



GENERAL INFORMATION

CITY OF ALLEN, TEXAS
BIDS WILL BE ACCEPTED IN THE OFFICE OF THE PURCHASING MANAGER

**REQUEST FOR PROPOSAL
2020-1-54
GUEST SERVICES AND SECURITY STAFFING**

PROPOSALS ARE DUE TO THE
PURCHASING DIVISION PRIOR TO:

MAY 07, 2020 @ 2:00 P.M.

**ELECTRONIC RESPONSES SUBMITTED THROUGH
IONWAVE E-BID SYSTEM ARE RECOMMENDED**
<http://allentx.ionwave.net>

NO LATE BIDS WILL BE ACCEPTED
FACSIMILE OR E-MAILED BIDS WILL NOT BE ACCEPTED

PROPOSAL PACKAGES
MAY BE DELIVERED OR MAILED TO:

**CITY OF ALLEN PURCHASING DIVISION
305 CENTURY PARKWAY
ALLEN, TX 75013**

FOR ADDITIONAL INFORMATION CONCERNING THIS PROPOSAL PLEASE CONTACT:

Eva Badali, Sr. Buyer 214-509-4631

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**SECTION I
NOTICE TO OFFERORS**

1.1 INTRODUCTION

Section I provides general information to potential proposers on subjects such as where to submit proposals, number of copies, amendments, proprietary information designation, and other similar administrative elements.

1.2 SUBMISSION OF PROPOSAL

Electronic responses submitted via our online bidding system (<http://allentx.ionwave.net>) are the preferred method of receiving responses for this solicitation. All proposals will be sealed and received by the City of Allen Purchasing Office. Proposals shall be in one envelope clearly marked: Bid Number, Title, and Opening Date on the outside of the envelope containing the bid.

**REQUEST FOR PROPOSAL
2020-1-54
GUEST SERVICES AND SECURITY STAFFING**

Sealed offers are to be submitted to:
City of Allen
Purchasing Department
305 Century Parkway
Allen, TX 75013

**NO LATE OFFERS WILL BE ACCEPTED
FACSIMILE / EMAIL PROPOSALS WILL NOT BE ACCEPTED**

Proposals are due by May 07, 2020 @ 2:00 P.M. Central Time

There will not be a public opening for this solicitation, as this is a request for proposal. A list of submitting vendors will be available after the due date.

The City of Allen strongly encourages bidders to submit their response to this bid electronically.

1.3 PRE-PROPOSAL MEETING

A teleconference is scheduled for Tuesday, April 21, 2020 at 10:00AM. **To participate, call in to the teleconference by dialing toll number 1-830-476-3317 and use the following dial-in code: 659665280#.** Potential proposers may visit the job sites at their convenience before Pre-proposal meeting. To schedule an appointment, contact Ross Girouard, Rgirouard@cityofallen.org.

1.4 NUMBER OF COPIES

Proposer shall either submit their proposal electronically or submit **three (3) physical copies and one (1) electronic copy on a flash drive** of proposal documents. This will greatly facilitate the evaluation process. The proposal shall remain the property of the City of Allen.

1.5 PROPOSAL INFORMATION

All questions regarding proposal preparation, the selection process, specifications and interpretations of the terms and conditions of the bid shall be submitted in writing. Any addenda will be issued no later than three (3) calendar days prior to the deadline for submission of offers.

Costs for developing/producing proposal response and possible subsequent interview or presentation are entirely the obligation of the proposer and shall not be chargeable in any manner to the City of Allen.

All proposals will be reviewed and evaluated by City staff. The City reserves the right to evaluate each proposal on a separate and individual basis, to invite selected firms to make personal presentations to staff. The City further reserves the right to reject any and all proposals submitted, or accept a proposal deemed most advantageous to the City.

If an emergency or unanticipated event interrupts normal City processes so as to cause postponement of the scheduled bid opening, the time specified for receipt of bids will be deemed to be extended to the same time of day specified in the solicitation on the first work day on which normal City processes resume or to such other date and time as may be provided by the Procurement Services Office in a written notice to bidders."

1.6 DISCLOSURE OF RESPONSE

All information submitted in an accepted response must be retained by the City of Allen for the period specified in the City of Allen's record retention schedule created under Government Code Section 441.180, et sequitur. The information will not be returned to the respondent. The Public Information Act (PIA), Government Code Chapter 552, allows the public to have access to information in the possession of a governmental body through an open records request. Therefore, the respondent shall clearly identify in the response any confidential or proprietary information. Proprietary information identified by the respondent in the response, will be kept confidential by the City of Allen to the extent permitted by state law. The City of Allen merely raises the exception on behalf of the vendor. The City of Allen takes no legal position on disclosure. The City of Allen will use best efforts to give the respondent or the awarded vendor an opportunity to present to the Office of the Attorney General its arguments for non-disclosure of its identified confidential or proprietary information.

1.7 CERTIFICATE OF INTERESTED PARTIES

Government Code § 2252.908 Disclosure of Interested Parties (Form 1295)

The statute applies to all city contracts entered into after December 31, 2015 that have a value of \$50,000 or greater. The statute requires business entities entering into such contracts to disclose the interested parties to the contract. A "business entity" is any entity recognized by law through which business is conducted, including a partnership, corporation, or sole proprietorship. "Interested parties" include a person who has a controlling interest in the business entity or who actively participates in facilitating the contract or negotiating the terms of the contract (including a broker, intermediary, advisor, or attorney for the business entity). The business entity disclosure must be on a 1295 form prescribed by the Texas Ethics Commission (see Exhibits attached to this solicitation). The rules and form have been adopted by the Texas Ethics Commission and has been posted on its Internet web site Texas Ethics Commission. https://www.ethics.state.tx.us/whatsnew/elf_info_form1295.htm

The disclosure must be submitted to the city at the time the business entity submits the signed contract to the city (as opposed to some point prior to award and selection of the contractor/vendor). Not later than 30 days after the date the city receives the disclosure, the city shall submit a copy of the disclosure to the Texas Ethics Commission.

1.8 ADDENDUMS/AMENDMENTS

Any interpretations, corrections and/or changes to a bid solicitation or extensions to the opening date will be made by addenda to the respective document when necessary. An addendum will be published and distributed by email to all that are known to have received a copy of the bid and related specifications. However, it shall be the sole responsibility of the bidder to verify issuance/non-issuance of addenda and to check all avenues of document availability prior to opening date and time to ensure bidder's receipt of any addenda issued. No addenda will be issued 3 days prior to bid opening. The last day for questions will be **on Friday, April 24, 2020 at 2:00 PM. The last day for addenda will be on Wednesday, April 29, 2020 at 2:00 PM.** Any addenda issued within 3 working days of the bid opening will automatically delay the bid opening by one week. Bidders will be notified of the new bid opening time and date as determined by the City of Allen Purchasing Department.

The offeror is required to acknowledge receipt of any amendments by submitting a signed copy of each amendment issued. Signed copies must be submitted as part of the signed proposal submittal.

1.9 ACCEPTANCE

Any offer received shall be considered an offer, which may be accepted by the City of Allen based on initial submission without discussions or negotiations. By submitting an offer in response to this solicitation the

proposer agrees that any offer it submits may be accepted by the City of Allen at any time within 90 days from the close date.

The City of Allen reserves the right to reject any or all offers and to waive informalities and minor irregularities in offers received, and/or to accept any portion of the offer if deemed in the best interest of the City of Allen. Failure of the proposer to provide in its offer any information requested in the bid may result in rejection for non-responsiveness.

Responsive Bidder/Proposer	A bid or proposal that fully conforms in all material respect to the Invitation for Bids (IFB)/Request for Proposals (RFP) and all its requirements, including all form and substance.
Responsible Bidder/Proposer	A business entity or individual who has the capability and financial and technical capacity to perform the requirements of the solicitation and subsequent contract. Responsible bidders/proposers shall not have been convicted of, or pled guilty to, crimes involving procurement fraud or damage to the environment during the previous five years and shall not currently be included on any list of debarred or suspended business entities or individuals.

1.10 AWARD

The City of Allen intends to make an award using the evaluation criteria and other factors as indicated in this solicitation.

LIQUIDATED DAMAGES

Bidders should be aware that the city of Allen expects timely completion of the contract within the timeframe indicated by the bidder in their bid. Consequently, bidders should be aware that the following schedule will be applied by the City as liquidated damages for each day the project is delayed in completion:

Amount of Contract (\$)	Value of a Calendar Day (\$)
Less than 25,000	100 per day
25,000 to 99,999.99	160 per day
100,000 to 999,999.99	240 per day
More than 1,000,000	500 per day

Note: The sum of money thus deducted for such delay, failure, or noncompletion is not to be considered as a penalty, but shall be deemed, taken and treated as reasonable liquidated damages, per day that the contractor shall be in default after the time stipulated in the contract for completing the work.

1.11 CONTRACT ADMINISTRATION

The City of Allen, Allen Event Center together with the Purchasing Division shall be responsible for administration of this purchase for compliance with the interpretation of scope, schedule, billings, requirements, and budget.

1.12 SUBSTANTIVE PROPOSALS

The respondent shall certify (a) that the bid submittal is genuine and is not made in the interest of, or on behalf of, any undisclosed person, firm, or corporation; (b) that has not directly or indirectly induced or solicited any other respondent to put in a false or sham bid; (c) that has not solicited or induced any other person, firm, or corporation from proposing; and (d) that has not sought by collusion to obtain for himself any advantage over any other respondents or over the City of Allen.

