

THE CITY OF BRISTOL, TENNESSEE

Request for Proposal

Tourism Marketing Services

RFP # 21-005

Proposal Due Date/Time June 1, 2021 at 4:00 pm ET

Department of Administration
Purchasing Division
801 Anderson Street
P. O. Box 1189
Bristol, Tennessee 37621-1189
(423) 989-5528
purchasing@bristoltn.org
City of Bristol, Tennessee

REQUEST FOR PROPOSAL

RFP Reference No. RFP 21-005

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I. INTRODUCTION AND PROJECT OVERVIEW

The City of Bristol, Tennessee is currently engaged in the process of establishing a new non-profit Destination Marketing Organization (DMO) to actively promote Bristol as an attractive tourist destination. The intent is for this new organization to be formed with a governing board in place by July 2021. In order to facilitate an expeditious start to the program of work for the new DMO, the City of Bristol, Tennessee is requesting sealed proposals from a highly skilled and experienced marketing, public relations, destination market research, and advertising team to work in concert with the City of Bristol, Tennessee and their assigns (hereafter referred to as "the City"), including the new DMO board and staff, to develop and implement multi-faceted marketing strategies to keep Bristol in the spotlight as a top tourist destination. The chosen agency must possess expertise in strategic planning with the ability to develop and deploy tactics consistent with the project scope of work detailed herein. The agency must be up-to-date on current trends in the travel industry, and well-versed in the latest marketing tools available.

A critical aspect to achieving success will be to develop a strategic marketing plan that highlights Bristol's many attractions and amenities with the goal of increasing traffic to these establishments, as well as to local lodging, retail, and food service providers, ultimately resulting in increased revenues from sales and hotel occupancy taxes. A successful strategy will be one that:

- a) Generates awareness of Bristol as a place where people want to visit, live, and do business.
- b) Differentiates Bristol as a travel destination comparable to other popular or more well-known destinations in the southeastern United States.
- c) Presents Bristol in new, unexpected, and cool ways that are appealing and speak to a variety of audiences of potential visitors or future residents.
- d) Optimizes the use of resources to maximize results.

The selected firm will be expected to provide regular updates to the City, DMO board, and staff regarding campaign performance to demonstrate return on investment.

Proposals will be accepted in the Purchasing Department, Bristol City Hall, Room 204, 801 Anderson Street, Bristol, Tennessee 37620; P.O. Box 1189, Bristol, Tennessee 37621-1189 until June 1, 2021, at 4:00 p.m., prevailing local time. Include the proposal reference number on the proposal envelope.

II. EVALUATION CRITERIA

Members of the City's Tourism Marketing RFP review team will evaluate the proposals. The committee may, at any time in the evaluation process, seek clarification.

The Tourism Marketing RFP review team will then review all responses and other submitted materials. Finalists will be invited to make a formal presentation at a specific time and place, which may be conducted via electronic video conference. Those invited to appear for a presentation will be asked to present samples of existing work, ideas, and attitudes towards handling this account, and specific concepts to achieve the maximum return possible. Any presentation and preparation will be at the agency's expense; speculative work, while not required, will weigh in the decision process. This evaluation will consist of, but not be restricted to, the following points:

- a) The ideas, thoughts, and comments given by the agency during its presentation
- b) Knowledge of the travel and tourism industry with specific examples of positive relations with clientele in this field.
- c) Innovative abilities the creation of a well-rounded strategic marketing plan; may include non-traditional solutions.
- d) Media knowledge.
- e) Account mix of the agency.
- f) High inclination to use relevant industry research in the development of strategic planning for the basis of all campaigns.
- g) The ability to communicate effectively and work collaboratively with the client.
- h) For a proposal to be evaluated and considered for award, the agency must respond to this Request for Proposals by submitting all data required herein. Failure to submit such data may be deemed sufficient cause for disqualifying the proposal from further consideration for award.
- i) Written or oral discussions may be carried out with all responsible offerors who submit proposals determined to be reasonably susceptible of being selected for award.

III. AGENCY SCOPE OF WORK

The successful agency will need to demonstrate a comprehensive understanding of the tourism assets of Bristol and the surrounding area, and effectively provide a wide-ranging program of marketing and communication services for deployment over a period of at least six (6) months with the potential to expand up to twelve (12) months depending on the needs of the organization.

