

Request For Proposal



Request For Proposal: The design, construction and installation for a new Visitor Information Center (V.I.C.) at the Chicago Southland Lincoln Oasis for the Chicago Southland Convention & Visitors Bureau (CSCVB).

Issue Date: January 18, 2024

Proposal Due Date: February 9, 2024

Company Name: Chicago Southland Convention & Visitors Bureau

Point of Contact: Scott Rude, Public Relations Manager, CSCVB, scott@visitchicagosouthland.com, 708-895-8200

Project Completion Date: June 10, 2024

Budget Amount: \$50,000

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I. Introduction

- A. Project Overview
 - a. The CSCVB is issuing this Request for Proposals (RFP) for design, construction, and installation of a Visitor Information Center.
- B. Objectives: keys and what we want VIC to offer and accomplish
 - a. Purpose
 - i. The V.I.C. is strategically located inside an Illinois Tollway Oasis at a nexus of Midwest interstates to attract travelers, visitors, and commuters alike to gain information and direction to accommodations, dining, and amenities within the Chicago Southland.
 - b. Applicants
 - i. Qualified vendors are desired to successfully design, build and install the V.I.C. based on the CSCVB's requested design features, timeframe, and budget.
- C. Background of CSCVB: History, Mission, Who We Are
 - a. History
 - i. The Chicago Southland Convention & Visitors Bureau was founded in 1986 as a subsidiary of the Regional Economic Development Corporation (now known as the Chicago Southland Development, Inc.). In 1993, the Bureau separated from its parent organization and became an independent 501(c)6 organization. As a regional cooperative, the Chicago Southland Convention & Visitors Bureau

represents 60 south and southwest municipalities, approximately 35 miles south of downtown Chicago.

b. Mission Statement

- i. The Chicago Southland CVB promotes the region's communities as an exceptional destination for meetings, events and leisure pursuits while advocating for the development of outstanding, inclusionary experiences that attract visitors and residents alike.

c. Who We Are

- i. The Chicago Southland Convention & Visitors Bureau represents hotels with 5,000+ sleeping rooms, in addition to restaurants, attractions, and other tourism-related businesses.

II. Timetable

A. Submission deadline – February 9, 2024

B. What is this date? Announcement of Vendor (not sure how I had it in mine) February 19, 2024, 3:30 PM CST

C. Completion deadline

- a. June 10, 2024

III. Scope of Work

A. Vendor Expectations

a. Design

- i. Display CSCVB Signage and Initiatives Large and Clear
- ii. Structure attracts Oasis visitors to gravitate to resources at V.I.C.
- iii. The design is optimally functional during hours without V.I.C. staffer present
- iv. Innovative features (i.e. lights, selfie station, audio, interactive screens) to be considered

b. Storage

- i. Need at least 60 percent of storage space of current V.I.C.

c. Security

- i. Storage cabinets much be securely locked
- ii. The V.I.C. design must be enclosed, 360 degrees (does this limit to circular designs?), and with locked entry to enter inside of structure
- iii. Optimally securing electronics and technology when unattended is premium

d. Interactive Screens

- i. Hardware
- ii. Software Apps on Screen (all content provided by CVB and is should not be included in the bid)

B. Budget

- a. \$50,000, all-inclusive

C. Roadblocks – not sure these all need to be included in this RFP.

- a. Design Approval by Oasis Management Team: Transwestern
- b. Obstructions and Signs of Adjacent Structures and Businesses
- c. Zero or Limited Recurring Costs for Operation of V.I.C.
- d. Down payment of funds to vendor

- e. Insuring V.I.C.
- f. Confirming Location of new V.I.C. within the Chicago Southland Lincoln Oasis

IV. Proposal Submission Guidelines

The proposal should utilize a numerical outline, with titles/subtitles that are consistent with the following outline:

- A. Introductory Letter
 - a. The introductory letter must be on the official letterhead of the company that will provide the work and must be signed by an individual authorized to legally bind the applicant.
 - b. If the signer is not the president or equivalent principal officer if not a corporation, evidence shall be submitted showing the individual's authority to bind the applicant.
 - c. The letter must include complete geographic, telephonic and electronic contact information for:
 - i. the business headquarters
 - ii. authorized signer
 - iii. RFP contact person
 - iv. The primary person will perform the scope of the work described in the proposal.
- B. V.I.C. Design Specifications
 - a. Modular assembly
 - b. Fully enclosed with exclusive center for CSCVB staffer
 - c. Structure shape must be either circular or shape with 4-8 sides
 - d. Total size dimensions should be between 12 feet by 12 feet and 16 feet by 16 feet
 - e. Brochure racks must be inset into structure from group up to the countertop and wrapped around approximately 270 degrees around.
 - f. CSCVB signage and messaging should be large and centrally displayed
 - g. At least two interactive screens available for visitor use near eye level
 - h. Wide open with limited support beams and decluttered counters
 - i. The CSCVB is open to and encourages vendors to propose all/any technology and design tactics that would further attract adjacent and roaming Oasis visitors to the V.I.C.
 - j. We need to also mention the integration of the Illiana Billboard screens.
- C. Deliverables
 - a. The contract is expected to begin February 19, 2024, and should be completed within a reasonable timeframe (no later than June 10, 2024). Please provide an estimated product delivery date.
- D. Background and Demonstration of Past Performance
 - a. Applicants who have not done prior work with the CSCVB must provide relevant information that clearly demonstrates the applicant's financial position and related experience and knowledge of installing similar constructions. To be included, but not limited to:
 - i. Locations of business headquarter and branch offices
 - ii. The number of years in business