The City of Allen may make such investigations as it deems necessary to determine the ability of the bidder to provide satisfactory performance in accordance with bid requirements, and the respondent shall furnish to the City all such information and data for this purpose.

Minimum standard for responsible prospective bidders is as follows:

- Have adequate financial resources, or the ability to obtain such resources
- Be able to comply with the required or proposed schedules and project requirements
- Competitive pricing
- Have a satisfactory record of performance for contracts of similar scope (complete attached reference sheet)
- Have a satisfactory record of integrity and ethics
- Completeness and thoroughness of bid submittal

REQUIRED FORMS TO BE RETURNED WITH BID SUBMITTAL

- Certificate of Insurance or Insurance Requirement Affidavit
- Affidavit of No Prohibited Interest
- Bidders Qualification Statement
- Supplemental Information
- Bid Form (Pricing stated in both script and figures).
- Bid Endorsement Page
- Standard Form of Agreement
- Bidder Qualifications (Company Overview Statement)
- Supplemental Information
 - Company Operational Information
 - Company Manual

1.13 DEFINITIONS

- Bidder refers to submitter.
- Vendor refers to Successful Bidder or Contractor.
- Submittal refers to those documents required to be submitted to the City of Allen, by a bidder.

1.14 INQUIRIES

Questions about this bid shall be in writing and directed to Eva Badali at the following address. Questions resulting in changes to this solicitation will be provided in the form of an amendment to the solicitation.

Eva Badali
Sr. Buyer
305 Century Parkway
Allen, Texas 75013
214-509-4630
ebadali@cityofallen.org

1.15 SCHEDULE OF EVENTS

The upcoming schedule of events is tentative scheduled as follows:

Advertise Requirement	April 09, 2020 April 16, 2020
Issue Request for Proposal	April 09, 2020
Pre-proposal Conference	April 21, 2020 10:00 AM
Council Approval	June 09, 2020
Project Start	TBD

SECTION II

GENERAL TERMS & CONDITIONS

The City of Allen bid packets contain various sections requiring completion. The bid form section of the bid packet must be completed prior to the date and time set for bid opening and included with the bid packet or the vendor will be found non-responsive.

2.1 These instructions apply to all quotations or bid submittals and become a part of terms and conditions of any bid packet submitted.

2.2 The City shall have the authority to disapprove or reject unsatisfactory work, services or equipment. If required by the City, the vendor shall promptly, as direct, correct all unsatisfactory work and replace all defective equipment, and shall bear all direct, indirect and consequential costs of such correction.

2.3 The City reserves the right to waive any minor defect, irregularity, or informality in any bid, quotation, or proposal. The City may also reject any or all bids, quotations, or proposals without cause prior to award.

2.4 The City reserves the right to enforce the performance of this contract in any manner prescribed by law and deemed to be in the best interest of the City in the event of breach or default of this contract. The City reserves the right to terminate the contract immediately in the event the vendor fails to meet schedules or otherwise perform in accordance with these specifications. Breaches of contract or default authorize the City to purchase the services from the next low bidder or re-bid and charge the difference in cost to the defaulting vendor.

2.5 The contract shall remain in effect until contract expires, except for breach of contract, or is terminated by either party with a thirty (30) day written notice prior to any cancellation. The vendor shall state therein the reasons for such cancellation. Notice of termination must be transmitted via certified mail to the other party's designated representative.

2.6 The vendor shall be held responsible for and shall make good, without expense to the City, any and all damage, injury or loss due to the execution of his work. The vendor shall protect all finished building surfaces from damage and shall repair any damage to the building or property caused by delivery or installation of product.

2.7 The vendor agrees to indemnify and hold harmless the City against all claims or alleged claims or demands for damages, including all expenses incurred, arising from accidents to employees of either party hereto or to the public, or from claims or alleged claims of damages to the property of the City or to adjoining property caused directly or indirectly by said vendor, by any of his subcontractors, or by anyone directly or indirectly employed by either of them in connection with the performance of this contract.

2.8 The vendor agrees to indemnify and hold the City harmless from any claim involving patent right infringement or copyrights on goods supplied.

2.9 In its sole discretion, the City shall have the right to select or to approve defense counsel to be retained by Contractor in fulfilling its obligation hereunder to defend and indemnify City, unless such right is expressly waived by City in writing. City reserves the right to provide a portion of its own entire defense; however, City is under no obligation to do so, any such action by City is not to be construed as a waiver of Contractor's obligation to defend City or as a waiver of contractor's obligation to indemnify City pursuant to this contract. Contractor shall retain City approved defense counsel within seven (7) business days of City's written notice that City is invoking its right to indemnification under

this contract. If Contractor fails to retain counsel within such time period, City shall have the right to retain defense counsel on its own behalf, and contractor shall be liable for all costs incurred by City.

2.10 The vendor shall not sell, assign, transfer or convey this contract, in whole or in part, without the prior written consent of the City.

2.11 This bid, when properly accepted by the City, shall constitute a contract equally binding between the vendor and the City. No different or additional terms shall become a part of this contract with the exception of a change order processed through the Purchasing Department.

2.12 This agreement will be governed and construed according to the laws of the State of Texas. This agreement is performable in Collin County, Texas.

2.13 The successful bidder and the City of Allen agree that each party have rights, duties, and remedies available as stated in the Uniform Commercial Code and any other available remedy, whether in law or equity.

2.14 Bidder acknowledges and represents that they are aware of laws, City Charter and City Code of Conduct regarding Conflicts of Interest. The City Charter states that "no officer or employee of the City shall have a financial interest, direct or indirect, in any contract with the City, nor shall be financially interested, directly or indirectly, in the sale to the City of any land or rights or interest in any land, materials, supplies or service..."

2.15 Chapter 176 of the Texas Local Government Code requires that any vendor or person considering doing business with a Local Government entity, disclose in the questionnaire form CIQ, the vendor or person's affiliation or business relationship that might cause a Conflict of Interest. This form must be filed with the Records Administrator no later than 7 business days after the date the person becomes aware of facts that require the statement to be filed. A person commits an offense if the person violates Section 176.006, Local Government Code. An offense under this section is a Class C misdemeanor.

2.16 All equipment, supplies and work furnished under this contract shall comply with applicable laws, ordinances and regulations. The Vendor shall obtain and pay for such permits and inspections as are required for the legal performance of this work.

2.17 The City reserves the right to audit the records and performance of vendor during the term of the contract and for three years thereafter.

2.18 Unless otherwise notified, all invoices must be sent to the Accounts Payable, Finance Department at the address listed on page one (1). Invoices must show the item(s) shipped/work performed and the purchase order number applicable to the transaction in order to insure prompt payment.

2.19 Payment will be made in accordance with Texas statutes. Term of Payment is net 30 days after the date the City receives the goods in accordance with the contract, the date the performance of service in accordance with the contract is completed, or the date the agency receives an invoice for the goods or services, whichever occurs the latest. If your company provides a discount for early payment, please indicate in this solicitation. This will not be considered an evaluation factor in the award of the bid(s).

2.20 Funds for payment have been approved. The State of Texas statutes prohibit the obligation and expenditure of public funds beyond the fiscal year for which a budget has been approved; therefore, anticipated obligations that may arise past the end of the current City fiscal year shall be subject to budget approval. The City of Allen is a Home-Rule Municipal Corporation operated and funded October 1 to September 30.

2.21 The City of Allen is by statute tax-exempt therefore pricing shall not include taxes. Tax exemption certificates will be executed by the City and furnished upon request.

2.22 Vendors shall state a firm completion time. The City reserves the right to cancel orders and/or assess financial penalties if the vendor fails to complete project as promised. Work shall be scheduled between 8:00 a.m. and 5:00 p.m., Monday through Friday, excluding holidays, unless otherwise approved by the City.

2.23 When offering products other than those bid, the City reserves the right to request a sample/demo of the product for evaluation. In such cases, the bidder must provide a sample/demo of the product at no charge to the City within three days of the request and must pick up the product after the evaluation. Failure to provide an evaluation product within the three-day period will disqualify the bidder from further consideration. If the bidder offers a product other than that specified, specifications must be included in the bid package. Bid responses not listing manufacturer or part numbers in the Mfg./Pt No. section of the bid form will be considered as bidding according to specification, and if awarded, will be required to provide exactly what was specified. Samples should not be enclosed with bid unless requested.

2.24 The apparent silence of these specifications as to any detail or to the apparent omission from it of a detailed description concerning any point, shall be regarded as meaning that only the best commercial practices are to prevail. All interpretation of these specifications shall be made on the basis of this statement.

2.25 Testing may be performed at the request of the City or any participating entity, by an agent so designated, without expense to the City.

2.26 When unit price differs from extended price, the unit price prevails.

2.27 In case of a discrepancy between the product number and description, the description takes precedence.

2.28 When manufacturers are named in the specification, they are not meant to limit competition, but to define the minimum standard, quality, and performance of the item specified. All materials supplied will be new, first quality industrial-grade products.

2.29 Response to specification is primary in determining the lowest responsible bid.

2.30 The City of Allen reserves the right to award a vendor bid as an "alternate award". The alternate vendor's bid shall remain in effect for the term of the awarded contract, should the primary vendor become unable or unwilling to complete the contract term. The alternate vendor will be notified in writing of their official contract and start date. All terms and conditions of the original bid will remain in effect.

