

Fairmont

SOUTHAMPTON



Request for Proposal (RFP)

Exclusive Audio-Visual Production Partner

- Issue Date: February 3, 2026
- Vendor Questions Due: February 20, 2026
- Proposal Submissions Due: February 28, 2026
- Vendor Demonstrations & Presentations: March 1–21, 2026
- Target Vendor Selection: March 31, 2026

Confidentiality & Use of Information

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Fairmont Southampton retains all rights to the concepts, requirements, and business frameworks described in this RFP.

Participation in this RFP does not grant any license or rights to Fairmont Southampton intellectual property, business models, or strategic frameworks.

1. Executive Overview

Fairmont Southampton is preparing to reopen following a landmark transformation and is establishing a curated ecosystem of strategic partners to support meetings, incentives, conferences, exhibitions, weddings, entertainment, and large-scale resort activations.

This Request for Proposal invites qualified Audio-Visual Production companies to submit proposals to become Fairmont Southampton's exclusive on-property AV Production Partner.

The selected partner will operate as an embedded extension of the resort, delivering world-class technical production, creative execution, and service excellence, while supporting revenue growth and elevating Fairmont Southampton's positioning as Bermuda's premier event destination.

This RFP is intended to establish a long-term partnership focused on quality, innovation, operational discipline, and commercial alignment.

2. Partnership Term

Fairmont Southampton proposes an initial three (3) year partnership term, with an option to renew for an additional two (2) years. Renewal will be at Fairmont Southampton's discretion based on performance, alignment, and future business objectives.

3. Partnership Objectives

Fairmont Southampton seeks a partner capable of:

- Delivering consistently exceptional AV production across corporate, social, and resort events
- Investing in on-property equipment, infrastructure, and talent
- Supporting international clients and complex productions through global partnerships where required
- Collaborating closely with Sales, Events, and Operations teams
- Driving incremental revenue through enhanced production offerings
- Introducing new technologies and experiences that differentiate the resort

4. Scope of Services

Proponents must demonstrate capability across the following areas:

Core Technical Services

Traditional AV, professional audio, lighting, video projection, LED/video walls, presentation systems, staging, rigging, power distribution, hybrid/virtual meeting production, webcasting/streaming, multi-camera production.

Experiential & Creative

Set design/build, décor lighting, drape, audience engagement tools, interpretation, trade show support, presentation development, branded environments, immersive experiences.

Operational Services

Event advance planning, on-site technical staffing, equipment setup/dismantle, show calling, client consultation, CAD/event layouts, and production management.

Large-Format Video Capability (Preferred)

To be considered a preferred partner, proponents should demonstrate the ability — either directly or through established global production partnerships — to provide large-scale video presentation solutions, including LED walls and/or blended projection, capable of spanning up to approximately 14 feet in height and as wide as possible, up to the full usable width of the ballroom, subject to room dimensions and rigging limits.

Proposals should outline:

- Typical maximum achievable screen dimensions in comparable venues
- LED wall and/or projection options (including pixel pitch where applicable)
- Rigging and structural approach
- Redundancy planning (processors, power, signal)
- Typical setup timelines
- Examples of similar large-format installations

This capability will be viewed as a strong differentiator, as large-format video will play an important role in keynote sessions, general assemblies, award programs, and premium production experiences.

5. Equipment Standards and On-Property Inventory

- All equipment must be new or like-new, clean, operational, and current by industry standards.
- Setups must reflect professional show quality, including skirted stands/screens and safe, unobtrusive cabling.
- A dedicated AV inventory must be maintained on property with controlled access.
- Equipment quality will be monitored continuously, with joint equipment audits conducted twice annually.
- Proponents must outline current inventory, on-property commitments, and a three-year refresh roadmap.

Service Levels

- Availability required 24/7/365.

- On-site coverage provided when events are scheduled, scaled to volume.
- On non-event days, an on-call contact must be available.
- All equipment must be set up and tested at least one (1) hour prior to scheduled start time (earlier when requested).
- Response time must not exceed sixty (60) minutes.

6. Staffing & Presentation

Proponents must provide qualified technical staff and production leadership, maintaining professional uniforms and presentation standards appropriate to a luxury resort environment.

7. Training & Consultation

At no cost to the Hotel:

- Ongoing consultation regarding in-house AV systems
- Quarterly training sessions for hotel teams covering new technologies and solutions

When clients provide their own equipment, Proponents will support coordination but will not assume responsibility for client-owned systems.