- iii. The number of years providing services relevant to the work described in this RFP
- iv. Minimum of three (3) client references and a short narrative of the work provided including success stories
- v. List of past and or current CVB clients
- vi. List of IL and Cook County tourism clients
- vii. The identification of all threatened or pending litigation and business disputes involving the applicant

V. Evaluation Criteria

A. Chronology of Evaluation

- a. Issuance of the RFP on January 18, 2024
- b. Receipt of proposals no later than February 9, 2024
- c. Review of the bid proposals to assess compliance with mandatory requirements
- d. Detailed evaluation of proposed services
- e. Ranking of proposals
- f. Selection of agency by February 19
- g. Award decision by Chicago Southland Convention & Visitors Bureau

B. Submittal Procedures

- a. The Chicago Southland Convention & Visitors Bureau must receive proposals electronically by February 9, 2024, BEFORE 3:30 PM CST to Scott@VisitChicagoSouthland.com.
- b. Compliance with this deadline is mandatory. Any proposal received after this deadline will be rejected.
- c. It is the vendor's responsibility to ensure timely receipt of their bid proposals.
- d. Applicants must furnish all information necessary to evaluate the bid proposal.
- e. Proposals that fail to meet the mandatory requirements of the RFP will be disqualified.
- f. Verbal information provided by the applicant shall not be considered part of the applicant's proposal.
- g. Proposals can be submitted electronically by emailing a PDF to Scott@VisitChicagoSouthland.com by the required deadline. A file sharing service is allowed if the document is uploaded and a notification of the upload with password and link is emailed to Scott Rude before 3:30 pm CST on February 9, 2024.
- h. The costs of preparation and delivery of the proposals are solely the applicant's responsibility.

C. Evaluation Process

- a. The evaluation process is designed to award the contract not necessarily to the vendor of least cost, but rather to the vendor with the best combination of attributes to perform the required services.
- b. The Chicago Southland Convention & Visitors Bureau will evaluate all proposals and make an award using the following criteria, which are listed in no particular order:
 - i. Compliance with the mandatory requirements of the RFP
 - ii. Evaluation of applicant's experience and qualifications as outlined and including introductory letter, background and demonstrated past performance
 - iii. Evaluation of applicant's submitted work with comparable projects

VI. Provisions, Conditions, Disclaimers, and Disclosures

- a. Government contract restrictions and/or guidelines Chronology of Evaluation
 - i. The Chicago Southland CVB has the right to accept none of the proposals, reject or deny any proposal, and accept partial proposals.
- b. Contracting department
 - i. All contracts will be approved by the Chicago Southland Convention & Visitors Bureau and signed by the President/CEO.
- c. Insurance
 - i. Any consulting firm under contract with the Chicago Southland Convention & Visitors Bureau must agree to meet the minimum insurance requirements.
- d. Notice of selection
 - i. Notice of intent to award the contract will be sent electronically to all vendors submitting a timely bid proposal. Negotiation and execution of the contract shall be completed no later than February 19, 2024.
- e. Conflicts of Interest
 - i. No relationship should exist between the applicant and the CSCVB that interferes with fair competition or is a conflict of interest. Applicants must also disclose if they are working with other destination marketing organizations.
- f. Insurance
 - i. During the course of this agreement, the contractor shall, at its sole expense, procure and maintain insurance with mutually acceptable companies as noted below:
 - 1. Comprehensive General Liability Insurance with limits no less than \$1,000,000 per occurrence and \$2,000,000 in the annual aggregate
 - 2. Commercial Auto Insurance covering all owner, non-owned and/or hired autos with limits no less than \$1,000,000 per accident
 - 3. Workers' Compensation Insurance with Statutory limits and Employer's Liability limits no less than \$100,000 per accident, \$100,000 per employee in the event of disease, and \$500,000 policy aggregate in the event of disease, and during the course of this agreement, the contractor shall provide certificate of insurance as outlined above in addition to listing CSCVB as additional insured