2.31 The City of Allen reserves the right to award a separate contract to separate vendors for each item/group or to award one contract for the entire bid.

2.32 Bid prices cannot be altered or amended after submission deadline. Any interlineations, alteration, or erasure made before opening time must be initialed by the signer of the bid, guaranteeing authenticity.

2.33 A bid price may not be withdrawn or canceled by the bidder for a period of 90 days following the date designated for the receipt of bids without written approval of the Purchasing Manager, and bidder so agrees upon submittal of bid.

2.34 No oral statement of any person shall modify or otherwise change or affect the terms, conditions or specifications stated in the resulting contract. All change orders must be made in writing.

2.35 Any interpretations, corrections or changes to this bid packet will be made by addenda. Sole issuing authority shall be vested in the City of Allen Purchasing Department. Addenda will be sent to all who are known to have received a copy of this bid packet. If the Addenda contain changes to the

specification or bid form, bidders shall acknowledge receipt of all addenda or they will be declared non-responsive.

2.36 Bid tabulations can be accessed in the City of Allen electronic bidding system <https://allentx.ionwave.net/Login.aspx>. Please allow at least one week after opening date for bids to be tabulated.

2.37 All work, materials, equipment, and supplies, furnished under this contract shall comply with applicable laws, ordinances and regulations.

2.38 Unless otherwise indicated, items will be new, unused, and in first rate condition in containers suitable for damage-free shipment and storage.

2.39 Quotations must show the number of calendar days required to place the materials in the possession of the City. Do not quote shipping dates. When delivery delay can be foreseen, the bidder shall give prior notice to the Purchasing Division, who shall have the right to extend the delivery date if reasons for delay appear acceptable. Default in promised delivery, without acceptable reasons of failure to meet specifications, authorizes the Purchasing Division to purchase goods elsewhere and charge any increase in cost and handling to the defaulting bidder.

2.40 F.O.B. will be Destination/Inside Delivery/Installed at the location stated on the City's purchase order, acceptable only during normal working hours. The price will be firm lump sum all-inclusive cost for all materials, work, transportation, and all other costs of whatsoever nature for each item listed. Vendor will be responsible for all claims against the carrier for all freight and/or drayage damage. The City assumes no liability for goods delivered in damaged or unacceptable condition. Vendor shall handle all claims with carriers, and in case of damaged goods, shall ship replacement goods immediately upon notification by District of damage. Shipments will be made to the specific locations described in the bid specifications. If the vendor must deliver to the specified room, the vendor must remove all packing and debris, which results from set-up and installation. Owner dumpsters cannot be used.

2.41 At the time of the opening of bids each bidder shall be presumed to have inspected the sites and to have read and shall be thoroughly familiar with the contract requirements. The failure or omission of any bidder to examine any form, instrument, document or site shall in no way relieve any bidder from any obligation in respect to this bid.

2.42 The City shall have the right to do other work, or to let other contracts for work to be done, on the same sites as specified for the work to be done under this contract, and the City's arrangements as to precedence of work and the relationship between the Vendor and the City shall be decisive.

2.43 It is the policy of the City of Allen that whenever practical, products should be purchased which contain the highest percentage of post-consumer recovered material available in the marketplace and/or the highest percentage of pre-consumer recovered material available in the marketplace.

2.44 Texas Government Code, Chapter 2252, non-resident bidders; Texas Law prohibits Cities and Governmental units from awarding contracts to a non-resident unless the amount of such bid is lower than the lowest bid by a Texas resident by the amount a Texas resident would be required to underbid in the non-resident bidders state.

2.45 The vendor shall purchase and maintain in force the following kinds of insurance for operations under the contract as specified. Insurance certificates in the amounts shown and under the conditions noted shall be provided to the City before the commencement of any work:

2.46 Workers' Compensation Coverage – **Statutory See Insurance Requirements in Exhibit**

2.47 Attention is called to the fact that the inclusion of a minimum scale of wages to be paid to employees engaged in the work under this Contract does not release the Contractor from compliance with any State Wage Law that may be applicable. The Contractor shall abide by the Wage and Hour Laws of the State and must not pay less than the wages legally prescribed as set forth herein.

2.47.1 Except for work on legal holidays, the "general prevailing rate of per diem wage" for the various crafts or types of workmen or mechanics is the product of (a) the number of hours worked per day, except for overtime hours, times (b) the respective Rate Per Hour.

2.47.2 For legal holidays, the "general prevailing rate of per diem wage" for the various crafts or type of workmen or mechanics is the product of (a) one and one-half times the respective Rate per Hour, times (b) the number of hours worked on a legal holiday.

2.47.3 The "general prevailing rate for overtime work" for the crafts or type of workmen or mechanics is one and one-half times the above respective Rate per Hour.

2.47.4 Under the provisions of Article 5159a Vernon's Annotated Texas Statutes, the Contractor shall forfeit as a penalty to the entity on whose behalf the Contract is made or awarded, Ten Dollars (\$10.00) for each laborer, workman, or mechanic employed, for each calendar day or portion thereof that such laborer, workman or mechanic is paid less than the said stipulated rates for any work under the Contract, by him or by any sub-contractor under him.

2.50 Provide the names and locations of at least three (3) references at which the offeror has conducted similar services and requirements along with specific individuals whom we may contact for references.

2.51 All protests regarding the bid solicitation process must be submitted in writing to the Purchasing Manager within five (5) working days following the opening of bids. This includes all protests relating to advertising of bid notices, deadlines, bid opening, and all other related procedures under the Local Government Code, as well as any protests relating to alleged improprieties or ambiguities in the specifications. The limitation does not include protests relating to staff recommendations as to award of this bid. Protests relating to staff recommendations may be directed to the City Secretary.

2.52 EVALUATION CRITERIA: PLEASE NOTE THAT THIS BID WILL BE AWARDED ON THE BASIS OF "BEST VALUE". The award to the successful bidder will be determined by best value to the City of Allen as allowed by Chapter 252 of the Local Government Code. The following criteria will be considered when selecting a contractor:

- the purchase prices
- the reputation of the bidder and the bidder's services;
- the quality of the bidder's service;
- the extent to which the bidder's services meet the City's needs;
- the bidder's past business relationship with the City;
- the impact on the ability of the City to comply with laws and rules relating to contracting with historically underutilized businesses and non-profit organizations employing persons with disabilities;
- the total long-term cost to the City to acquire the bidder's goods or services; and
- any relevant criteria specifically listed in the request for bids or proposals.

2.53 PROHIBITION OF BOYCOTT ISRAEL: Vendor verifies that it does not Boycott Israel and agrees that during the term of this Contract will not Boycott Israel as that term is defined in Texas Government Code Section 808.001, as amended. Effective September 1, 2019, this section does not apply if the Vendor is a sole proprietor, a non-profit entity or a governmental entity; and only applies if: (i) the Vendor has ten (10) or more fulltime employees and (ii) this Contract has a value of \$100,000.00 or more to be paid under the terms of this Contract.

2.54 STORM WATER MANAGEMENT

Under the Authority of the Clean Water Act, the Environmental Protection Agency (EPA), the City of Allen has endeavored to reduce / improve storm water quality per direction of the Texas Commission of Environmental Quality (TCEQ). The City of Allen has developed standard operating procedures (SOP's) for our Storm Water Management Program (SWMP). By signing this contract all

vendors accept to follow our SOP's of our SWMP. Follow the link for our SOP's
<http://www.cityofallen.org/933/Storm-Water-Management>

2.55 COOPERATIVE PURCHASING: As permitted under Interlocal Cooperation Act C Texas Government Code, Chapter 791, other governmental entities may wish to also participate under the same terms and conditions contained in this contract. If this bid is not specifically for the Collin County Governmental Purchaser's Forum, each entity wishing to participate must have prior authorization from the City of Allen and the vendor. If such participation is authorized, all purchase orders will be issued directly from and shipped directly to the entity requiring supplies/services. The City of Allen shall not be held responsible for any orders placed, deliveries made or payment for supplies/services ordered by the entities. Bidder is to state their willingness to allow other governmental entities to participate in this contract, if awarded. Vendors bidding products other than those specified should submit technical specification literature with bids.

IS YOUR FIRM WILLING TO ALLOW OTHER GOVERNMENTAL ENTITIES TO PARTICIPATE IN THIS CONTRACT, IF AWARDED, UNDER THE SAME TERMS AND CONDITIONS?

_____YES _____NO

SECTION III

SPECIFICATIONS AND REQUIREMENTS

REQUEST FOR PROPOSAL GUEST SERVICES AND SECURITY STAFFING

It is the intention of the City of Allen to enter into a one-year contract for Guest Services and Security Staffing as needed by the City of Allen Event Center. This procurement is expected to result in a one-year contract with two one-year renewal options. The City estimates a total of 30,000 hours annually for their Guest Services. This is an estimate of usage. The City of Allen may not reach that total, or we may exceed it, as our needs fluctuate. We used an approximation of services used in the past to estimate potential usage for the future. It is specifically understood and agreed that these hours are approximate, and any increased hours will be paid at the quoted hourly rate. It is further understood that the contractor shall not have any claim against the City for hours less than the estimated amount.

The contract period shall commence upon execution/receipt of a valid City of Allen Contract/Purchase Order and continue for a period of one year. The City reserves the right to extend the contract period for two additional one-year periods, with said options to be exercised solely at the City's discretion.