Services shall include but may not be limited to:

- I. Creative Strategy & Advisory Services:
 - a. In tandem with the City, establish a research-based brand identity for the DMO.
 - b. Providing creative recommendations and direction to build upon Bristol and the DMO's brand and advance strategic marketing goals.
 - c. Provide strategic counsel on marketing tactics and media mix to target audiences in order to maximize impact of advertising and marketing campaigns. Tactics could include, but are not limited to digital, print, social media, online content, experiential marketing, and other forms.
 - d. Develop a creative marketing strategy for implementation.

II. General Creative Services:

a. Creative development of marketing & promotional materials, including writing, editing, graphic design, and layout. Promotional materials may include visitor's

- guides, brochures, newsletters, event materials, and branded merchandise, among others.
- b. Development of an attractively branded initial microsite to provide general information such as a virtual visitor's guide, receive and track traffic from digital marketing initiatives, direct visitors to partner attractions and amenities, and provide a point of contact for inquiries.
- c. Digital and content marketing, including website content, email content, social media, and sponsored content opportunities.
- d. Video production
- e. Photography

III. Campaign Development & Execution:

- a. Managing the campaign development and execution process from planning and advice, creative concepts, design, content development, deployment, measuring results, and developing reports. Campaign measurement should employ industry standard evaluation tools such as Google Analytics and others to gauge performance of both digital and traditional components.
- b. Providing recommendations on how to improve performance for future marketing activity.

Examples of potential projects that could be executed in the next 6-12 months might include:

- 1. Enhancing Bristol's positioning as a tourist destination and refining key messages.
- 2. Digital marketing campaigns to attract new visitors & residents to Bristol.
- 3. Development of a comprehensive visitor's guide for digital and print distribution.
- 4. Social media influencer campaign to highlight key destinations, attractions, etc. in Bristol.
- 5. Development of video and photography assets to support content marketing.
- 6. Development of advertising templates to support reactive marketing opportunities.

IV. PROPOSAL CONTENT

The proposal should provide a straightforward, concise description of the firm's capabilities to complete the project. It should include the following:

- a) **Completed Proposal-** All questionnaire items answered; explanation of knowledge and strategies to achieve objectives as outlined in the Agency Scope of Work section.
- b) **References-** Provide three client references. At least two must be current clients. Include name, contact information, and engagement start and end dates.
- c) **Current Tourism Clients-** Please list all tourism clients you are currently doing business with or have done business with in the past year. If a current client could be a potential conflict of interest, please discuss how you plan to resolve the issue.
- d) **Other Documents-** All required forms signed and appropriately labeled/sealed as described in the Proposal Instructions below.

V. QUESTIONNAIRE

- 1) Please list you firm's name, business address, and telephone number, including a point of contact for additional information.
- 2) When was your agency established?
- 3) Please explain your agency's status: fully independent, a branch office, subsidiary, member of an affiliate network, etc. If your agency is a subsidiary, list your parent firm and your agency's relation to it.
- 4) If you have more than one office, which office would serve the account?
- 5) Please list the total number of full-time personnel on your staff, identifying them by the department and by professional/support status. (Do not include consultants, freelance, part-time or contract-service staff.)
- 6) Please outline the tourism-related experience of your current staff members who would work on this account. (Include experience outside your agency and outside the advertising field.)
- 7) Describe the firm's approach to completing the project.
- 8) Exactly who in your agency's management would be assigned to the City's account (creative/account executive), and how much of their time would be spent on the account?
- 9) Who, within the agency, would take prime responsibility for and have final authority on the account?
- 10) Include a brief discussion of your media and creative departments' operational structure.
- 11) How do you normally charge for your services?
- 12) If you would like to make any additional comments indicating how you could contribute to the growth of Bristol as a tourist destination, please do so.

VI. <u>TERM</u>

The City intends to enter into an agreement for a period of six (6) months, at which time new proposals may be obtained and evaluated. Either party shall have the option after six (6) months to terminate the agreement upon 90 days written notification. All conditions associated with the Tourism Marketing services related to herein shall remain in effect for the entire length of the Agreement. The City reserves the right to terminate this contract due to non-renewal, unavailability of funds, or unsatisfactory performance, as determined by the City.

