square foot complex located in Rapid City, SD. All under one roof, the venue includes:

- Barnett Arena – 34,500 SqFt – 6,000 – 10,000 Seat Arena
- Ice Arena – 34,000 SqFt – 5,000 – 7,000 Seat Arena
- Fine Arts Theatre – 1,700 Seat Theatre
- Convention Space - 150,000 SqFt
- Expansion Arena – Estimate 250,000 SqFt , 10,000+ Seat Arena  
(Opening in the fall of 2021)

A five (5) member Board of Directors governs the operations and are appointed to three (3) year terms by the Rapid City Council upon recommendation of the Mayor. Committed to excellence, the Civic Center is a hub of community and regional activity, improving the quality of life for a total population of 632,627 (census numbers for a 200 mile radius).

The original Civic Center opened in 1977 and consisted of a 10,000 seat basketball arena, a convention area and 1,700 seat Fine Arts Theatre. In 1986 the facility expanded with the creation of Rushmore Hall, a 41,000 square foot multi-purpose convention area, and in 1997 a Food Court was created. In 2008 another major expansion occurred with the 5,000-7,000 seat Ice Arena. The footprint of the facility will almost double in size with a new state of the art 10,000-12,000 seat arena in 2021.

A multi-purpose facility, the Civic Center is a perfect venue for concerts, tradeshow, and conferences of all sizes, sporting events, plays, banquets, graduations, and weddings. The Civic Center boasts a management team with over 200 years of industry experience. This includes full-service internal Production, Security, Guest Services, Box Office, Food & Beverage, and Marketing teams.

The Civic Center hosts over 700 events annually, 1440 event days, with over 1 million people flowing through the building serving a market area that includes all of South Dakota, parts of North Dakota, Montana, Wyoming, Nebraska, and Colorado. The development of a first-class arena expansion will serve as a catalyst for continued growth in attendance figures. The venue is currently home to major tenants including the Rapid City Rush (ECHL Hockey), the Black Hills Stock Show & Rodeo® and the Lakota Nations Invitational Basketball Tournament.

### 3) **PROPOSAL SUBMISSION FORMAT AND CHECKLIST**

The following format and sequence should be followed in order to provide consistency in responses and ensure each proposal receives full and fair consideration. All pages should be consecutively numbered.

- i. Title Page, should reflect the RFP subject, showing proponent's name, company, address and contact information.
- ii. A short (one or two page) letter of introduction, and summary of the key features of the proposal signed by an authorized signatory.
- iii. Response and Proposal Format Requirements as described below.

### 4) **RESPONSE AND PROPOSAL FORMAT REQUIREMENTS**

The following format is a requirement for all response submittals. Any responses not following this format may not be accepted.

- a) **Company Profile** - Provide a one-page company profile listing company history, employee make-up, state of proprietorship, partnership or incorporation and any other pertinent information that can be used to evaluate your Company.
- b) **References** - Company is to indicate three (3) references. List should include client name, address, phone number, email, and client contact. Preferred references will come from venues similar in size and scope. A client list may also be included to show your experience with similar venues.
- c) **Response to Specifications** - Please respond briefly to the information outlined in Section 5) Software Specifications. If you cannot meet the specification, please respond to another way that you could meet the need.
- d) **Software** - Provide a brief technical explanation of how the proposed software will operate and how the configuration is accomplished. Provide information on how the functionality of the system will be utilized by various departments, including but not limited to, event management, operations, ticketing, finance, production, and administration. Include information on your features, as well as implementation and installation plans. Provide detailed illustration on how your system can be managed and accessed through various options such as mobile tablets or smart phones.
- e) **Reporting** - Provide information on the standard reporting options as well as any customizable reports. Describe what reports are available for all user groups.

- f) **Software/System Maintenance** - Provide information on how updates to the software are handled, and if the updates are included in the proposal.
- g) **Support** - Provide information on what types of support are available (e.g. email, phone, chat) and what the availability of each of these types are.
- h) **Timeline and Project Planning** - Provide your lead time and timeline for installation, programming, testing, training and the event support recommendations for the system. Provide a detailed work breakdown schedule to illustrate the amount of time required and the resource requirements.
- i) **Training** - Describe the types of training that are available (e.g. on-site, webinar, online) and any associated costs.
- j) **Data Protection and Privacy** – Describe your policies and procedures for data protection and privacy. Provide how you monitor and evaluate software security and performance.
- k) **Proposal Price** - Provide the cost of installation, any annual subscriptions fees, and how the licenses are priced (per user or unlimited users, etc.) Include any training costs that would be included. Include all costs associated to the deployment, such as conversion. Also, include contract term and renewal options.