Successful contractor shall pay or cause to be paid, without cost or expense to the City of Allen all Social Security, Unemployment and Federal Income Withholding Taxes of all such employees and all such employees shall be paid wages and benefits as required by Federal and/or State Law.

SCOPE OF WORK

1. The purpose and intention of this bid is for the City of Allen to receive quotations for an hourly rate for Temporary Personnel Services.
2. Contractor shall comply with all State, Federal, and local laws (including the Americans with disabilities Act, Title VII of the Civil Rights Act of 1964, Age Discrimination in Employment Act, and Civil Rights of 991) as to treatment and compensation of its employees. City of Allen shall make no payments to individual workers.
3. Contractor shall be responsible to maintain insurance coverage for all employees to include general liability and auto liability in the amount of not less than \$1,000,000 per occurrence, naming the City of Allen as additional insured and providing a waiver of subrogation. The contractor shall maintain Workers Compensation 1,000,000 per occurrence and a waiver of subrogation shall apply. Contractor shall be responsible for any injury, damage or loss arising out of any acts or omissions of the temporary employee while performing their duties for the City of Allen. All insurance companies and coverage's must be authorized by the Texas Department of Insurance to transact business in the State of Texas and must be acceptable to the City of Allen. A certificate evidencing the coverages with a 30-day notice of cancellation shall be provided before the contractor can begin any contractual obligation with the City.
4. The City has the right to control the details of the temporary employee's work while assigned to the City.
5. In the event that the temporary will be assigned driving duties, the City reserves the right to conduct a motor vehicle register check and a drug test before placing the temporary in the work environment. The City of Allen will cover all costs associated with this.

6. The City of Allen estimates a total of 30,000 hours for the Guest Services Division at the Allen Event Center. It is specifically understood and agreed that these hours are estimated, and any increased hours will be paid at the quoted hourly rate. It is further understood that the supplier shall not have any claim against the City for hours less than the estimated amount.
7. Attached Price Sheet is a listing of position specifications for the different types of personnel possibly needed by the City. Please use this form for quoting hourly rates for each description.
8. The City of Allen reserves the right to add additional job duties/descriptions if the need arises, during the term of this contract. Therefore, please provide a complete listing and hourly rate of additional services that your firm can provide that are not listed herein.
9. Hourly rates quoted shall be firm for one (1) year from award date and shall be binding if agency is selected for primary or alternate provider.
10. Proposal submission services to include:
 - a. description of agency and services provided;
 - b. applicant/employee testing conducted by agency;
 - c. employee training conducted by agency;
 - d. statement about worker's compensation and liability insurance coverage;
 - e. *employee criminal background screening conducted by agency – Specific screening requirement: SS Trace to determine counties the individual has resided in to know which Criminal County checks to conduct (record of past 7 years); Statewide Criminal record check and Statewide Sex Offender Registry. If applicant has resided in another state in the past 7 years, we ask that those state records are checked in addition to Texas.
11. Contractor (s) will receive written notice of the bid award, which will include the agreed upon rate for each job description, a copy of the Temporary Personnel Services Specifications and a copy of the Temporary Personnel Service Operating Procedures.
12. The City of Allen is an Equal Opportunity Employer. All job vacancies are advertised through the media and posted for public view. The City of Allen will not reject any application for employment by temporary employees assigned in the workplace. It is the policy of the City of Allen not to pay any release fees in the event a temporary is selected from the applicants.

GUEST SERVICES AND SECURITY STAFFING

A City of Allen employee will call the temporary agency to place an order stating the position, typical duties, person and department the temporary will report to, starting time, date, and length of employment. At this time, the agency must verify the bid rate for the position requested.

The temporary agency must supply a temporary within the time period agreed by the city and the contractor and supply the name of the temporary to the Department Representative. In addition, the agency shall inform the temporary of the department in which the individual will be assigned.

When supplying temporary personnel, the agency must ensure/provide the following:

- One temporary personnel per order unless the time period is extended by the department requesting a temporary.
- Once a temporary employee is assigned to a department, the temporary employee is expected to work the full assignment unless the temporary or supervisor is dissatisfied with the assignment. Temporary personnel shall not be reassigned by the agency.
- All temporary employees are expected to report to work on time and dress appropriately for public contact.
- All temporary personnel shall be on separate invoices based on job/department assignment. To expedite invoice payments, the agency shall indicate the department/division in which the temporary employee worked on the timesheets. Individual temporary personnel shall be placed on separate invoices.
- Any personnel interfacing with AEC customers must be able to speak English.
- It is the complete responsibility of the Third-Party Vendor to provide all CPR/AED, Crowd Management Training Certifications and Training Manual.
- The Third-Party Vendor must hold valid Texas Security Licensing for Security Positions.

ALLEN EVENT CENTER GUEST SERVICES DIVISION

Event Attendant (Usher/Ticket Taker)

- The primary responsibility of this position is to provide guests with the best experience possible while providing excellent customer service and enforcing building policies. This position greets guests and directs them to their seats or designated seating area. Ticket takers will also collect and/or scan tickets upon entry. This position will cross train to learn the duties as both Usher and Ticket Taker. This position will alternate in either role when deemed necessary by management. Provides guests with accurate event and arena information, deals with guest problems and complaints up to the level where intervention by a supervisor is required, monitors crowd behavior and take steps to ensure that each guest may enjoy the event without disruption from others, follows policies and procedures as set forth by the Guest Services Management Team and is knowledgeable of and enforces building policies when necessary.

Event Security/ Parking Attendant

- The primary responsibility of this position is to provide guests with the best experience possible while providing excellent customer service and enforcing building policies. Greet and screen all patrons entering the Allen Event Center. Ensure all building policies and safety codes are enforced and upheld. Secures designated areas to ensure only authorized employees, guests, or credentialed visitors may enter, monitors entry and exit points to specific areas of the Allen Event Center, including metal detection screening (magnetometers and handheld wands) and bag checks when applicable. Provides security escorts per events requirements, ensures that prohibited items or inappropriate behavior are not allowed at the Allen Event Center and enforces policies and procedures throughout the facility.
- Directs vehicles to available parking spaces and assists customers with questions within the parking lots and garages during events. Greets patrons and verifies parking credentials. Records names of parking patrons authorized to sign-in, assist patrons with questions, set up and move traffic cones and barricades to control traffic in assigned area.

Armed Security

- The primary responsibility of this position is similar to Event Security, but in an armed capacity in critical security situations. Armed Security may be requested during events where valuable assets are being stored or displayed on-site, visiting VIPs or talent request armed escort, or when deemed necessary by Allen Event Center Guest Services.
- Staff should provide guests with the best experience possible while providing excellent customer service and enforcing building policies. Greet and screen all patrons entering the Allen Event Center. Ensure all building policies and safety codes are enforced and upheld. Secures designated areas to ensure only authorized employees, guests, or credentialed visitors may enter, monitors entry and exit points to specific areas of the Allen Event Center, including metal detection screening (magnetometers and hand held wands) and bag checks when applicable. Provides security escorts per events requirements, ensures that prohibited items or inappropriate behavior are not allowed at the Allen Event Center and enforces policies and procedures throughout the facility

Assistant Lead

- The primary responsibility of this position is to assist in supervision of Guest Services and Security staff as an area lead. Assistant Leads may be given more duties and a higher level of authority than Event Attendants and Event Security, are asked to be the first line of escalation in issues, provide briefings to staff working under them, and are able to make determinations on issues within set parameters.

- It is the responsibility of this position is to provide guests with the best experience possible while providing excellent customer service and enforcing building policies. This position greets guests and directs them to their seats or designated seating area. Ticket takers will also collect and/or scan tickets upon entry. This position will cross train to learn the duties as both Usher and Ticket Taker. This position will alternate in either role when deemed necessary by management. Provides guests with accurate event and arena information, deals with guest problems and complaints up to the level where intervention by a supervisor is required, monitors crowd behavior and take steps to ensure that each guest may enjoy the event without disruption from others, follows policies and procedures as set forth by the Guest Services Management Team and is knowledgeable of and enforces building policies when necessary. . Greet and screen all patrons entering the Allen Event Center. Ensure all building policies and safety codes are enforced and upheld. Secures designated areas to ensure only authorized employees, guests, or credentialed visitors may enter, monitors entry and exit points to specific areas of the Allen Event Center, including metal detection screening (magnetometers and handheld wands) and bag checks when applicable. Provides security escorts per events requirements, ensures that prohibited items or inappropriate behavior are not allowed at the Allen Event Center.

The City of Allen reserves the right to add additional job duties/descriptions if the need arises, during the term of this contract. Therefore, please provide a complete listing and hourly rate of additional services that your firm can provide that are not listed herein.

SECTION IV PROPOSAL CONTENT & EVALUATION CRITERIA

EVALUATION PROCESS

The objective of this evaluation process is to identify and select the proposer with the best satisfies the requirements of the City of Allen. All proposals received by the submission deadline will be evaluated by the City of Allen evaluation committee. The evaluation committee will review, rate, and rank each proposer's proposal in accordance with the weighted criteria contained in this document.

EVALUATION CRITERIA: PLEASE NOTE THAT THIS BID WILL BE AWARDED ON THE BASIS OF "BEST VALUE". The award to the successful bidder will be determined by best value to the City of Allen as allowed by Chapter 252 of the Local Government Code. The following criteria will be considered when selecting a contractor:

- the purchase prices
- the reputation of the bidder and the bidder's services;
- the quality of the bidder's service;
- the extent to which the bidder's services meet the City's needs;
- the bidder's past business relationship with the City.