VII. TERMS AND CONDITIONS

- All proposals and information submitted in response to this RFP shall become public record upon proposal opening and will be available for review upon request. The City reserves the right to reject any and all responses and to wave any irregularities and informalities in the proposal process.
- This Request for Proposals does not commit the City of Bristol, Tennessee to execute an agreement, to pay any costs incurred in the preparation of a proposal, or to contract for services.
- The agency shall be responsible to the City of Bristol, TN for all acts and omissions of employees or subcontractors while performing any work-related directly or indirectly with the project covered by the contract documents or related instruction and documents.
- All costs/pricing shall include all labor, materials, freight and taxes, delivery, insurance, etc., to cover the finished work.
- All work that does not conform to the contract documents shall be rejected and considered
 defective. The work shall not be considered complete until all rejected work is completed
 according to the contract documents. The agency shall promptly correct all rejected work.
- The City, may order changes in the work consisting of additions, modifications, or deletions to the contract. The contract price and time of completion will be adjusted accordingly.
- The Agency shall indemnify and hold harmless the City and all of its officers, agents and employees from all suits, actions or claims of any character brought for or on account of any injuries or damages received by any persons or property resulting from the operations of the Agency, or any of its contractors, in processing work under this agreement.

VIII. PROPOSAL INSTRUCTIONS

- All sealed proposals must bear the title "RFP 21-005 City of Bristol, TN Tourism Marketing Proposal" along with the vendor's name and address.
- Please submit one (1) original and four (4) complete copies of the proposal.
- No oral, telephonic, telegraphic, electronic (E-Mail) or facsimile proposals will be considered. Late proposals will not be considered. It is the responsibility of the proposer to ensure that the proposal arrives at the correct location by the correct time.
- Proposal must include:
 - o Signed Non-Collusive Vendor Statement
 - Signed Insurance Checklist
 - o Title VI Disclosure (optional)
 - Signed Tourism Marketing Services Cost Proposal Reply Form (sealed separately per instructions below)

- All questions related to this bid should be emailed to purchasing@bristoltn.org no later than 5pm on May 7, 2021. Answers to questions will be posted on the city website as an addendum to the RFP no later than 5pm on May 14, 2021.
- THE CITY INTENDS TO REVIEW COST/PRICING SEPARATE FROM THE TECHNICAL RESPONSE. THEREFORE, ALL PRICING AND COST INFORMATION IS TO BE SUBMITTED IN A SEPARATE SEALED ENVELOPE LABELED "COST PROPOSAL FOR RFP 21-005 TOURISIUM MARKETING SERVICES". PLEASE DO NOT INCLUDE ANY PRICING IN THE TECHNICAL PROPOSAL.

IX. PROPOSAL TIMELINE

Publish and advertise the request for proposal
Sealed proposals due
June 1, 2021
Review and evaluation of submissions
June 1-15, 2021
Interviews, if needed
June 16 – 23, 2021
Anticipated Award date for RFP
July 13, 2021

City of Bristol, Tennessee

TOURISUM MARKETING SERVICES COST PROPOSAL REPLY FORM

Please list all cost and potential cost that would be associated with the proposed marketing campaign. Additional sheets may be attached if necessary.		
campaign. Ruditional sheets may be a	ittuenea ii necessai y.	
Exceptions and Clarifications:		
	Legal Name of Vendor	
	Business Address	
	Signature and Title of Person Authorized to Sign	
	Date	

Proposal Reference: RFP 21-005

City of Bristol, Tennessee

VENDOR STATEMENT OF NON-COLLUSION

PROPOSAL: Tourism Marketing Services

Having fully informed himself/herself regarding the correctness of the proposal and statements made herein, the undersigned proposer certifies that:

- 1) The proposal has been arrived at by the proposer independently and has been submitted without agreement with, and without any collusion, understanding, of planned similar course of action with any other vendor of services, materials, equipment, or supplies described in the request to propose, designed to inhibit independent proposing or healthy competition, and
- 2) The detail and intent of the proposal has not been shared by the proposer or its employees or representatives to any person not an employee or representative of the proposer or its surety on any attachment furnished with the proposal, and will not be shared with any such person before the authorized opening of the proposal.

