

Mayor and Council Communication

DATE: 01/25/22

M&C FILE NUMBER: M&C 22-0060

LOG NAME: 13P 21-0187 TECH SERVICES FOR FWCC PE JC

SUBJECT

(CD 9) Authorize a Contract with Hospitality Network L.L.C., to Provide Exclusive Communications Services for Facility Users and Exhibitors at the Fort Worth Convention Center for an Initial Term of Five Years, with an Optional Two-Year Renewal Term

RECOMMENDATION:

It is recommended that the City Council authorize a contract with Hospitality Network L.L.C, to provide exclusive communications services for facility users and exhibitors at the Fort Worth Convention Center for an initial term of five years, with an optional two-year renewal term.

DISCUSSION:

The Public Events Department requested the Purchasing Division issue a Request for Proposal to procure Communication and Technology Services (voice, data, and internet) at the Fort Worth Convention Center (FWCC) for facility clients and exhibitors. The current agreement with Smart City Networks, LP to provide telecommunications and data services at the FWCC expired on November 30, 2021 and was amended for an extension that will expire on February 28, 2022. While the FWCC provides free Wi-Fi in public spaces, large events require enhanced services that can be purchased by event holders to ensure adequate speed and consistency. The facility users and exhibitors will have access to voice, data, and internet services at a competitive price through a single, on-site service provider. The communications users will have the option of ordering their services in person, by phone, or over the internet and may track the order through a computerized tracking system or through a central customer service office. Itemized billing and customer service surveys are provided for all services.

The Request for Proposal was issued on August 31, 2021, and was published in the *Fort Worth Star-Telegram* every Wednesday from September 1, 2021 through September 30, 2021. Twenty-four vendors were solicited from the purchasing vendor database system; Three responses were received. Each bid response received points based on a pre-established, best-value matrix of weighted factors and was scored according to the financial proposal, project understanding and previous project experience, project manager and project team capability, proposed schedule and current capacity, and proposed value additions to the project.

Hospitality Network L.L.C. (HN) is being recommended as the exclusive provider of these services at the FWCC for exhibitors and facility users based on its proposed business plan and approach, overall commission structure, value to the customer and superior experience in providing technology services to convention centers. Voice and data services for the Public Events Department administrative offices will continue to be provided by the City of Fort Worth's (City) Information Technology Solutions (ITS) Department.

Hospitality Network L.L.C. has committed to a 62% commission to the City on all services purchased by facility users and exhibitors at the Fort Worth Convention Center. In addition to the commission, an initial investment of \$605,000.00 was committed by HN in year 1 to upgrade the WiFi hardware and supporting infrastructure, and install and manage a new Avaya IP Office PBX. Finally, HN will spend \$25,000.00 for any initial transition and equipment costs. HN will also provide two dedicated staff members at the Fort Worth Convention Center; a sales representative and a technician to ensure every event runs smoothly.

AGREEMENT TERMS : The term of this Agreement will be for an initial five year period and may be renewed for one additional two-year period.

RENEWAL TERMS: The renewal action does not require specific City Council approval provided that the City Council has appropriated sufficient funds to satisfy the City's obligations during the renewal term.

FISCAL INFORMATION / CERTIFICATION:

The Director of Finance certifies that upon approval of the above recommendation and execution of the contract, funds will be deposited into the Culture & Tourism Fund. The Public Events Department (and Financial Management Services) is responsible for the collection and deposit of funds due to the City.

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