PROPOSAL RESPONSE DOCUMENTS

In order to be considered responsive, the Bidder shall submit with their Bid Proposal, such documentation as is necessary or required to attest to the company's capabilities and qualifications to perform the work as specified and all aspects of this contract in a competent and expeditious manner.

**QUALIFICATIONS
REQUEST FOR PROPOSAL 2020-1-54
GUEST SERVICES AND SECURITY STAFFING**

BIDDER QUALIFICATIONS

Each respondent to this proposal shall be capable of meeting the following minimum requirements

1. Proposers must demonstrate that they can furnish all labor, materials, tools and equipment as specified herein; including components and accessories required for a complete installation.
2. Proposers must demonstrate that they are financially stable and that they have been a commercial provider for at least the past five years.
3. Proposers must be capable of and are required to submit criminal background checks on all employees performing this contract **prior to any work being performed.**
4. Proposers bid price shall be sufficient to pay all applicable Federal, State withholding, workmen's compensation, insurance and to comply with the current minimum wage.
5. Proposers must submit with their bid proof of insurance. The awarded contractor must provide the city with their certificate of insurance, meeting all of the city's insurance requirements within five (5) working days of award notification. Failure to provide the city with a certificate of insurance, meeting all of the city's insurance requirements within five (5) working days of award notification may result in the city awarding the contract to another contractor.
6. Define the measures you have taken to retain employees. Describe your firm's annual employee attrition rate for the past three (3) years.
7. Describe the organization, management philosophy and provide a brief history of the firm.
8. Vendor shall have a minimum of five (5) years of experience of staffing Guest Services and Security personnel in facilities of the same/scope as the Allen Event Center.
9. Proposers must submit with their proposal a list of at least three current or past (within one (1) year) references. References should include a contract name, email address and telephone number for jobs/contracts in the Public and/or Private sectors that are equal to size (115,000 square feet Arena), security and complexity of the City of Allen Event Center's requirements, provided herein.

COMPANY OVERVIEW

Respondent shall provide the following information with their submission, including a brief company overview, history, and financial status:

1. Firm name, address, phone number, and date established;
2. Address and location of the local responsible office;
3. Name of office principals, their experience and professional qualifications;
4. Describe your firm's experience in providing likes services including the number of years your firm has actively provided such services
5. Provide a complete and current listing of all industry certifications, accreditations and affiliations your firm holds.
6. Describe whether your firm) has ever undergone an investigation by an outside agency pursuant to the filing of claims and describe the outcome of the investigation including ramifications to your firm or your firm's client cities.

7. Provide a detailed Plan of Execution. This plan shall include a minimum of the following items:
- a. Firm's management program which describes how your standard operating procedures will be consistently implemented managed and audited
 - b. Reporting structure for communication with the City of Allen Event Center Guest Services Management and Staff
 - c. Training program which will include frequency and type of training on customer service and safety
 - d. Include a list of key administrative and supervisory personnel you plan to assign to this project along with their resumes and certifications. Positions include: **Account Manager/Supervisor**
 - e. Discuss why you feel these individuals are the best personnel for the City of Allen Event Center's requirements.

REFERENCES

- 1. Vendor shall have a minimum of FIVE (5) years of experience
- 2. Proposers must submit with their proposal a list of at least three (3) current references.

References should include a contact name, email address and telephone number for jobs/contracts in the Public and/or Private Sectors that are equal to the size and complexity of the City of Allen's requirements, provided herein.

PROPOSAL RESPONSE DOCUMENTS/ PROPOSAL FORMAT AND CONTENT

The City of Allen discourages lengthy and costly proposals, however, in order for the City to evaluate proposals fairly and completely, proposers should follow the format set out herein and provide the information requested.

In order to be considered as responsive, the Proposer shall submit with their Proposal, such documentation as is necessary or required to attest to the company's capabilities and qualifications to perform the work as specified and all aspects of this contract in a competent manner. RFP responses shall be submitted professionally to include clearly identifiable sections, in the same order for each section as required. Also, include the RFP Pricing.

EVALUATION PROCESS AND SELECTION CRITERIA

The objective of this evaluation process is to identify and select the proposer that best satisfies the requirements of the City of Allen. The City of Allen's staff that will be responsible for these services will evaluate all proposals received by the submission deadline. The evaluation committee will review, rate and rank each proposer's proposal in accordance with the weighted ranking criteria contained in this document. RFP responses shall remain confidential until the contract has successfully been awarded.

If deemed necessary to the evaluation process, the City reserves the right to conduct presentations/interviews with proposers at no cost to the city.

There are 100 possible points for this proposal evaluation, as follows:

PRICE	30 points
BIDDER QUALIFICATIONS AND EXPERIENCES	30 points
REFERENCES	15 points
COMPANY OVERVIEW	25 points

PRICING

Important Please provide pricing on electronic excel spreadsheet attached to this solicitation in the City of Allen's E-bid (Ionwave) system labeled "*Price Sheet for Guest Services and Security Staffing*" Submittal Form Electronic response submitted is highly preferred.



RFP #2020-1-54
Guest Services and
Security Staffing

		Hours/ Annually	Unit Price	Extended Total
HOURLY RATES:				
Event Attendant				
HOURLY RATES	Per/hr.	12500		\$ -
Event Security/Parking				
HOURLY RATES	Per/hr.	8400		\$ -
Armed Security				
HOURLY RATES	Per/hr.	60		\$ -
Assistant Lead				
HOURLY RATES	Per/hr.	2400		\$ -
TOTAL			\$ -	\$ -

BID ENDORSEMENT

The undersigned, in submitting this bid proposal and their endorsement of same, represents that they are authorized to obligate their firm, that they have read this entire bid proposal package, is aware of the covenants contained herein and will abide by and adhere to the expressed requirements.

Submittals will be considered as being responsive only if entire Bid Package plus any/all attachments is returned with all blanks filled in.

SUBMITTED BY:

(OFFICIAL Firm Name)

By: _____
(Original Signature) **Must be signed to be considered responsive**

(Typed or Printed Name)

(Title) (Date)

Remittance
Address: _____

(Zip Code)

Phone #: (____) _____

Fax #: (____) _____

E-Mail Address: _____

If an addendum is issued for this bid, please acknowledge receipt.

ADDENDUMS/AMENDMENTS:

- 1) _____ date acknowledged
- 2) _____ date acknowledged
- 3) _____ date acknowledged

SECTION VI – EXHIBITS

EXHIBIT 1

CONTRACTOR INSURANCE REQUIREMENTS & AGREEMENT

- (a) Vendor on City property or public right-of-way for the City of Allen shall provide the City a certificate of insurance evidencing the coverage's and coverage provisions identified herein. Contractors shall provide the City evidence that all subcontractors performing work on the project have the same types and amounts of coverage's as required herein or that the subcontractors are included under the contractor's policy.
- (b) All insurance and certificate(s) of insurance shall contain the following provisions: (1) name the City, its officers, agents and employees as additional insureds as to all applicable coverage with the exception of Workers Compensation Insurance; (2) provide for at least thirty (30) days prior written notice to the City for cancellation, non-renewal, or material change of the insurance; (3) provide for a waiver of subrogation against the City for injuries, including death, property damage, or any other loss to the extent the same is covered by the proceeds of insurance.
- (c) All insurance companies providing the required insurance shall be authorized to transact business in Texas and rated at least "A" by AM Best or other equivalent rating service.

User shall during the term hereof maintain in full force and effect the following insurance: The City reserves the right to amend or require addition all types depending on the nature of the work.

Contracts in the Amount of \$0-\$100,000

Type of Insurance	Amount of Insurance	Provisions
1. Commercial General (Public) Liability to include coverage for: a) Premises/Operations b) Products/Completed Operations c) Independent Contractors d) Personal Liability e) Contractual Liability	\$500,000 each occurrence, \$1,000,000 general aggregate; or \$1,000,000 combined single limits	City to be listed as additional insured and provided 30-day notice of cancellation or material change in coverage. City prefers that insurer be rated A or higher by A.M. Best or equivalent. Waiver of Subrogation to apply
2. Business Auto Liability	\$500,000 combined single limit	Owned, non-owned, and hired vehicles
3. Workers' Comp & Employers' Liability	Statutory Limits \$1,000,000 each accident	Waiver of subrogation
4. a) Professional Liability b) E & O coverage	1,000,000 per occurrence	City to be named as an additional insured

Continued Next Page
Contracts in the Amount of \$100,000-\$1,000,000

Type of Insurance	Amount of Insurance	Provisions
1. Commercial General (Public) Liability to include coverage for: f) Premises/Operations g) Products/Completed Operations h) Independent Contractors i) Personal Liability j) Contractual Liability	\$1,000,000 each occurrence \$2,000,000 general aggregate \$2,000,000 Umbrella/ Excess Liability	City to be listed as additional insured and provided 30-day notice of cancellation or material change in coverage. City requires that insurer be rated A or higher by A.M. Best or equivalent. Waiver of subrogation
2. Business Auto Liability	<ul style="list-style-type: none"> • \$1,000,000 per occurrence • \$1,000,000 aggregate or; • \$1,000,000 combined single limits 	City to be named as a additional insured
3. Workers' Comp & Employers' Liability	Statutory Limits \$1,000,000 each accident	Waiver of subrogation
4. Builders Risk Policy	100% of construction total	If Applicable
5.a) Professional Liability b) E & O coverage	1,000,000 per occurrence	City to be named as an additional insured

Contracts in the Amount of \$1,000,000-\$8,000,000

Type of Insurance	Amount of Insurance	Provisions
1. Broad Form Commercial General Liability to include coverage for: k) Premises/Operations l) Products/Completed Operations m) Independent Contractors n) Personal Liability o) Contractual Liability	\$2,000,000 each occurrence, \$4,000,000 general aggregate; \$4,000,000 umbrella	City to be listed as additional insured and provided 30-day notice of cancellation or material change in coverage. City requires that insurer be rated A or higher by A.M. Best or equivalent. Waiver of Subrogation
2. Business Auto Liability	<ul style="list-style-type: none"> • \$1,000,000 per occurrence • \$2,000,000 aggregate or; • \$2,000,000 combined single limits 	City to be named as additional insured
3. Workers' Comp & Employers' Liability	Statutory Limits \$1,000,000 each accident	City to be provided a waiver of subrogation
4. Builders Risk Policy	100% of construction total	If Applicable
5. a) Professional Liability b) E & O coverage	1,000,000 per occurrence	If Applicable

All Contracts over \$8,000,000 must contact Risk Management for insurance specifications

All Certificates of Insurance need to reference job or contract number in comments section.