The undersigned proposer hereby guarantees that this statement is executed for purposes of inducing the City of Bristol, Tennessee to consider the proposal and offer an award in agreement therewith.

Legal Name of Vendor	
<i>6</i>	
Business Address	
Dubiness Hadress	
Signature and Title of Person Authorized to Sign	
Signature and Title of Terson Additionzed to Sign	
Date	

City of Bristol, Tennessee

Insurance Checklist

REQUIRED COVERAGE (marked by "X") MINIMUM LIMITS Worker's Compensation (proprietor/partners/executive officers exclusion not allowed) - Statutory limits of Tennessee X 1. and Employer's liability \$100,000/accident, \$100,000/disease, \$500,000/disease policy limit. Commercial General Liability (including Premises/Operations) \$1,000,000 CSL BI/PD each occurrence, \$1 million annual aggregate. Automobile Liability & Owned /Hired/Non-Owned Vehicles \$1,000,000 BI/PD each accident, Uninsured motorist. Independent Contractors \$1,000,000 CSL BI/PD each occurrence, \$1 million annual aggregate. Products/Completed Operations \$1,000,000 CSL BI/PD each occurrence, \$1 million annual aggregate. Contractual Liability \$1,000,000 CSL BI/PD each occurrence, \$1 million annual aggregate. Personal and Advertising Injury Liability \$1,000,000 each offence, \$1 million annual aggregate. X 8. Umbrella Liability \$1,000,000 BI/PD/PI. Per Project Aggregate. <u>X</u>_10. Professional Liability. Asbestos Removal Liability \$2,000,000 per occurrence/claim. ____d. Medical Professional Liability \$1,000,000 per occurrence/claim. _X__11. Motor Carrier Act End. (MCS-90) \$1,000,000 BI/PD each accident, Uninsured Motorist. 12. ____13. Motor Cargo Insurance. 14. 15.

____16.

17.

	E CHECKLIST (CONTINUE	<u>ED)</u>		Proposal Reference <u>21-005</u>
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18.	Dishonesty Bond	\$		
19.	Builder's Risk/Installation Floater Provide coverage in the full amount of contract.			l amount of contract.
20.	XCU Coverage		Er	ndorsement to CGL.
<u>X</u> _21.	Carrier Rating shall be Best's Rating of B++V or better or its equivalent.			
<u>X</u> _22.	Notice of cancellation, non-renewal or material changed in coverage shall be provided to City at least 30 days prio to action. Worker's Compensation notification shall be 10 days prior to action.			
<u>X</u> 23.	The City of Bristol shall be named as Additional Insured on all polices except Worker's Compensation, Auto and Professional Liability.			
<u>X</u> 24.	Certificate of Insurance shall show project number or other contract identifier used by the City.			used by the City.
25.	OTHER INSURANCE REQUIR	ED:		
INSURANCE	AGENT'S STATEMENT:			
		_		
				
	Liability excluded under General Li Liability excluded under Comm. Ger	•	es No Yes No	
	Contractors excluded under Comm.			
•	: Insurer A; Insurer B	•		
AGENCY NA	ME:			
	O SIGNATURE:		Date:	
CONTRACTO	DR'S STATEMENT:			
	l the above requirements with my in	surance agent(s) and, i	f awarded a contract,	will provide all coverage's marked.
CONTRACTO	R'S NAME:			
AUTHORIZEI	O SIGNATURE:		_ Date:	
This form a	nd the General Contract For	rm must be compl	eted and returned	d with the submitted proposal.
		•		• •
		-End of Section	on-	

City of Bristol, Tennessee General Contract Form

Purpose

The General Contract Form is included in every solicitation requiring insurance. The general requirements of the contract form are supplemented by items checked on the Insurance Checklist that identify specific requirements for the bid or project.

Insurance

Review this section carefully with your insurance agent or broker prior to submitting a bid or proposal. See Insurance Checklist (part of the Proposal Forms) for specific coverage applicable to this contract. The term "Contract" as used in this section shall mean the Agreement covering the work that is entered into between the City of Bristol, Tennessee and the Contractor.

