

EVENT SECURITY SERVICES
for the Music City Center
RFP 101-2021



BEFORE WE BEGIN...

- Please sign-in
- Please keep mask on while inside the building
- Why are we here?
- Questions – WRITTEN RESPONSES PREVAIL

AGENDA

- I. Welcome/Introductions
- II. RFP Overview and Highlights
- III. Important Dates
- IV. Submission Requirements
- V. Q & A Session

INTRODUCTIONS

Jasmine Quattlebaum

Director of Purchasing/DBE

Melaneice Gibbs

Purchasing/DBE Coordinator

Elisa Putman

Sr. VP and Chief Operations Officer

Jim Greer

Director of Security

RFP OVERVIEW AND HIGHLIGHTS

Contractor must be available twenty-four (24) hours a day, seven (7) days a week and be able to provide labor twenty-four (24) hours a day, seven (7) days a week including holidays.

The Contractor must be able to provide labor for the following positions:

- Booth Security
- Event Security Supervisor
- Event Security
- Overnight Rover
- Off Duty Police Officers
- Parking Attendant/Cashier
- Parking Supervisor
- Parking Garage Patrol
- Traffic/Dock Control
- Ticket Sellers/Takers
- Ushers
- Wanding and Detectors
- Pandemic Screening/Temperature checks

RFP OVERVIEW AND HIGHLIGHTS:

- MCC shall have the right of rejection and approval of any staff assigned to work under this contract.
- If assigned personnel is deemed unable to work. Contractor must provide replacement staff or additional staff within one hour at no additional cost to MCC.
- Should the contractor at any time be unable to supply the requested labor to MCC, CCA reserves the right to obtain that requested labor from another source.

RFP OVERVIEW AND HIGHLIGHTS:

- MCC may on occasion request specific personnel to work. It is the contractors' responsibility to inform MCC if that laborer is approaching overtime hours.
- Customers may request consistency in Security and wish to extend coverage to the surrounding hotels and venues through this contract
- In addition to standard business hours, personnel are required to work weekends, nights, and holidays.

RFP OVERVIEW AND HIGHLIGHTS:

- The Contractor will assign an on-site manager to be the MCC's point of contact and to oversee the performance of this contract. This Manager must have extensive experience in event management and crowd control. This manager will be available twenty-four (24) hours a day via cell phone.
- The Contractor's assigned on-site manager or site supervisor must be present at the beginning of each scheduled event shift to coordinate with the MCC Director of Security or his/her designee the staff arrivals, briefing, and post assignments.

RFP OVERVIEW AND HIGHLIGHTS:

- The on-site manager will be required to attend, at a minimum, two weekly meetings as well as planning and pre-event customer meetings as requested.
- MCC requires that a minimum roster of two hundred (200) event staffing personnel.

RFP OVERVIEW AND HIGHLIGHTS:

- All assigned personnel will assist MCC staff with controlling access to the facility.
- With direction from MCC, all assigned personnel should enforce building policies and procedures.
- Personnel must abide by all MCC rules and regulations.

RFP OVERVIEW AND HIGHLIGHTS:

EQUIPMENT REQUIREMENTS

- Contractor agrees to provide a minimum of fifty (50) digital radios and earpieces that operate effectively in all areas of the MCC for use by their personnel for communication with each other and the MCC staff. A repeater system must be used, at the expense of the contractor, for these radios.
- Contractor also agrees to make available up to fifty (50) radios and ear pieces on the same frequency for those events requiring two-way communication with more personnel.
- Contractor must provide wand style metal detectors, and flashlights for personnel as may be required for events

RFP OVERVIEW AND HIGHLIGHTS:

UNIFORMS & APPEARANCE

- Contractor must provide a professional uniform that identifies the personnel as MCC Security staff and be approved in advance by the MCC. Contractor must provide photos of the proposed Male/Female uniforms.
- Contractor will provide at least 2 options for uniforms. One will be more of a police style and the other will be a peer type.
- Contractor is responsible for providing cold weather apparel for exterior positions. MCC must approve cold weather apparel.
- From time to time certain events may require dress uniforms for staff (ex. CMA After Awards party). Contractor agrees to ensure proper dress attire for these type functions for all assigned staff.

