

## TECHNICAL SERVICES

In order for a service provider to supply any type of service to a client, the service provider in question needs to know all the facts pertaining to that particular event. Furthermore, both the service provider and the client should also be aware of what is expected from each other, their respective roles, and the roles of other parties / service providers, who will collectively contribute to the overall success of the event.

### SOME QUESTIONS FOR A POTENTIAL SERVICE PROVIDER

- Have you worked with this speaker before?
- Have you worked at the specific venue, recently?
- Will you draw up a Floor plan, and get it approved by the client / venue (taking fire and safety aspects into account), and make timely amendments?
- Are there additional costs, such as transport, over-time, accommodation?
- Are you doing the work or are you using sub-contractors?
- Do you have sufficient, reliable backup equipment in the case of unexpected technical problems?
- Are your Technical team sufficiently qualified in AV & IT, with a senior technical person managing and overseeing the entire project? Are they providing certified rigging crews?
- Will a Structural Engineers Certificate be provided for stages as is required by Law?
- Will an Electrical Compliance Certificate be provided (this requires a qualified electrician to inspect the installation after the completion of build-up and before the commencement of the event)?
- Will there be a Production Manager on-site at all times during build-up and break-down?
- Do you have Public Liability Insurance (copy of certificate is required)?
- Are you a member of TPSA (Technical Production Services Association)?

### INFORMATION TO PROVIDE TO A POTENTIAL SERVICE PROVIDER

- What are the specifications for the project (number of delegates, Plenary and how many breakouts, Speakers preparation room)?
- What are the technical specifications for the event (sound/ lighting/ visuals for presentations, sound, / lighting/ visuals for Opening Ceremony/Entertainment, Registration computers)?
- Are there any special power requirements (3-phase, or heavy usage)?
- Would the Service Provider be prepared to communicate directly with the presenters, (this is important in so far as it takes the broken telephone element out of the scenario)?
- What is the Venue / venues?
- Are there more than one and on different sites?
- Which Room(s) will be used?
- When is the Set-up (Day and Time)?
- When must Set-up be completed?
- When is Breakdown (Day / Time)?
- When must Breakdown be completed?
- Are there any restrictions on access?
- Will there be staff accreditation / restricted access during build-up and break-down periods?
- Will staff from the Service Provider be required to be on-site for the duration of the event?
- When is quote to be submitted by, and to whom?
- When will the decision be made?

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#### Be Informed

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### DETAILS OF ORGANISATIONS THAT A TECHNICAL SERVICE OPERATOR SHOULD ALSO BE MEMBERS OF:

Technical Production Services Association (TPSA)

Web: [www.tpsa.co.za](http://www.tpsa.co.za)

Tel: +27 (0)11 799 2760

E-mail: [tps@tps.co.za](mailto:tps@tps.co.za)

### PROUD SAACI MEMBERS PROVIDING A RANGE OF TECHNICAL SERVICES

#### Eastern Cape Branch

AV Designers	Mr Chris Davidge	Tel: +27 41 586 2414	Cell: 082 556 4581	E-mail: <a href="mailto:chris@avdesigners.co.za">chris@avdesigners.co.za</a>
Classic Acoustics CR	Mr Anton Pike	Tel: +27 41 581 3016	Cell:	E-mail: <a href="mailto:anton@classicacoustics.co.za">anton@classicacoustics.co.za</a>
Magnetic Storm	Mr Glenn Van Eck	Tel: +27 41 393 4800	Cell:	E-mail: <a href="mailto:glenn@magnetic.co.za">glenn@magnetic.co.za</a>

#### Kwa-Zulu Natal Branch

Echo Vision	Mr Peter Bowen	Tel: +27 31 466 4346	Cell: 082 496 5624	E-mail: <a href="mailto:pete@echovision.co.za">pete@echovision.co.za</a>
Gearhouse SA	Ms Belinda Looockx	Tel: +27 31 792 6200	Cell: 083 607 2006	E-mail: <a href="mailto:bloockx@gearhouse.co.za">bloockx@gearhouse.co.za</a>

#### NTB Branch

Audience Alive	Mr Gert Vermaak	Tel: +27 12 345 5161	Cell: 082 878 5501	E-mail: <a href="mailto:gert@audiencealive.co.za">gert@audiencealive.co.za</a>
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You are encouraged to view the SAACI web site ([www.saaci.co.za](http://www.saaci.co.za)) for up to-date information SAACI Members and the services that they can provide.

Members of the SAACI Service Chapter pledge to act with professionalism and integrity in all dealings with clients and colleagues within the MICE Industry and throughout, to maintain the highest possible standards in the best interest of all concerned and to uphold the SAACI Articles of Association, the Service Chapter Code, and the By-laws.

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