5) **SOFTWARE SPECIFICATIONS**

**Account Management and Sales CRM**

- a. Manage clients and contacts
- b. Create and manage sales opportunities
- c. Ability to book venues/spaces on the calendar
- d. Generate and manage proposals and contracts
- e. Ability to email and correspond with clients within the software
- f. Report on sales activity and performance
- g. Ability to offer promoters venue availability calendars
- h. Ability to provide artist research
- i. User friendly and customizable

### **Event Management**

- a. Detailed events and functions
- b. Ability to track and manage catering orders ( BEO's ) including dietary needs requests
- c. Ability to create and customize catering menus
- d. Ability to manage event services and requirements within the software
- e. Generate event service orders and documents
- f. Create room set up orders
- g. Option to manage events from mobile devices
- h. Ability to manage and track on-sales, pre-sales, and marketing plans for ticketed shows

### **Operations**

- a. View event/work orders and manage tasks
- b. Manage equipment and inventory
- c. Track set up and instructions for events
- d. Option to manage functions/set ups on a mobile device

### **Finance / Reporting**

- a. Ability to create cost estimates within the system
- b. Options to report and analyze revenue
- c. Event based reporting
- d. Software integrations available (ie: POS (Appetize), Accounting (Great Plains), and Ticketing (Paciolan)

**Alternatives / Additions** - A proponent may include in its proposal items not specified in this RFP, which it would consider pertinent. All such alternatives must be listed separately from the proposal and the benefits thereof must be separately stated.

**6) INFORMATION ON THE REQUEST FOR PROPOSAL**

**a. RFP CALL**

The Rushmore Plaza Civic Center requests proposals from interested parties for venue event management software. Proposals must be completed and delivered no later than 2pm MST on Friday, June 14, 2019.

Your proposal package may be mailed or emailed to the address below:

Rushmore Plaza Civic Center  
Attn: Tanya Gray  
444 Mt. Rushmore Rd. N.  
Rapid City, SD 57701  
[tanyag@rushmoreplazacc.com](mailto:tanyag@rushmoreplazacc.com)

Important Dates:	Proposal Submission Deadline	2pm MST June 14, 2019
	Anticipated Proposal Decision	Mid-July 2019
	Software Required to be Operational ( Installed, Training Complete , and Conversion Complete )	Mid-September 2019

**b. CONDITIONS OF PROPOSAL**

- i. Proposals which are incomplete, conditional, illegible or obscure that contain additions not called for, reservations, erasures, alterations, or irregularities of any kind, may be rejected.
- ii. No more than one proposal from a firm, partnership, or corporation under the same name or different names, will be considered.
- iii. The Civic Center reserves the right to waive informalities at its discretion.
- iv. No proposals will be accepted beyond the exact local closing time set out by the Civic Center in the proposal call.
- v. No changes may be made in proposals after they have been received.
- vi. Proposals may be withdrawn at any time.
- vii. The Civic Center reserves the right to negotiate changes or variations with any single proposal and to request clarifications and/or additional information on any single proposal.

c. ACCEPTANCE OR REJECTION OF PROPOSAL

The proponent acknowledges that the Civic Center shall have the right to reject any, or all proposals for any reason, or to accept any proposals for which the Civic Center, in its sole unfettered discretion, deems most advantageous to itself. The lowest/highest, or any, proposal will not necessarily be accepted and the Civic Center shall have the unfettered right to:

- i. Accept a non-compliant proposal
- ii. Accept a proposal which is not the lowest/highest priced or scored proposal
- iii. Reject a proposal that is the lowest/highest priced or scored even if it is the only proposal received

d. EVALUATION CRITERIA

Evaluation of proposals and selections will be carried out by the Rushmore Plaza Civic Center. Proposals will be evaluated in terms of the response to the requirements of this RFP.

Throughout the evaluation process, the Civic Center and its sole discretion, may request additional written clarifications and/or supplemental information from selected proponents, as part of the evaluation process.

As a result of the initial evaluation of the written proposals, the Civic Center may request oral presentations and enter into detailed discussion with selected proponents, prior to completing the preliminary evaluation process.

The Civic Center reserves the right to enter into contract negotiations with selected proponent based only on the evaluation of the written proposals and/or an evaluation of the combination of the written proposal, oral presentations, and detailed discussions.

The Civic Center reserves the right to consider all or some of the following criteria in assessing a proposal, none of which shall be binding on the Civic Center.

- i. Information provided in the proposal document itself
- ii. Information received in response to inquiries made by the Civic Center of third parties apart from those disclosed in the proposal in relation to the reputation, reliability, experience, and capabilities of the proponent
- iii. The manner to which the proponent provides services to others
- iv. The experience and qualification of the proponent's senior management and project management
- v. The compliance of the proponent with the Civic Center's requirements and specifications
- vi. Proponent's reputation within the community
- vii. The Civic Center's policies relating to RFP's and issuing contracts to third parties.

The proponent acknowledges that the Civic Center may rely upon the criteria which the Civic Center deems relevant, even though such criteria may not have been disclosed to the proponent. By submitting a proposal, the proponent acknowledges the Civic Center's rights under this section and absolutely waives any right, or cause of action against the Civic Center and its consultants, by reason of the Civic Center's failure to accept the proposal submitted by the proponent, whether such right or cause of action arises in contract, negligence, or otherwise.

e. **ACKNOWLEDGEMENT**

The proponent hereby acknowledges that by the submission of this document it has duly read and fully understands the full context and scope of the work detailed in the specifications, drawing and conditions of the proposal.

f. **EXPENSES**

Proponents are solely responsible for their own expenses in preparing their proposal and for subsequent negotiations with the Civic Center, if any. If the Civic Center elects to reject all proposals, the Civic Center will not be liable to any proponent for any claims, whether for costs or damages incurred by the proponent in preparing the proposal, loss of anticipated profit in connection with any final contract or any other matter whatsoever.