



To: All Prospective Bidders  
From: Purchasing Department  
Date: January 29, 2021  
Subject: Inquiries and Responses  
RFP#: 101 – 2021 Event Security Services

### Inquiries and Responses:

1. On page 14 – 15, Section V.D, it discusses ways to submit the proposal including FedEx, Hand Delivery, and Email. Under Section V.F, pages 15-16, it contradicts Section V.D by stating “Proposals submitted electronically (i.e. Email) WILL NOT be accepted.” Please confirm that we can submit our proposal via email.

**Yes. Email submittals are accepted. Please see Amendment 1 on website.**

2. What is the current bill rate you are paying for off-duty police officers?
  - a. Must off-duty officer be only from Nashville Metro or other agencies? If other agencies, will their jurisdictional uniform suffice or are you seeking a contractor specific uniform while working at MCC?

**\$47.60/hr. Off duty officers can come from MNPd or other jurisdictions.**

3. Can you please outline the current procedure for cash handling used between the service provider and the MCC?

**Attendants collect cash for those guests wishing to cash and our team routinely picks up excess cash for safe deposit with appropriate documentation of cash transfer. The entire policy will be provided during orientation and training.**

- a. Is Contractor responsible for the change bank and ticket stock associated with the parking/cashier duties?

**They are responsible for the change bank and ticket stock while in their possession.**

4. Do you have a preferred provider for radios? If so, can you provide us their information?

No, but we use Motorola radios and our provider is Wireless Plus.

5. Do you have a preferred radio model that you are looking for from the contractor?

No

6. Does the MCC have a preference between the American Heart Association or the American Red Cross of the Basic First Aid and CPR training?

No

7. What is the maximum number of metal detecting wands that have been used at one time at the facility?

Less than 20

- a. Do you have a preferred model/brand of wands?

No brand or model preference. We require that they are in working condition when in use.

8. How does the facility handle walkthrough metal detectors when they are required by the client?

Clients must arrange for them. If client needs assistance acquiring, we will assist.

- a. Is this a service you would require the security contractor to provide? If so, do you have a preferred model/brand?

No. If the chosen vendor has these available, we will source through vendor first if pricing is in line with others who offer. Feel free to provide rental pricing in your proposal if this is an option, but it is not a requirement.

9. Is there an area on-site for the contractor to store the propane tanks for the propane heaters?

Yes, but vendor supplies own lockable stage cage.

10. In the RFP it references that successful contractor will honor that service rates of the former contractor for any current MCC client estimates. Can you provide us the bill rates currently in place and a rough idea of how many events are effected?

During the last contract change there were only 1-2 events affected. Due to COVID we would not anticipate any events being affected.

11. Generally how far in advance are orders made for event staffing with your current security contractor?

Typically, about 2 weeks but it could be longer or shorter depending on information from the clients.

12. Is the contractor required to provide any type of traffic control equipment?

Nothing other than protective equipment for staff such as vests, wands or flashlights.

13. Is a dress uniform needed for events such as the CMA's or galas? If so, are there any requirements of this uniform?

Depends on the client's request. Sometimes it is for a dress "Black" coat/blazer, sometimes a tie, sometimes a suit and tie. This typically occurs less than 4 times a year.

14. What, if any, regularly scheduled weekly hours occur as part of this contract outside of event specific needs?

All contracted staff are event related and not weekly reoccurring. It depends on event activity/customer needs for the facility and parking garage typically.

15. When customers extend security coverage to surrounding hotels, is the intent that the MCC will bill for those services to the clients or that the successful contractor bills directly at agreed upon rates?

Extended services are billed through the MCC.

16. Exhibit E:

a. Are Parking Supervisors, Parking Attendant/Cashiers considered unlicensed [non-security] positions?

Yes, they can be but would limit their use in other roles.

b. Are you seeking a different billable rate for booth security versus standard security guard rate?

No. They can be the same.

c. Is this the only format in which you wish to see the billable rates to MCC for the 5 year period?

You must complete this format, but you are welcome to provide other alternatives.

17. What are the range of bill rates for MCC current clients?

MCC conducts a survey of our regional and national competitive set annually and rates are determined by this information.

18. What is the average amount of staff per event?

It has many variables and is strictly dependent on customer needs and wants. Some customers are extremely security/safety conscious and require extensive security. Others are just the opposite. The only positions we require are dock and entrance security for load-in and load-out.

19. What is the approximate start date?

May 2021.

20. Who is the current provider for Security Services?

Elite Show Services Inc.

21. What is the current bill rate for the current provider?

Guard – 19.49,  
Supervisor – 21.49  
Police - 47.60  
Parking – 20.99  
Parking Supervisor – 21.49

22. Is this agreement for an exclusive security vendor?

No, clients can use other approved companies with approval for all positions except the required spots determined for move-in and move-out. Those must be the in-house provider. This occurs less than 10 times per year.

23. Will clients be able to bring in other security vendors per event or only be able to use the vendor who is awarded this RFP?

See question 22.