Questions regarding insurance should be directed to the City of Allen Purchasing Division (214)509-4630 or the City of Allen Risk Administrator at (214) 509-4685.

Indemnification

COMPANY DOES HEREBY COVENANT AND CONTRACT TO WAIVE ANY AND ALL CLAIMS, RELEASE, INDEMNIFY, AND HOLD HARMLESS THE CITY, ITS CITY COUNCIL, OFFICERS, EMPLOYEES, AND AGENTS, FROM AND AGAINST ALL LIABILITY, CAUSES OF ACTION, CITATIONS, CLAIMS, COSTS, DAMAGES, DEMANDS, EXPENSES, FINES, JUDGMENTS, LOSSES, PENALTIES OR SUITS, CAUSED BY OR RESULTING FROM THE NEGLIGENCE, INTENTIONAL TORT, INTELLECTUAL PROPERTY INFRINGEMENT, OR FAILURE TO PAY A SUBCONTRACTOR OR SUPPLIER COMMITTED BY THE COMPANY, ITS AGENT, ITS CONSULTANT UNDER CONTRACT, OR ANY OTHER ENTITY OVER WHICH THE COMPANY EXERCISES CONTROL SUBJECT TO THE LIMITATIONS IN TEXAS LOCAL GOVERNMENT CODE § 271.904 AND TEXAS CIVIL PRACTICE AND REMEDIES CODE, § 130.002 (B).

INDEMNIFIED ITEMS SHALL INCLUDE REASONABLE ATTORNEYS' FEES AND COSTS, COURT COSTS, AND SETTLEMENT COSTS IN PROPORTION TO THE PROFESSIONAL'S LIABILITY.

THE COMPANY'S OBLIGATIONS UNDER THIS SECTION SHALL NOT BE LIMITED TO THE LIMITS OF COVERAGE OF INSURANCE MAINTAINED OR REQUIRED TO BE MAINTAINED BY COMPANY UNDER THIS AGREEMENT. THIS PROVISION SHALL SURVIVE THE TERMINATION OF THIS AGREEMENT.

WORKERS COMPENSATION INSURANCE COVERAGE DEFINITIONS

A. Definitions:

Certificate of coverage ("certificate") – A copy of a certificate of insurance, a certificate of authority to self-insure issued by the commission, or a coverage agreement (TWCC-81, TWCC-82, TWCC-83, or TWCC-84), showing statutory workers' compensation insurance coverage for the person's or entities' employees providing services on a project, for the duration of the project.

Duration of the project – includes the time from the beginning of the work on the project until the contractor's/person's work on the project had been completed and accepted by the governmental entity.

Persons providing services on the project ("subcontractor" in § 406.096) – includes all persons or entities performing all or part of the services the contractor has undertaken to perform on the project, regardless of whether that person contracted directly with the contractor and regardless of whether that person has employees. This includes, without limitation, independent contractors, subcontractors, leasing companies, motor carriers, owner-operators, employees of any such entity, or employees of any entity which furnishes person to provide services on the project. "Services" include, without limitation, providing, hauling, or delivering equipment or materials, or providing labor, transportation, or other service related to a project. "Services" does not include activities unrelated to the project, such as food/beverage vendors, office supply deliveries, and delivery of portable toilets.

- B. The contractor shall provide coverage, based on proper reporting of classification codes and payroll amounts and filing of any coverage agreements, which meet the statutory requirements of Texas Labor Code, Section 401.011 (44) for all employees of the contractor providing services on the project, for the duration of the project.
- C. The contractor must provide a certificate of coverage to the governmental entity with bid submittal.
- D. If the coverage period shown on the contractor's current certificate of coverage ends during the duration of the project, the contractor must, prior to the end of the coverage period, file a new certificate of coverage with the governmental entity showing that coverage has been extended.
- E. The contractor shall obtain from each person providing services on a project, and provide to the governmental entity:
 - (1) a certificate of coverage, prior to that person beginning work on the project, the governmental entity will have on file certificates of coverage showing coverage for all persons providing services on the project; and
 - (2) no later than seven days after receipt by the contractor, a new certificate of coverage showing extension of coverage, if the coverage period shown on the current certificate of coverage ends during the duration of the project.
- F. The contractor shall retain all required certificates of coverage for the duration of the project and for one year thereafter.
- G. The contractor shall notify the governmental entity in writing by certified mail or personal delivery, within ten (10) days after the contractor knew or should have known, of any change that materially affects the provision of coverage of any person providing services on the project.
- H. The contractor shall post on each project site a notice, in the text, form and manner prescribed by the Texas Workers Compensation Commission, informing all person providing services on the project that they are required to be covered, and stating how a person may verify coverage and report lack of coverage.

- I. The contractor shall contractually require each person with whom it contracts to provide services on a project to:
- (1) provide coverage, based on proper reporting of classification codes and payroll amounts and filing of any coverage agreements, which meets the statutory requirements of Texas Labor Code, Section 401.011(44) for all its employees providing service on the project, for the duration of the project;
 - (2) provide to the contractor, prior to that person beginning work on the project, a certificate of coverage showing that coverage is being provided for all employees of the person providing the services on the project, for the duration of the project;
 - (3) provide the contractor, prior to the end of the coverage period, an new certificate of coverage showing extension of coverage, if the coverage period shown on the current certificate of coverage ends during the duration of the project;
 - (4) obtain from each other person with whom it contracts, and provide to the contractor;
 - (A). a certificate of coverage, prior to the other person beginning work on the project; and
 - (B). a new certificate of coverage showing extension of coverage, prior to the end of the coverage period, if the coverage period shown on the current certificate of coverage ends during the duration of the project;
 - (5) retain all required certificates of coverage on file for the duration of the project and for one year thereafter;
 - (6) notify the governmental entity in writing by certified mail or personal delivery, within ten (10) days after the person knew or should have known, of any change that materially affects the provision of coverage of any person providing services on the project; and
 - (7) contractually require each person with whom it contracts, to perform as required by paragraphs (1) – (7), with the certificates of coverage to be provided to the person for whom they are providing services.
- J. By signing this contract or providing or causing to be provided a certificate of coverage, the contractor is representing to the governmental entity that all employees of the contractor who will provide services on the project will be covered by workers' compensation coverage for the duration of the project, that the coverage will be based on proper reporting of classification codes and payroll amounts, and that all coverage agreements will be filed with the appropriate insurance carrier or , in the case of a self-insured, with the commission's Division of Self-Insurance Regulation. Providing false or misleading information may subject the contractor to administrative penalties, criminal, penalties, civil penalties, or other civil actions.
- K. The contractor's failure to comply with any of these provisions is a breach of contract by the contractor which entitles the governmental entity to declare the contract void if the contractor does not remedy the breach within ten (10) days after receipt of notice of breach from the governmental entity.

AFFIDAVIT OF NO PROHIBITED INTEREST

I further understand and acknowledge that the existence of a prohibited interest at any time during the term of this contract will render the contract voidable.

(Title)

SUBSCRIBED AND SWORN TO before me this _____ day of _____, 2020.