RFP OVERVIEW AND HIGHLIGHTS:

CONTRACTOR RESPONSIBILITIES

- Contractor shall be financially responsible for the loss of any parking funds due to negligence or improper ticket handling by contractor's personnel (generally less than \$200 per month).
- Contractor shall be financially responsible for any damages incurred by employees while working at the MCC
- The Contractor must be able to hire and supply off duty Police Officers (uniform or plain clothes) if requested by clients or required by the MCC.
- Contractor agrees to provide Event Security for MCC at other properties other than MCC as may be requested by MCC's customers.

RFP OVERVIEW AND HIGHLIGHTS:

- The Contractor must not contact the clients of the MCC for payment or scheduling. If a client contacts the awarded contractor, the client must be referred to the MCC Director of Security.
- MCC rates must not be discussed with current, past, or future MCC customers.
- Contractor agrees to honor the current contractor rates for all outstanding MCC client estimates.
- Contractor agrees to negotiate bill rates with MCC for those customers who seek out competitive bids.

RFP OVERVIEW AND HIGHLIGHTS:

- Contractor understands all expenses including administrative costs, benefits, uniforms, equipment, ETC. should be considered in the submitted hourly rate. Additional expenses after contract award will not be considered.
- Contractor must be an active member in IAVM. Membership must remain current throughout the term of the contract.

RFP OVERVIEW AND HIGHLIGHTS:

MCC RESPONSIBILITIES

- The MCC will make reasonable efforts to make payments within thirty (30) days of receipt of invoice but in any event shall make payment within sixty (60) days.
- The MCC will make reasonable efforts to make payments to small businesses within fifteen (15) days of receipt of invoice but in any event shall make payments with sixty (60) days
- Upon the receipt of a proper invoice from the Contractor, MCC will request payment for all accurately billed hours. There will be no other charges or fees for the performance of this contract.

RFP OVERVIEW AND HIGHLIGHTS:

BILLING & REPORTING

- MCC will not pay overtime unless approved in advance by the Director of Security or his/her designee.
- Contractor agrees to electronically supply to MCC daily copies of the sign in sheets showing the name, position, hours worked (start time, ending time, and total hours), and employee signature at the conclusion of each event day.
- Contractor agrees to provide an accurate invoice within 24 hours of the conclusion of the event.

DIVERSITY PLAN OVERVIEW

- The Diversified Business Enterprise (DBE) participation level established for this contract is a **MINIMUM** of **FIFTEEN PERCENT (15%)**.
- It is the policy of the Authority to assist minority, women, small, and service-disabled veteran-owned business enterprises wanting to do business with the Authority.
- Encouraged to maximize the usage of minority, women, small, and service-disabled veteran-owned businesses with respect to this scope.

DIVERSITY PLAN OVERVIEW

- Diversity Plan will outline the plan to achieve or exceed a target percentage of minority, woman, small businesses and/or service disabled veteran owned businesses participation.
- Use Strategic approaches and methodologies taken to ensure maximum participation by minority, woman, small, and service disabled veteran owned businesses suppliers.
 - For example:
 - Identify a particular scope of contract that can be fulfilled by minority, woman, small, or service disabled veteran owned businesses.
 - Utilized DBE businesses to provide supplies and materials needed to perform contract

DIVERSITY PLAN OVERVIEW

- Required to submit a monthly diversity report by the 15th of the following month as referenced in the Music City Center DBE program and guidelines.
- This may include monthly reconciliation of payments via cancelled checks.