General Requirements

- 1.1 The Contractor shall not start work under this contract until the Contractor has obtained at its own expense all of the insurance called for hereunder and such insurance has been approved by the City; nor shall the Contractor allow any subcontractor to start work on any subcontract until all insurance required of the subcontractor has been so obtained and approved by the Contractor. Approval of insurance required of the Contractor will be granted only after submission to the Purchasing Agent of original, signed Certificate(s) of Insurance, General Contract Form, and Insurance Checklist or, alternately, at the City's request, certified copies of the required insurance policies.
- 1.2 No acceptance and/or approval of any insurance by the City shall be construed as relieving or excusing the Contractor, or the surety, or its bond, from any liability or obligation imposed upon either or both of them by the provisions of the Contract Documents.
- 1.3 The City of Bristol, Tennessee (including its elected and appointed officials, agents, and employees) is to be named as an additional insured under all coverage except Worker's Compensation and Automobile Liability, and the Certificate of Insurance or the certified policy, if requested, must so state. Coverage afforded under this paragraph shall be primary as respects the City, its elected and appointed officials, agents and employees. The following definition of the term "City" applies to all policies issued under the contract:

"The City of Bristol, Tennessee together with all of its various departments, bureaus, and agencies, as well as any affiliated or subsidiary board, committee, or authority."

- **1.4** The contractor shall provide insurance as specified in the Insurance Checklist contained in this document.
- 1.5 The Contractor covenants to save, defend, hold harmless and indemnify the City of Bristol, Tennessee together with its various departments, elected or appointed officials, employees, officers, counsel, agents, and any and all other persons or entities acting on behalf of the same (collectively the City) from and against any and all claims of any sort based upon any theory of liability whatsoever, for any and all harm, loss, damage, injury, cost

GENERAL CONTRACT FORM (CONTINUED) PAGE 2

(including court cost and attorney fees) charges, or other liability of any nature whatsoever, however caused, resulting from or arising out of or in any way connected with the contractor's performance or non-performance of the terms of the contract documents or its obligations under the contract based upon any theory of liability whatsoever, including claims brought by third persons, and further covenants to discharge all of the aforesaid persons and entities and forever hold them harmless from the same. The foregoing obligation to indemnify and defend shall continue in full force and effect after the aforesaid contractor completes all of the work required under the contract, until such time as the applicable statutes of limitation or repose have expired.

- 1.6 The Contractor shall be responsible for the work performed under the Contract Documents and every part thereof, and for all materials, tools, equipment, appliances, and property of any description used in connection with the work. The Contractor assumes all risks for direct and indirect damage or injury to the property or persons used or employed on or in connection with the work contracted for, and of all damage or injury to any person or property wherever located, resulting from any action, omission, commission or operation under the Contract, or in connection in any way whatsoever with the contracted work, until final acceptance of the work by the City.
- 1.7 Insurance coverage required in these specifications shall be in force throughout the Contract Term. If the Contractor fails to provide acceptable evidence of current insurance within ten days of written notice at any time during the Contract Term, the City shall have absolute right to terminate the Contract without any further obligation to the Contractor and the Contractor shall be liable to the City for the entire additional cost of procuring performance by another vendor and the cost of performing the incomplete portion of the Contract at time of termination.
- 1.8 Contractual and other liability insurance provided under this Contract shall not contain a supervision, inspection or engineering services exclusion that would preclude the City from supervising or inspecting the project as to the end result. The Contractor shall assume all on-the-job responsibilities as to the control of persons directly employed by it and of the subcontractors and any persons employed by the subcontractor.
- 1.9 Nothing contained in the specifications shall be construed as creating any contractual relationship between any subcontractor and the City. The Contractor shall be as fully responsible to the City for acts and omissions of the subcontractors and of persons employed by them as it is for acts and omissions of persons directly employed by the Contractor.
- **1.10** Precaution shall be exercised by the Contractor at all times for the protection of persons (including employees) and property. All existing structures, utilities, roads, services, trees and shrubbery shall be protected against damage or interruption of service at all times by the Contractor and its subcontractors during the term of the Contract, and the Contractor shall be held responsible for any damage to property occurring by reason of its operation on the property.
- 1.11 If a Contractor cannot meet the insurance requirements contained in a bid, proposal, or project description, alternate insurance coverage may be considered. Written requests for consideration of alternate coverage must be received by the Director of Purchasing at least ten working days prior to the date set for receipt of bids or proposals. If the City denies the request for alternate coverage, the specified coverage will be required to be submitted. If the City permits alternate coverage, an amendment to the Insurance Requirement will be prepared and distributed prior to the time and date set for receipt of bids or proposals.