8. Operations & Communication

- Event requirements will be communicated via Banquet Event Orders (BEOs).
- Changes within 24 hours of events must be communicated verbally and electronically.
- Proponent will maintain an on-site office presence with hotel phone extension and network access.
- Proponent will provide routine maintenance (excluding repairs) for Hotel-owned AV systems in key venues. Repairs remain the Hotel's responsibility.
- Secure access controls will be maintained for meeting rooms and control spaces.
- Proponent will utilize portable communications devices to ensure responsiveness.

9. Sales Integration & Marketing Support

The selected partner will actively support Fairmont Southampton's sales efforts through:

- Customized AV service and pricing collateral (subject to Hotel approval)
- Sponsorship of AV for site inspections and FAM tours
- Proactive engagement with booked clients, with all quotes copied to Hotel stakeholders
- Participation in complex client meetings and site visits

Fairmont Southampton will promote the selected partner as its preferred AV provider and share leads where possible.

10. Commercial Framework

Proponents must clearly outline:

- Commission structure (25-50%)
- Mid-Ocean Amphitheatre pricing and revenue share approach
- Billing via Group Master Account with monthly reporting
- Treatment of power rentals, third-party sourced equipment, and producer discounts
- Cancellation policies (24-hour standard)
- Approach to unpaid invoices (Hotel assumes no collection liability)

11. Internal / Non-Revenue Events

AV equipment will be provided complimentary for internal or non-revenue Hotel events intended to drive business. Technician time and specialized services will be billed at cost, subject to internal approval.

Labor rates will be reviewed annually. Complex productions require advance quotations. Client-requested technician presence is billable at a four-hour minimum (excluding in-house events).

12. Exclusivity & External Vendors

Fairmont Southampton intends to appoint a single primary AV partner on property. Proponents must outline their approach to:

- Managing outside or brand-mandated vendors
- Supporting touring or broadcast productions
- Maintaining consistent service quality across mixed production teams

13. Minimum Investment Expectations

Proponents must outline:

- Initial capital investment in on-property equipment and infrastructure
- Dedicated inventory commitments
- Staffing investments and leadership presence on site
- Ongoing refresh and innovation budgets

Fairmont Southampton is open to creative partnership models, including shared investment, guaranteed minimums, or phased deployment aligned with business ramp-up.

14. Performance KPIs

The partnership will be reviewed regularly against agreed performance indicators, including:

- Service response times
- Client satisfaction scores
- Sales support effectiveness
- Revenue growth contribution
- Equipment quality and uptime
- Innovation delivery (new products / experiences introduced annually)
- Operational collaboration with Hotel teams

Formal reviews will be conducted at least annually.

15. Confidentiality & Intellectual Property

All information shared as part of this RFP process is confidential and intended solely for proposal development.

Proponents agree not to disclose, reuse, or commercialize any concepts, operational frameworks, or intellectual property shared by Fairmont Southampton without written consent.

Likewise, Fairmont Southampton respects Proponent intellectual property and will not distribute proprietary materials beyond the evaluation process.

16. Insurance

Proponents must carry comprehensive liability coverage consistent with luxury resort standards (historical benchmark: USD \$5M island-wide public liability and property damage).

17. Issue Resolution

Concerns will be addressed collaboratively, with expectations for rapid corrective action. Continued performance issues will include a cure period and potential termination pathway, to be finalized contractually.

18. RFP Timeline

- **RFP Issued:** February 3
- **Questions Due:** February 20
- **Proposals Due:** February 28
- **Finalist Demonstrations / Presentations:** March 1–15
- **Partner Selection:** March 31
- **Target Partnership Start:** To be confirmed following selection

Fairmont Southampton reserves the right to adjust timelines as needed.

19. Proposal Submission Requirements

Please include:

1. Company overview and relevant experience
2. Proposed on-site leadership and staffing model
3. Inventory list and on-property commitments
4. Service level commitments
5. Sales support approach
6. Commercial proposal
7. Innovation and international partnership strategy
8. Client references
9. Proof of insurance
10. Three-year investment roadmap
11. Signature Fairmont Southampton production concepts
12. Revenue growth initiatives

20. Proposal Submission

Submit PDF proposals to:

SIMON BODEN

AREA DIRECTOR, SALES & MARKETING

Fairmont Southampton, Bermuda

101 South Road, Southampton, Bermuda

M + 1 441 705 6914

E simon.boden@fairmont.com

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