PROCUREMENT NONDISCRIMINATION PROGRAM PLAN (PNP) OVERVIEW

- ***No proposal or submission shall be considered responsive unless it demonstrates compliance with the PNP.***
 - **DBE Primes are required to complete PNP**
 - **Covenant of Non-Discrimination (Exhibit A)**
 - Must be notarized
 - **Good Faith Effort Statement Form (Exhibit B)**
 - Provide written notice to at least three (3) available certified MWBEs
 - The first three items on this form **must be** initialed
 - **Good Faith Effort Verification Form (Exhibit C)**
 - Must include the individual's or entity's name, business location, and information requested
 - Back-up documentation supporting the outreach (i.e. Copies of email threads).

IMPORTANT RFP DATES

RFP Questions and Inquiries Due	January 26, 2021
Responses to Inquiries	January 29, 2021
RFP Submissions Due	February 8, 2021

EVALUATION CRITERIA

- **Business Plan**

Total points available for this criterion are 30 points

- **Qualification of Firm**

Total points available for this criterion are 30 points.

- **Cost Criteria (use Exhibit E – provide hourly rate)**

Total points available for this criterion are 25 points.

- **Reference Projects**

Total points available for this criterion are 5 points

- **Diversity Plan**

Total points available for this criterion are 10 points.

SUBMISSION REQUIREMENTS

All submittals must be received by deadline - NO EXCEPTIONS.

Physical Copy: Please submit one (1) original, six (6) copies, and one (1) electronic copy of the complete proposal response including any attachments, on a WINDOWS PC compatible CD or flash drive (verify all files are on disc/flash drive prior to submitting proposal) of the following materials to the address set forth in Section V (D).

All text must be printed on single-sided or double-sided pages and includes the tabs (in order)

SUBMISSION REQUIREMENTS

- **Hand Delivery Option:** Administrative Offices

600 Koreans Veterans Blvd

Must email Director of Purchasing 24 hours prior to delivery prior to deadline to Jasmine.Quattlebaum@nashvillemcc.com

- **UPS or FedEx Option:** Music City Center House Docks

700 Koreans Veterans Blvd

SUBMISSION REQUIREMENTS

Electronic Copy: Email complete proposal response including any attachments of the required tabs to the address set forth in Section V (D).

Files should be named in accordance with the proper tab name and in the same order set forth in Section V (D).

SUBMISSION REQUIREMENTS

Email Submissions under 25 MB should be delivered to Music City Purchasing Department:

mccpurchasing@nashvillemcc.com

cc: jasmine.quattlebaum@nashvillemcc.com

Confirmation of submission will be sent within 1 hour. If you do not receive a confirmation email, please email or call the Director of Purchasing:

jasmine.quattlebaum@nashvillemcc.com or (615) 401 - 1445

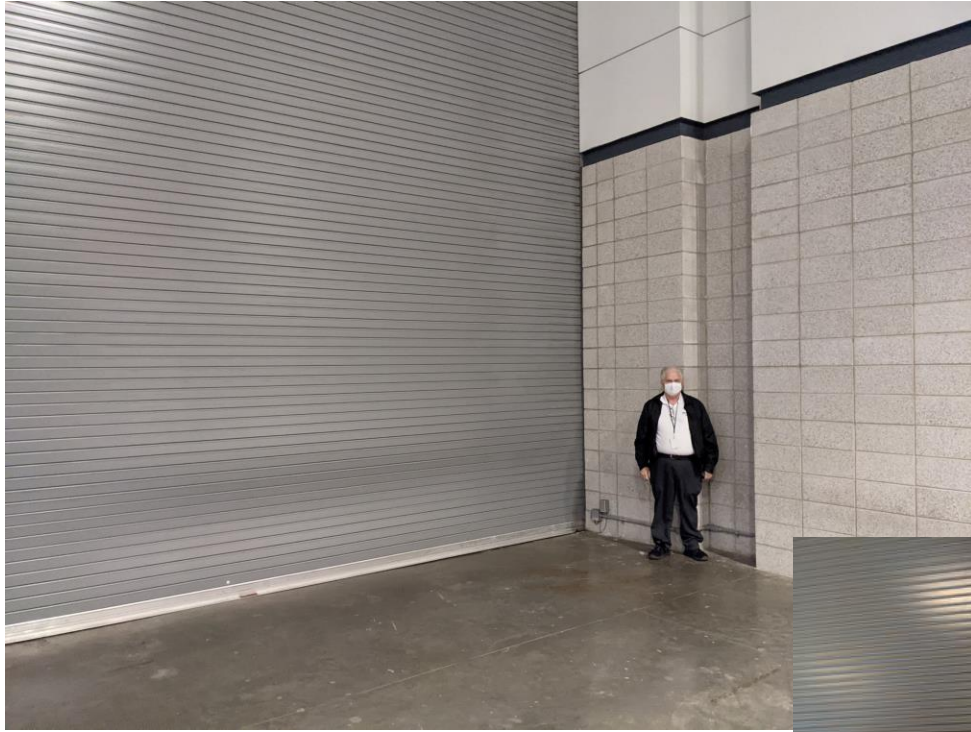
Email Submissions over 25 MB should be delivered via We Transfer (www.wetransfer.com): mccpurchasing@nashvillemcc.com

SUBMISSION REQUIREMENTS

- Read Section III. Diversity Plan thoroughly (10 pts)
 - Use Exhibit C
 - Use Exhibit D
- Read Section IV. Procurement Nondiscrimination Program thoroughly. Required in all proposals:
 - **Covenant of Non-Discrimination (Exhibit A)**
 - **Good Faith Effort Statement Form (Exhibit B)**

GRAND BALLROOM DOOR





◀ ELEPHANT DOOR



RAMP ▶

GRAND LOBBY



KVB

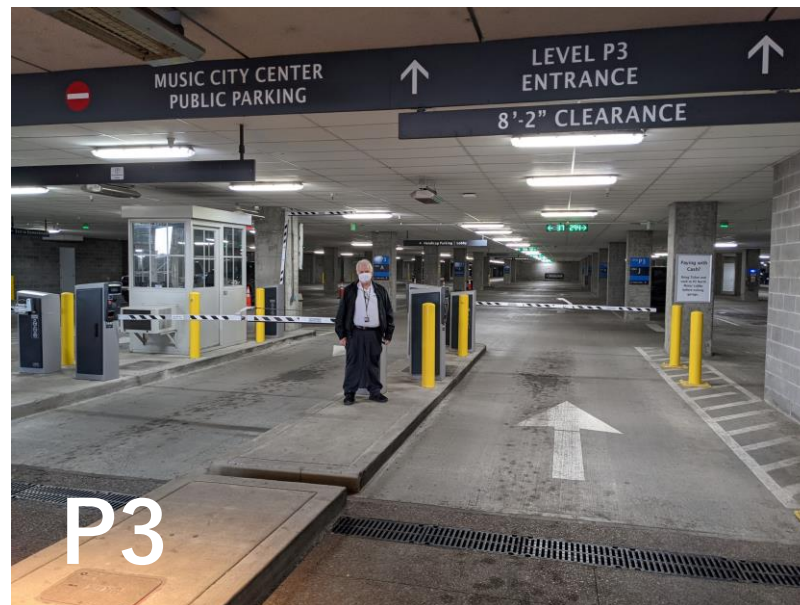




◀ HALL A ROLLUP



OUTSIDE RAMP ▶





◀ **TOP OF
TRUCK RAMP**



**TURN
AROUND ▶**

QUESTIONS?

- **REMINDER:** Questions must be submitted in writing in order to receive an official response.
- Written responses to questions will be issue by RFP amendment and posted to Music City Center website:

<http://www.nashvillemusiccitycenter.com/business-opportunities>