COMPETITION AND CONSUMER PROTECTION COMMISSION

MARKET INQUIRY INTO AUDIO-VISUAL (AV) SERVICE AGREEMENTS IN THE HOSPITALITY AND CONFERENCING SECTOR IN ZAMBIA

QUESTIONNAIRE FOR CUSTOMERS OF CONFERENCING FACILITIES REQUIRING AV SERVICES

Period covered: 1 January 2021 to 31 December 2025

INTRODUCTION

The Commission is seeking information from organisations and individuals that have procured conferencing facilities and AV services during the period 2021-2025.

This questionnaire is intended to establish how customers select venues and AV providers, whether customers have a genuine ability to choose alternative suppliers, the effect of venue-related AV requirements on prices and service quality, and whether customers have experienced restrictions, additional charges or other conditions when seeking to use independent AV providers.

The information will assist the Commission in assessing the competitive effects of contractual and commercial arrangements within the AV services value chain.

PART A: CUSTOMER PROFILE

1. Type of customer

☐ Government institution
☐ State-owned enterprise
☐ Private company
☐ NGO
☐ Development/cooperating partner
☐ Professional association
☐ Educational institution
☐ Other organisation
☐ Individual/private customer

2. General information

Particular	**Response**
Name of organisation	
Year established	
Sector/activity	
Province	
Contact person	

Position	
Email	
Telephone	

3. Approximately how many events requiring conferencing and AV services did your organisation procure during 2021-2025?

☐ 1-5
☐ 6-10
☐ 11-20
☐ 21-50
☐ More than 50

PART B: PROCUREMENT OF CONFERENCE AND AV SERVICES

4. How does your organisation normally select the conference venue?

☐ Competitive procurement
☐ Request for quotations
☐ Direct negotiation
☐ Existing framework/contract
☐ Customer preference
☐ Event manager recommendation
☐ Previous relationship with venue
☐ Other: _____

5. Who normally selected the AV provider?

☐ Customer
☐ Event management company
☐ Conference venue
☐ Joint decision
☐ Government/procuring entity
☐ Other: _____

6. When selecting the venue, do you consider whether you could use an AV provider of your choice?

☐ Always
☐ Usually
☐ Sometimes
☐ Rarely
☐ Never

Why?

☐ Price
☐ Quality
☐ Previous experience
☐ Technical requirements
☐ Customer preference
☐ Venue requirements
☐ Other: _____

PART C: AV PROVIDER CHOICE

7. When procuring AV services, how many providers would you normally consider?

☐ One
☐ Two
☐ Three
☐ Four or more
☐ Depends on the event

8. During 2021-2025, were you ever told by a conference facility that you had to use a particular AV provider?

☐ Frequently
☐ Sometimes
☐ Rarely
☐ Never

9. If yes, who determined the provider?

☐ Venue
☐ Venue's preferred provider
☐ Event management company
☐ Other

10. Were you informed before booking the venue that the venue had restrictions on the use of external AV providers?

☐ Always
☐ Usually
☐ Sometimes
☐ Rarely
☐ Never

If you were not informed beforehand, what happened when you sought to appoint an alternative provider?

……
……

PART D: RESTRICTIONS AND ADDITIONAL CHARGES

11. Have you encountered any of the following requirements when using an external AV provider?

Requirement	**Yes**	**No**	**Don't know**
Prior venue approval	☐	☐	☐
Provider accreditation	☐	☐	☐
Security clearance	☐	☐	☐
Insurance requirement	☐	☐	☐
Minimum equipment requirement	☐	☐	☐
Venue technical staff requirement	☐	☐	☐
Venue access fee	☐	☐	☐
Commission/revenue share	☐	☐	☐
Additional electricity/equipment charge	☐	☐	☐
Other charge	☐	☐	☐

12. Did you incur an additional cost because you chose to use an external AV provider?

☐ Yes
☐ No
☐ Don't know

If yes:

Approximate additional cost: K_____

13. Who ultimately paid this cost?

☐ Customer
☐ AV provider
☐ Event management company
☐ Shared
☐ Other

14. Did any venue's AV requirements affect your choice of venue?

☐ Yes, significantly
☐ Yes, to some extent
☐ No
☐ Don't know

If yes, how?