24. When is the expected start date for the awarded vendor?

See question 19.

25. Will the office space given to the awarded vendor be able to be utilized daily for admin and operational tasks? To better serve your clients it is important for us to have our management Office on site in order to be an important part of your facility management team.

Yes, unless outside work interferes with MCC operation as may be determined by MCC.

26. What is the approximate size of the office on-site?

Office is approximately 14.5' X 11' or 160 sq. ft.

27. Request for Proposal (RFP) stipulates that vendor will supply Propane for heaters (which are supplied by MCC).

See question 9.

28. Please describe where the propane is stored and if there are proper storage facilities available.

See question 9.

29. What is the annual estimated cost of propane?

Unknown.

30. RFP describes certain Training requirements and space made available to conduct training sessions. Please elaborate on:

- a. What is the approximate amount of space/capacity which will be made available for the vendor?

Office is approximately 14.5' X 11' or 160 sq. ft. Training room (When Available) is 24' X12' or 288 sq. ft.

- b. Can we use the facility for hiring and training more than two days?

The dock training room may be used for MCC event security training if reserved.

- c. What is the cost if we would want to utilize the facility more than the allotted 2 days?

If you are referencing the dock training room, there is no cost if available.

- d. Please give us an outline of topics and amount of time to conduct the mandatory training under this agreement.

You need to outline and tell us what your training plan entails.

31. The RFP does not include medical staff services. Under the good Samaritan act and in good faith are practice is training our managers and supervision staff in CPR and first aid. Is that adequate?

Yes

32. The RFP states the need to, "Provide Event Security at other venue" ...Please define where these are is approximate distance from MCC.

These facilities and areas are typically in the general vicinity as our clients will want their spaces convenient for their attendees. Sometimes it may be a marshalling yard located close proximity such as a parking lot maybe over at Nissan Stadium or a surrounding hotel.

33. The RFP stipulates a requirement to "Agree to honor current contractor rates for all outstanding client estimate". What Are the current rates and events that fall under this requirement on the books for 2021 / 2022 ?

Currently none.

- a. How long will this requirement be in effect?

Until the contract is signed and any quoted customer has been serviced.

- b. Will Booth rates for individual clients be able to be negotiated?

No.

34. RFP states vendor will, "Agree to negotiate bill rates with clients who seek out competitive bids". How frequently does this occur?

Rarely.

35. Does the facility provide a specific deployment per event to the vendor or is it the vendors responsibility to work with each client to develop their security needs show by show?

See RFP page 8 – MCC works with the client for event needs.

36. Under section G, Parking benefit of \$5/day and \$80/month is described. Is this the charge or the value? Clarify if this is a charge back or deduct from the bill?

This is a charge and the daily rate will be paid daily upon exit. The discount will be in the form of a voucher at time of exiting. The monthly rate is ONLY available to the onsite Manager (maximum 2 ppl).

37. Under Section M: a requirement is stated for the vendor to comply with and participate in the MCC sustainability program. Please provide a copy of the MCC sustainability program.

<https://www.nashvillemusiccitycenter.com/about/sustainability>

38. We are open to providing a copy of an Annual Report provided we receive an executed Non-Disclosure Agreement (NDA) prior to submission of the report. Please provide a name and contact information for the signatory of the NDA.

The submission request was for your most recent “Financial Statement” (audited preferred) on page 17 of the RFP, not an Annual Report. In either case we would not sign an NDA. See page 21, Item I.

39. Is the MCC looking for the awarded vendor to sub out security and event staffing services to approved DBE vendors?

It is at the discretion of the chosen vendors on how to best engage DBE partners within this scope to meet the goal.

a. Is this a requirement? Axis Security, Inc is already recognized by the local Nashville Authority as a small business.

All bidders seeking to be a prime must complete PNP requirements.

b. If so - will you share the lists with us of the approved vendors you would like to see us work with?

There are many ways to utilize DBE partners for this scope. Please email [mccpurchasing@nashvillemcc.com](mailto:mccpurchasing@nashvillemcc.com) to request a DBE list for a specific task.

40. Will our employees always have the option of paying \$5.00 and parking in the MCC lots for every event?

MCC reserves the right to revoke this at any time. We do not anticipate doing so in the foreseeable future.

41. MCC will pay time and half on any additional day of adds that are requested by the client/renter?

First let's clarify it is additions once the client is "on site". See page 10 in the RFP. We would define additions as adding a post position.

42. How far out will the MCC advance day of event needs? This is for proper allotted time to schedule for each event.

We strive for 2 weeks out.

43. How many assigned 24/7 hour a day static spots are there normally?

None.

44. Will the MCC provide the logo for the uniforms or would awarded vendor have to use the MCC preferred uniform vendor?

MCC will provide approved artwork. Any uniform will need to have prior approval before proceeding.

45. Does 24 hour spots require police style uniform and day of events wear peer to peer? Or is a simple peer to peer collared shirt acceptable for 24/7 static spots?

It is strictly based on client needs. Currently peer/polo type uniform is the norm.