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EXHIBIT 3

CONFLICT OF INTEREST QUESTIONNAIRE For vendor doing business with local governmental entity		FORM CIQ
<p>This questionnaire reflects changes made to the law by H.B. 23, 84th Leg., Regular Session.</p> <p>This questionnaire is being filed in accordance with Chapter 176, Local Government Code, by a vendor who has a business relationship as defined by Section 176.001(1-a) with a local governmental entity and the vendor meets requirements under Section 176.006(a).</p> <p>By law this questionnaire must be filed with the records administrator of the local governmental entity not later than the 7th business day after the date the vendor becomes aware of facts that require the statement to be filed. See Section 176.006(a-1), Local Government Code.</p> <p>A vendor commits an offense if the vendor knowingly violates Section 176.006, Local Government Code. An offense under this section is a misdemeanor.</p>	OFFICE USE ONLY	
<p>1 Name of vendor who has a business relationship with local governmental entity.</p>	<p>Date Received</p>	
<p>2 <input type="checkbox"/> Check this box if you are filing an update to a previously filed questionnaire. (The law requires that you file an updated completed questionnaire with the appropriate filing authority not later than the 7th business day after the date on which you became aware that the originally filed questionnaire was incomplete or inaccurate.)</p>		
<p>3 Name of local government officer about whom the information is being disclosed.</p> <p align="center">_____</p> <p align="center">Name of Officer</p>		
<p>4 Describe each employment or other business relationship with the local government officer, or a family member of the officer, as described by Section 176.003(a)(2)(A). Also describe any family relationship with the local government officer. Complete subparts A and B for each employment or business relationship described. Attach additional pages to this Form CIQ as necessary.</p> <p align="center">A. Is the local government officer or a family member of the officer receiving or likely to receive taxable income, other than investment income, from the vendor?</p> <p align="center"> <input type="checkbox"/> Yes <input type="checkbox"/> No </p> <p align="center">B. Is the vendor receiving or likely to receive taxable income, other than investment income, from or at the direction of the local government officer or a family member of the officer AND the taxable income is not received from the local governmental entity?</p> <p align="center"> <input type="checkbox"/> Yes <input type="checkbox"/> No </p>		
<p>5 Describe each employment or business relationship that the vendor named in Section 1 maintains with a corporation or other business entity with respect to which the local government officer serves as an officer or director, or holds an ownership interest of one percent or more.</p>		
<p>6 <input type="checkbox"/> Check this box if the vendor has given the local government officer or a family member of the officer one or more gifts as described in Section 176.003(a)(2)(B), excluding gifts described in Section 176.003(a-1).</p>		
<p>7</p> <p align="center"> _____ Signature of vendor doing business with the governmental entity _____ Date </p>		

CONFLICT OF INTEREST QUESTIONNAIRE

For vendor doing business with local governmental entity

A complete copy of Chapter 176 of the Local Government Code may be found at <http://www.statutes.legis.state.tx.us/Docs/LG/htm/LG.176.htm>. For easy reference, below are some of the sections cited on this form.

Local Government Code § 176.001(1-a): "Business relationship" means a connection between two or more parties based on commercial activity of one of the parties. The term does not include a connection based on:

- (A) a transaction that is subject to rate or fee regulation by a federal, state, or local governmental entity or an agency of a federal, state, or local governmental entity;
- (B) a transaction conducted at a price and subject to terms available to the public; or
- (C) a purchase or lease of goods or services from a person that is chartered by a state or federal agency and that is subject to regular examination by, and reporting to, that agency.

Local Government Code § 176.003(a)(2)(A) and (B):

- (a) A local government officer shall file a conflicts disclosure statement with respect to a vendor if:

(2) the vendor:

(A) has an employment or other business relationship with the local government officer or a family member of the officer that results in the officer or family member receiving taxable income, other than investment income, that exceeds \$2,500 during the 12-month period preceding the date that the officer becomes aware that

- (i) a contract between the local governmental entity and vendor has been executed;
- or
- (ii) the local governmental entity is considering entering into a contract with the vendor;

(B) has given to the local government officer or a family member of the officer one or more gifts that have an aggregate value of more than \$100 in the 12-month period preceding the date the officer becomes aware that:

- (i) a contract between the local governmental entity and vendor has been executed; or
- (ii) the local governmental entity is considering entering into a contract with the vendor.

Local Government Code § 176.006(a) and (a-1)

- (a) A vendor shall file a completed conflict of interest questionnaire if the vendor has a business relationship with a local governmental entity and:

- (1) has an employment or other business relationship with a local government officer of that local governmental entity, or a family member of the officer, described by Section 176.003(a)(2)(A);
- (2) has given a local government officer of that local governmental entity, or a family member of the officer, one or more gifts with the aggregate value specified by Section 176.003(a)(2)(B), excluding any gift described by Section 176.003(a-1); or
- (3) has a family relationship with a local government officer of that local governmental entity.

(a-1) The completed conflict of interest questionnaire must be filed with the appropriate records administrator not later than the seventh business day after the later of:

(1) the date that the vendor:

- (A) begins discussions or negotiations to enter into a contract with the local governmental entity; or
- (B) submits to the local governmental entity an application, response to a request for proposals or bids, correspondence, or another writing related to a potential contract with the local governmental entity; or

(2) the date the vendor becomes aware:

- (A) of an employment or other business relationship with a local government officer, or a family member of the officer, described by Subsection (a);
- (B) that the vendor has given one or more gifts described by Subsection (a); or
- (C) of a family relationship with a local government officer.

CERTIFICATE OF INTERESTED PARTIES
FORM1295

Complete Nos. 1 - 4 and 6 if there are interested parties. Complete Nos. 1, 2, 3, 5, and 6 if there are no interested parties.

OFFICE USE ONLY

1 Name of business entity filing form, and the city, state and country of the business entity's place of business.

2 Name of governmental entity or state agency that is a party to the contract for which the form is being filed.

3 Provide the identification number used by the governmental entity or state agency to track or identify the contract, and provide a description of the services, goods, or other property to be provided under the contract.

4 Name of Interested Party	City, State, Country (place of business)	Nature of Interest (check applicable)	
		Controlling	Intermediary

5 ☐ Check only if there is **No** Interested Party.

6 UNSWORN DECLARATION

My name is _____, and my date of birth is _____.

My address is _____ (street)
 _____ (city) _____ (state) _____ (zip code) _____ (country)

I declare under penalty of perjury that the foregoing is true and correct.

Executed in _____ County, State of _____, on the _____ day of _____, 20____.
 (month) (year)

 Signature of authorized agent of contracting business entity (Declarant)

BIDDERS QUALIFICATION STATEMENT

Claims and Suits (If the answer to any of the questions is yes, please attach details):

Within the last five years, has any officer or principal of your organization ever been an officer or principal of another organization when it failed to complete a construction contract?

List your most current agreements/contracts, with information, similar to the type of work bid.
(Use Additional Sheets if Necessary)

Project: _____

Project Description: _____

Owner/Agency: _____

Contact Person: _____ Contract Price: _____

Phone: _____ Email _____

Project: _____

Project Description: _____

Owner/Agency: _____

Contact Person: _____ Contract Price: _____

Phone: _____ Email _____

Project: _____

Project Description: _____

Owner/Agency: _____

Contact Person: _____ Contract Price: _____

Phone: _____ Email _____

Bank References (List Institution, Address, Contact Person, and Phone):

EXHIBIT 5
SUPPLEMENTAL INFORMATION

Please provide the following information for contract development:

Is the company a	1.	Sole Proprietorship	_____Yes _____No?
	2.	General Partnership	_____Yes _____No
	3.	Limited Partnership	_____Yes _____No
	4.	Corporation	_____Yes _____No
	5.	Other	_____Yes _____No

If the company is a **sole proprietorship**, please list the owner's full legal name, the name under which business is conducted (i.e. d/b/a), the address for the company, including the state and county in which your business is located:

If the company is a **general partnership**, please list the exact name of the partnership, whether it is a partnership formed under the laws of the State of Texas or another state, the business address for the partnership, including the state and county, and list of the names of all of the partners for the partnership:

If the company is a **limited partnership**, please list the exact name of the limited partnership, whether it is a limited partnership formed under the laws of the State of Texas or another state, the business address for the limited partnership, including the state and county, and list the names of all the general partners for the partnership:

If the company is a **corporation**, please list the exact name of the corporation, whether it is a corporation formed under the laws of the State of Texas or another state, the business address for the corporation, including the state and county, and list the names of all of the officers for the corporation:

If the company is **another entity** not listed above, please list the exact name and type of company, the state under which it is formed, the business address for the company, including the state and county, and list the names of all of the persons authorized to act on the company's behalf:

Is the company a minority, or woman owned business enterprise?
_____No _____Yes if yes, specify: _____MBE _____WBE

Has the company been certified as a minority/woman owned business by any governmental agency?
_____No _____Yes

If yes, specify the governmental agency: _____

Date of certification: _____



Date: 4/28/2020

ADDENDUM 1

2020-1-54

Guest Services and Security Staffing

The following items take precedence over the initial bid specifications, where supplemented here. The original requirements, not affected by this addendum, shall remain in effect.

Action:

- Bid Tabulation for Contract #2017-2-50
- Standard form of agreement
- Pre-Bid Attendance Sheet

Questions & Answers:

1. Who is the present vendor(s)? What was the award date?
Answer: It was awarded to D & L Entertainment Services, Inc. on May 10, 2017.
2. What are the hourly billing rates for each category at the time of award?
Answer: \$17.40 for Assistant Lead, \$35.00 for Armed Security, \$14.50 for all others.
3. Annual billable hours for each category at the time of award?
Answer: Oct. 2019 to Feb. 2020: 875.5 for Assistant Lead, 16.5 for Armed, and 12,112.5 for all others
4. Prevailing/Living wage requirements at time of award?
Answer: Not applicable.
5. What is the current budget for the contract?
Answer: Our current estimate budget for this contract is \$290,000.00.
6. How much was spent (dollar value) on this service last year?
Answer: \$365,265.86.
7. How much is intended to be spent once the contract is awarded?
Answer: The full budgeted amount is expected to be spent.
8. How much employees currently work under this contract?
Answer: This is information that only our current labor provider would have.
9. How many vendors will be awarded as a result of this solicitation?
Answer: Allen Event Center's preference is to award to one company, but partial bids will be considered.
10. If it is an ongoing project, is the existing contract with one or multiple vendors?
Answer: One vendor.
11. Please specify as to what was the total annual budget for City of Allen's temporary staffing for the year 2017, 2018 and 2019.
Answer: 2017: \$297,814.05, 2018: \$311,210.24, 2019: \$365,265.86.

