CITY OF TUSCALOOSA)
STATE OF ALABAMA)

REQUEST FOR PROPOSALS
(A16-0082)

TO: **Qualified Firms**

FROM: **The City of Tuscaloosa, Alabama**

RE: **Request for Proposals for Security and Event Set-Up Services for Tuscaloosa Amphitheater and Tuscaloosa River Market**

DATE: **January 20, 2016**

Section 1. Introduction.

This is a Request for Proposals ("RFP") to select a firm to provide security and set-up services for Tuscaloosa Amphitheater and Tuscaloosa River Market. The RFP contains an abbreviated scope of work and evaluation items. Firms expressing interest should be fully capable of providing the end results requested.

The purpose of this RFP is to determine the interest or non-interest and the qualifications of firms in providing the services required. A number of firms may be asked to express their interest in regard to these services.

Section 2. General Scope of Services

The City of Tuscaloosa will be receiving proposals from qualified firms that specialize in providing crowd management services for events at the Tuscaloosa Amphitheater and Tuscaloosa River Market. The services of the successful firm(s) shall include, but not be limited to the following: providing uniformed personnel to act as Event Staff, Crowd Directors, Bag Checkers, Dispatchers, set-up personnel and Security Officers (including watchmen, escorts and pedestrian) for the Tuscaloosa Amphitheater and Tuscaloosa River Market. Occasional or limited services may be required for surrounding areas to the facilities. The successful firm(s) will also provide Supervisors and Event Managers who are responsible for the supervision of all uniformed personnel (except the City of Tuscaloosa Police).

Firms are not eligible for City of Tuscaloosa work if an employee has been convicted of, has charges currently pending, or has been granted diversion by any court, for any of the following: (1) any felony offense; (2) any crime involving force or moral turpitude; (3) any

offense involving dishonesty or false statements; or (4) any crime involving a controlled substance.

1. Services Provided

a. This section contains a list of functional requirements needed to be an effective Crowd Management Event Staff provider.

b. Staffing designations and requirements.

i. Supervisor – Individual(s) to supervise security and event set up. Required to lead staff per the direction and information provided by the Arts and Entertainment Manager, or her designee. Supervision of security officers warrants the need for the Supervisor to maintain and submit to all laws, licenses and training that a security officer must maintain, in addition to supervisory training.

ii. Security Officer – Individual must be licensed according to State of Alabama rules and regulations to be a bonded security officer, and must meet any other licensing and/or other requirements, including those mandated by the City of Tuscaloosa. All security officers must pass a background check according to State of Alabama rules and regulations prior to working for the City of Tuscaloosa. A security officer will protect property and persons in loss prevention and crowd management.

-Lead Security Officer – During times where a supervisor may not be designated for an event or area, a lead security officer may be designated to be the contact person for the shift or area. An example of this type of situation may be an overnight shift where 2 or 3 people are present without a supervisor.

-Safety Monitors – Safety Monitors are positioned at emergency exits to assist guests during an emergency evacuation.

iii. Bag Checker / Search – Individual to work in a customer service, crowd management, and access control capacity. This position must be able to accept and verify tickets, count ticket stubs for total attendance, distinguish correct tickets or badges to allow access to event, greet all guests, give directions to guests and help with emergency procedures. The

position must also be able to check entering guests bags and possibly search the person with a pat-down.

iv. Event Set-up Personnel – Individual to work in a furnishing set up capacity under instruction from the Arts and Entertainment Manager, or her designee. Individual must pay close attention to detail and the have the ability to arrange furniture as per event diagrams with supervisor's instruction. Set up changeovers must be completed in a timely manner and set up supervisor will work closely with the Arts and Entertainment Manager.

c. Uniforms

i. Must provide a standard uniform to all employees working at the Tuscaloosa Amphitheater or Tuscaloosa River Market location to be approved by the City of Tuscaloosa. Must have different versions of the Uniform to conform to the type of event and the type of position.

-Please provide a sample description and/or picture of all proposed uniforms with corresponding staff designations.

ii. A picture identification card or nametag will be considered part of the employee's uniform and must be work at all times while working at the Tuscaloosa Amphitheater or Tuscaloosa River Market.

iii. Certain crowd management supplies will be deemed a part of the employees' uniform and are to include, but are not limited to the following:

1. Flashlight

2. Pen

3. Notepad

4. Two way Radio communication

d. Scheduling

i. On occasion, the City of Tuscaloosa may require short notice scheduling.

ii. Except on the occasion of short notice scheduling, a list of scheduled staff for assigned events will need to be submitted to Arts and Entertainment Manager 24 hours prior to first scheduled working start date for event staff.