GENERAL CONTRACT FORM (CONTINUED)

PAGE 3

- 1.12 All required insurance coverage must be acquired from insurers authorized to do business in the State of Tennessee, and acceptable to the City. The insurers must also have policyholders' rating of "B++"or better, and a financial size of "Class V" or better in the latest edition of Best's Insurance Reports, unless the City grants specific approval for an exception in the same manner as described in 1.11 above.
- **1.13** The City may consider deductible amounts as part of its review of financial stability. The Contractor shall assume all deductibles.

Contractor's Insurance – Occurrence Basis:

2.1 The Contractor shall purchase the following insurance coverage, including the terms, provisions and limits shown in the Checklist:

Commercial General Liability – The Commercial General Liability policy shall include any or all of the following as indicated on the Checklist:

General aggregate limit is to apply per project;

Premises/Operations;

Action of Independent Contractors;

Contractual Liability including protection for the Contractor from claims arising out of liability assumed under this contract;

Personal Injury Liability including coverage for offenses related to employment;

Explosion, Collapse, or Underground (XCU) hazards.

Business Automobile Liability including coverage for any owned, hired, or non-owned motor vehicles, Uninsured Motorists insurance, and Automobile Contractual Liability.

Worker's Compensation – statutory benefits as required by the State of Tennessee, or other laws as required by labor union agreements, including standard Other States coverage; Employers' Liability coverage.

Commercial General or other Liability Insurance – Claims-made Basis:

If Commercial, General or other liability insurance purchased by the Contractor has been issued on a claims-made basis, the Contractor must comply with the following additional conditions. The limits of liability and the extensions to be included as described in the Checklist remain the same. The Contractor must either:

i. Agree to provide certificates of insurance evidencing the above coverage for a period of two years after final payment for the contract. Such certificates shall evidence a retroactive date, no later than the beginning of the Contractors or subcontractors' work under this contract, or

GENERAL CONTRACT FORM (CONTINUED) PAGE 4			
ii. Purchase an extended (minimum two years) reporting period endorsement for the policy or policies in force during the term of this contract and evidence the purchase of this extended reporting period endorsement by means of a certificate of insurance or a copy of the endorsement itself.			
Alternative Coverage (Self Insurance)			
Notwithstanding any of the above, the Contractor may satisfy its obligations under this section by means of self-insurance for all or any part of the insurance required, provided that the alternative coverage is acceptable to the City.			
Limits of Liability Coverage			
Specific limits of liability coverage on the Insurance Checklist may be adjusted according to project risk if the adjustment is deemed appropriate and the amended amount is approved by the City Manager.			
Verification of Compliance			
I have read this General Contract Form and agree to all the terms and conditions contained therein.			
Contractor's Name:			
EIN or SSN:			
Signed by:			
Title:			
Date:			
This form and the Insurance Checklist must be completed and returned with the submitted proposal.			

REQUIREMENTS OF IRAN DIVESTMENT ACT

Name of Bidder:		
of a joint bid each party thereto	h bidder and each person signing on behalf of any bidder certifies, are certifies as to its own organization, under penalty of perjury, that to h bidder is not on the Iran investment activities list created pursuan	the best of its
Name of & Title of Signer (Print or Type):		
Signature:		
Date:		
	Complete and return with bid package.	

TITLE VI VOLUNTARY DISCLOSURE BY VENDORS/CONTRACTORS

The purpose of this request is to provide statistical information related to Title VI regulations. This is a VOLUNTARY disclosure. The information requested pertains to the company owner.

VOLOTVIANT disclosure. The information	on requested pertains to the company owner.
Race:	White/Caucasian
	Black/African American
	Hispanic
	Asian
	American Indian and Alaskan Native
	Native Hawaiian or other Pacific Islander
	Other
Gender:	Male
Gender.	Female
This form will be maintained on file in the the Tennessee Department of Transportation	Finance Department for review by the City of Bristol, Tennessee and on Title VI Compliance Office.