☐ We selected a different venue
☐ We accepted the venue's AV provider
☐ We negotiated the charge
☐ We changed the event requirements
☐ Other: _____

PART E: BUNDLING AND PACKAGES

15. Have you purchased conference facilities and AV services as a combined package?

☐ Frequently
☐ Sometimes
☐ Rarely
☐ Never

16. Did the availability of bundled venue and AV services affect your decision to use the venue?

☐ Strongly influenced
☐ Somewhat influenced
☐ No effect
☐ Don't know

Why?

……
……

PART F: PRICE, QUALITY AND CHOICE

17. In your experience, how did venue-related AV requirements affect the price paid for AV services?

☐ Prices were lower
☐ No material effect

☐ Prices were somewhat higher
☐ Prices were significantly higher
☐ Unable to determine

18. When permitted to select an independent AV provider, did you normally obtain competing quotations?

☐ Always
☐ Usually
☐ Sometimes
☐ Rarely
☐ Never

If not, why not?

☐ Venue restrictions
☐ Time constraints
☐ Customer procurement policy
☐ Limited number of providers
☐ Existing relationship
☐ Other: _____

19. Have you ever wanted to use a particular AV provider but been unable to do so because of a venue requirement?

☐ Yes
☐ No

If yes, what happened?

☐ We used the venue's provider
☐ We used another approved provider
☐ We paid an additional charge
☐ We changed the venue
☐ We changed the AV requirements
☐ We cancelled/changed the event
☐ Other: _____

PART G: CUSTOMER EXPERIENCE

20. How would you rate the effect of venue AV arrangements on your ability to obtain:

Outcome	**Very good**	**Good**	**Neutral**	**Poor**	**Very poor**
Competitive prices	☐	☐	☐	☐	☐

Choice of AV providers	☐	☐	☐	☐	☐
Service quality	☐	☐	☐	☐	☐
Ability to negotiate	☐	☐	☐	☐	☐
Technical solutions	☐	☐	☐	☐	☐

21. During 2021-2025, did you switch either the conference venue or AV provider because of concerns about price, quality, restrictions or other contractual requirements?

    ☐ Yes
    ☐ No

    If yes, what was the principal reason?

    ☐ Price
    ☐ Quality
    ☐ Lack of choice
    ☐ Venue restriction
    ☐ AV provider performance
    ☐ Additional charges
    ☐ Customer preference
    ☐ Other: _____

PART H: OVERALL ASSESSMENT

22. What changes would, in your view, improve competition, transparency and customer choice when procuring conferencing and AV services?

    Please consider:

    - ability to choose an AV provider;
    - disclosure of venue restrictions;
    - access charges;
    - bundled venue/AV packages;
    - preferred or exclusive providers;
    - ability to obtain competing quotations;
    - transparency of pricing; and
    - other contractual or commercial arrangements.

    Response:

    ……
    ……
    ……

SCHEDULE A: SELECTED EVENTS

To allow the Commission to test responses against actual transactions, please provide details of **up to five representative events** held between 2021 and 2025.

Date	Venue	Event type	AV provider	How selected	AV cost (K)	Venue/AV package?	Additional charges

SCHEDULE B: SUPPORTING DOCUMENTS

Please provide, where available:

☐ Venue quotations
☐ Venue contracts
☐ AV quotations
☐ AV contracts
☐ AV invoices
☐ Procurement documents
☐ Correspondence concerning AV provider selection
☐ Documents relating to additional venue charges
☐ Bundled venue/AV packages
☐ Other relevant documents

DECLARATION

I certify that the information provided in this questionnaire and accompanying schedules is, to the best of my knowledge and belief, complete and accurate.

Name: _____

Position: _____

Organisation: _____

Signature: _____

Date: _____