iii. Workers shall not depart the property or their assigned position until a competent, authorized representative of the Firm is present and/or their supervisor dismisses the individual. ALL WORKERS MUST CHECK IN AND OUT THROUGH THE USE OF A PHOTO AND/OR ELECTRONIC SCAN SYSTEM or punch clock system provided by the company. The firm must provide a process to check in/out employees to be approved in advance by the City.

iv. Staffing Shortage Penalty: In the event that the Firm fails to supply the City of Tuscaloosa with sufficient staff for any set ups, break downs, or shift, the City of Tuscaloosa reserves the right to fill any such shifts with qualified Crowd Management personnel from outside Firms. Any expenses incurred, as a result of these actions, will appear as a deduction from subsequent invoices in the amount of the expense. In the event the City of Tuscaloosa is unable to fill such shifts with qualified personnel, the Firm will be penalized at the applicable hourly rate for such staff as requested for the duration of the time staff was requested. Additionally, the Firm will be subject to a penalty of $100 for each occurrence where a shift may be left unfilled for any period of time. The City Of Tuscaloosa will deduct penalties from final payment for each specific event. This will be done at the discretion of the City Of Tuscaloosa. The City Of Tuscaloosa reserves the right to determine final approval on all Crowd Management and Event Staffing levels.

e. Training and Certification

i. Firm must provide training that meets industry standards and Alabama State requirements concerning crowd management professions. In addition, all Security personnel must conform to state laws and licensures. Firm must provide a breakdown of training protocol and training requirements for all employees. The Arts and Entertainment

Manager reserves the right to draft reasonable rules and protocols to direct each chosen firms' performance and degree of assertiveness.

ii. Training documentation must be provided to the City Of Tuscaloosa prior to any employee being allowed to work at the facilities. The City of Tuscaloosa reserves the right to audit Firm's training programs and documentation at any time.

-Using untrained staff at the facilities will cause the Firm to receive a $100 fine per employee per occurrence and may lead to the termination of the contract for services with the City Of Tuscaloosa.

iii. Training costs are not billable by the Firm to the City of Tuscaloosa.

f. Report Writing

i. Firm to provide confidential incident reporting to the City Of Tuscaloosa on a per event basis. Provide any examples of Incident Reports used. Firm required to use the City's web-based incident report system, Venue Cube. Firm must report incidents to the City within 24 hours of occurrence.

ii. Firm will provide post-event summaries with observations on event activities/incidents, and keep accurate information of schedule changes for efficient billing purposes. A post-event form will be designed in conjunction with the facilities. Post-event summaries will be submitted to each facility director monthly, or with invoicing.

iii. To ensure timely payment, invoices must be completed with all pertinent event information, in logical numerical order, and contain event-specific information regarding set-up, security or strike.

g. Supplies Provided. Proposer must provide all applicable crowd management supplies and equipment generally accepted as normal crowd management supplies event staff. Crowd Management supplies provided include, but are not limited to the following:

i. Flashlights for all staff

ii. Pen and Notepad for all staff

iii. Uniforms

iv. Two Way Radios

The selected firm or firms will be required to have personnel on-site to complete the tasks required by this scope of services. The selected firm or firms will complete the required tasks in a timely and efficient manner.

Section 3. Firm Qualification and Proposal Requirements

The selected firm or firms must be experienced and qualified to provide the required scope of services. Firms interested in performing the work will be considered on the basis of a proposal containing information submitted in response to this request in a form limited to ten (10) pages in 12-point font or larger of either Times New Roman or Ariel. Front and back shall be considered 2 pages.

Proposals are due by close of business on Wednesday, February 3, 2016. Proposals received after this deadline will not be accepted.

All proposals should be submitted in 8 ½" x 11" paper size. Each proposal shall be prepared simply and economically, providing straightforward, concise delineation of the firm's capabilities to satisfy the requirements of this RFP. Fancy binding and color displays other than those necessary are highly discouraged.

Provide three (3) bound copies to:

Grant H. Wilson
Associate City Attorney
2201 University Blvd.
Tuscaloosa, AL 35401

Contact Information:
205-248-5140
gwilson@tuscaloosa.com

The following information, **in the order indicated below**, must be submitted with the proposal on the date indicated above:

a. Experience and Qualifications. Include a detailed statement of the firm's qualifications to perform the work and years in business. The statement should include the following:

1. Number of years engaged in this type of business. Describe the general experience of the firm. The City reserves the right to consider the experience of the firm's principal employees if the company is newly-formed.

2. Fully describe your company and experiences as it relates to the following:

a. History of successful and stable company operation for a period of at least three years.

b. Work history in Alabama.

c. History of successful Event Services operation, including any existing facilities with location.

3. Include names and qualifications of personnel to be assigned to managing this agreement (please include resumes). Include the specific experience of all proposed personnel in the fields that the proposed services are requested, their qualifications, years of experience, professional certifications and availability to perform the work and services to be provided.

4. Include names and qualifications of personnel (including any subcontractors) directly involved in the day-to-day operation for the Security, Set-up and Event Services. (Please include resumes).

5. Provide examples of three (3) projects that the firm has completed within the last five (5) years of similar size/scope as required by the City's scope of services, and professional references with contact information to correspond with the submitted projects.

6. Include a statement as to whether the firm is a minority or woman owned business enterprise.

7. Include a statement as to professional standing including any pending controversies outstanding. If none exists, such a statement should be made.

8. Include a listing of the number of personnel employed by your firm, and the number that can be dedicated to the Tuscaloosa Amphitheater and/or River Market to provide the services required herein.

9. Include a listing of all current contracts held by your firm.

b. Financial References. List three (3) persons or firms with whom you have conducted significant financial transactions during the past three years. If firms are used, give the department and/or person who may be contacted. Attach a letter of reference from each of the persons and/or firms.

c. Fee Schedule.

1. Submit a Fee Structure which defines compensation to be remitted the City of Tuscaloosa for Security , Set-up and Event Services Management. Fee Structure should be based on an hourly wage that is all encompassing of your firm's labor cost and operational costs.

2. Hourly Rates.

Supervisor (Straight Time)	$_____
Supervisor (OT/Holiday)	$_____
Security Guard (Straight Time)	$_____
Security Guard (OT/Holiday)	$_____
Bag Checker (Straight Time)	$_____
Bag Checker (OT/Holiday)	$_____
Set-up (Straight Time)	$_____
Set-up (OT/Holiday)	$_____
Special events (e.g. Ice Rink)	$_____

3. Security, Set-up, and Event Services Staffing Costs (SAMPLE EVENT). Please fill in the below sample event invoice or create your own invoice for an

event with 1 Supervisor, 1 Lead Security Guard, 3 Security Guards and 2 Bag Checkers. Use your straight time rate and any other applicable charges that you would charge for your services.

Start time: 5:00 pm

End time: 12:00 am	Hours	# of Staff	Rate		Total
Supervisor	_____	_____	$_____	=	_____
Lead Security Guard	_____	_____	$_____	=	_____
Bag Checker	_____	_____	$_____	=	_____
Set Up or Break Down of Room	_____	_____	$_____	=	_____

Total Cost for event $_____

4. List any work rules which may have an effect on your rate or staffing. (i.e. Hourly premiums, hourly reporting minimums, break schedules, etc.).

5. List all days which will be considered Holiday.

6. Percentage discount for invoices paid within 20 days or less: _____%.

d. Proposed Management and Operating Plans

1. Organization Structure: Describe the organization structure to be used and operating plan per the Scope of Services. Charts, diagrams, and descriptive materials may be used to expand or clarify. Include names and qualifications of personnel and any subcontractors to be assigned to the operation.

e. Additional Written Narrative. The format for this item is at the firm's discretion. This narrative may be used to enhance the Proposal and/or elaborate on or clarify any or all elements of the proposal. A list of additional equipment that will be supplied to assure maximum efficiency may also be attached. Additionally, please describe any training and/or customer services programs related to performing the contractual obligations. Any value-added items which have not been previously mentioned or fully expanded upon may be discussed in this narrative.

f. Insurance. The selected firm will be required to provide insurance as the City requires, but generally as follows:

> The Firm agrees to, and shall at all times, maintain a minimum of One Million Dollars ($1,000,000) General Liability insurance providing coverage for all activity authorized by this permit, listing the City of Tuscaloosa, its officers, agents, and employees as additional insured thereon and furnishing to the City of Tuscaloosa copies of the Certificates of Insurance to such effect, and to immediately notify the City of Tuscaloosa of any changes in, modifications to or cancellation of said policies.

g. On occasion and at the City's discretion, the City may require event management services on additional city properties, such as Government Plaza or the Tuscaloosa Regional Airport. Provide a statement as to whether your firm can provide services at these additional properties at the same rates quoted for the Tuscaloosa Amphitheater and Tuscaloosa River Market. If not, provide an alternative rate schedule for additional properties.

Section 4. Conclusion

The City reserves the right to reject any proposal and to interview a firm or multiple firms as it sees fit. This RFP and it requirements may be modified or amended at any time and for any reason, in the discretion of the City. The services required by this RFP are exempt from the procurement requirements of the Alabama Bid Law, and as such the City of Tuscaloosa may select the firm of its choosing. Firms must be prepared to begin work pursuant to this RFP upon contract award. The selected firm will be expected to enter into a contract with the City of Tuscaloosa for a period of one (1) year, with the possible option to renew annually for up to three (3) years.

Any questions by the firm related to this RFP should be submitted in writing along with the firm's proposal. In the interest of fairness and in order to maintain impartiality, the City may not respond to questions from individual firms during the RFP process.

END RFP.