12. Do we need to submit T&C of RFP with the Proposal?

Answer: Yes.

13. Your total annual estimated manhours are 30,000. Your stated calendar days for usage are 175 out of 365. Should we assume the manpower needed on the 175 days would be divided by the 30K hours.

Answer: Manpower is determined on an event to event or day to day basis and changes frequently. There is not a set standard schedule and all hours listed in the bid are estimates.

14. Is there a 24/7 security provision for this contract?

Answer: No.

15. Will radios be provided by the security company or the client?

Answer: A limited number of radios are provided by the Allen Event Center for Guest Services and Security staff.

16. Will the account manager have access to the facilities event scheduler platform? This would be for planning purposes and to view only.

Answer: Yes.

17. Will the City allow the security company to schedule more employees than requested (up to 5-10% to account for call offs/absent employees) to ensure the call is met and to keep liquidated damages to a minimum?

Answer: While we would strongly prefer to only be billed for requested staff and not overages, we are open to the idea of no more than 5% additional if it is necessary.

18. Will the City provide the security company with PPE equipment at no charge?

Answer: Due to the current dynamic situation involving covid-19, we are not able to guarantee PPE such as gloves, masks, face shields, etc. to contracted staff.

19. Does the entire RFP document need to be returned with submission?

Answer: Please review specification on the required forms to be returned with bid submittal.

PLEASE RETURN 1 SIGNED COPY OF THIS ADDENDUM WITH YOUR PROPOSAL

Signature of Officer

Date



Price Sheet
RFP #2020-1-54
Guest Services and
Security Staffing

		Hours/ Annually	Unit Price	Extended Total
HOURLY RATES:				
Event Attendant				
HOURLY RATES	<i>Per/hr.</i>	<i>12600</i>		\$ -
Event Security/Parking				
HOURLY RATES	<i>Per/hr.</i>	<i>8400</i>		\$ -
Armed Security				
HOURLY RATES	<i>Per/hr.</i>	<i>60</i>		\$ -
Assistant Lead				
HOURLY RATES	<i>Per/hr.</i>	<i>2400</i>		\$ -
TOTAL			\$ -	\$ -



**Stadium
People®**

**“GIVE YOUR GUEST
THE BEST”**

GUEST SERVICES AND SECURITY

STAFFING

2020-1-54

Prepared for:

CITY OF ALLEN



CITY OF ALLEN PURCHASING

305 CENTURY PARKWAY

ALLEN, TEXAS 75013

MAY 7, 2020

Solution Presented by:

Stadium People®

d.b.a Innovative Solution Advisors, LLC

ORIGINAL

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I. INTRODUCTION

Innovative Solution Advisors, LLC aka “Stadium People”, is a Certified Woman-Owned Business and Historically Underutilized Business headquartered in Dallas, Texas with satellite offices in Austin, Texas, Ft. Worth, Texas, Stillwater, Oklahoma, and Athens, Georgia. With over 25 years of staffing experience and ownership backing in excess of a billion in sales annually and a forty (40) year history in staffing, Stadium People is well positioned to offer the City of Allen the best value and experience in the DFW area.

For more information, visit <https://www.stadiumpeople.com/brochure>

II. COVID-19 STATEMENT

Stadium People has already begun preparations, industry studies, and planning for the future of events in the COVID-19 era. Our ability to serve as an aggressive and educated partner to the City of Allen regarding safe social distancing, personal protective equipment, venue guest traffic planning and preparation, and crowd management will be critical to the success of future events at the City of Allen venues. Stadium People has partnered with our clients to hold briefings and event planning sessions specific to this crisis since early April 2020 and will continue to as things develop.

III. SUMMARY

Stadium People began in 2009 as a response to the need for 2,500 event, security, law enforcement, and other personnel at AT&T (Cowboys) Stadium in Arlington, Texas, home of Dallas Cowboys Football, six (6) large collegiate events, high school football, concerts, and other special events. Our number of seasonal and temporary staff in the Dallas and Austin metro areas exceeds 5,000 today serving event venue clients in:

- Collegiate Athletics such as Texas Christian University, Annual Southwest Classic at AT&T Stadium (SEC Football), University of Texas at Austin, University of Georgia Oklahoma State University, University of Auburn, Tulane University, Texas State University, Abilene Christian University, Southern Methodist University
- Professional Sports Arenas and Stadiums (AT&T Stadium, FC Dallas/Toyota Stadium, Circuit of the Americas)
- Event Centers and Performing Arts: Dickies Arena, Bass Performance Center, Eisemann Center, Dr. Pepper Comerica Center, Ford Center at The Star, Choctaw Event Center
- Special Events, Banquets, and Entertainment (Dozens per-year across Texas)

Stadium People specializes in the placement and training of staff, from front-line to supervisory and management in the following:

- Event Staff: Ushers, Ticket Takers, Ticket Booth Sales, ADA
- Non-Commissioned Security & Crowd Control
- Premium Staff: VIP Suites, Guest Services Booth
- Parking Staff & Golf Cart Drivers
- Law Enforcement, Fire & Safety, and EMS Payroll & Risk Management

IV. BIDDER QUALIFICATIONS

Each respondent to this proposal shall be capable of meeting the following minimum requirements

1. Proposers must demonstrate that they can furnish all labor, materials, tools and equipment as specified herein; including components and accessories required for a complete installation.

Stadium People will furnish all W-2 Employees, Uniforms, and Equipment as needed to manage events. Any need for golf carts or transportation if not provided by the venue will be charged on an event basis once the most competitive pricing quotes can be obtained.

2. Proposers must demonstrate that they are financially stable and that they have been a commercial provider for at least the past five years.

Stadium People has operated profitably and without organizational debt and is self-funded. With over 25 years of temporary staffing experience, Stadium People currently funds over twenty million in staff payroll each year. During the current COVID-19 crisis, Stadium People made it a priority to retain its full-time salaried workforce of Event Management, Recruitment, and Payroll professionals who are ready to serve our venues when events return in full form.

3. Proposers must be capable of and are required to submit criminal background checks on all employees performing this contract prior to any work being performed.

Stadium People utilizes various services as needed and its staff are all vetted with criminal background checks as requested by its venues.

4. Proposers bid price shall be sufficient to pay all applicable Federal, State withholding, workmen's compensation, insurance and to comply with the current minimum wage.

All Stadium People bill rates include full W-2 employee management, federal and state taxes, workers compensation, liability insurance. All wages paid to employees are at the higher-end of the local market in order to provide the most experienced guest services and crowd management professionals while retaining as much of the same staff who have knowledge of the venue and attend events as regularly as possible.

5. Proposers must submit with their bid proof of insurance. The awarded contractor must provide the city with their certificate of insurance, meeting all of the city's insurance requirements within five (5) working days of award notification. Failure to provide the city with a certificate of insurance, meeting all of the city's insurance requirements within five (5) working days of award notification may result in the city awarding the contract to another contractor.

Stadium People has submitted Certificates of Insurance in the bid portal as Exhibit 6 for both Workers Compensation and General Liability, Auto, and Umbrella/Excess.

6. Define the measures you have taken to retain employees. Describe your firm's annual employee attrition rate for the past three (3) years.

Given the nature of seasonal event work that can adversely affect regular work attendance and retention, Stadium People has developed a loyal workforce through competitive pay rates (\$11-12.00 per hour front-line and \$14-15.00 for Supervisors), employee rewards, online scheduling and mobile staff updates, great uniforms, contests and drawings, and a staff recognition program online and Stadium People Hall of Fame.

7. Describe the organization, management philosophy and provide a brief history of the firm.

Innovative Solution Advisors, LLC aka “Stadium People”, is a Certified Woman-Owned Business and Historically Underutilized Business headquartered in Dallas, Texas with satellite offices in Austin, Texas, Ft. Worth, Texas, Stillwater, Oklahoma, and Athens, Georgia. With over 25 years of staffing experience and ownership backing in excess of a billion in sales annually and a forty (40) year history in staffing, Stadium People is well positioned to offer the City of Allen the best value and experience in the DFW area.

Our business and our employees who drive it are all guided by the principles of the Entrepreneurial Operating System (EOS), which are our Vision, People, Data, Issues, Process, and Traction. These six critical pillars have become the hallmark of our success and are the foundation of our Customer Satisfaction process.

Because no great company believes it will always achieve perfection, it must have an accountability and measurement system in place that allows it to seek perfection and ensure constant improvement is a natural part of its operating system.

Stadium People has become known for its “Guest First” approach to staffing, whereby our partnership with venue clients begins with a strong understanding of the importance of growing and retaining a loyal and excited fan base.

Our philosophy is to provide a level of service that not only aligns with each customer venue’s approach, but one that exceeds the need and creates a true competitive edge for both our organization and our customers. Our entire customer-centric company culture begins at the executive level of our organization and is used as the backbone of our employee training and development. By building benchmarks, surveys, regular customer meetings, and allowing open communication and collaboration throughout our process, we are able to identify any customer service shortfall and make improvements.

8. Vendor shall have a minimum of five (5) years of experience of staffing Guest Services and Security personnel in facilities of the same/scope as the Allen Event Center.

Since 2009, Stadium People provided Guest Services, Ushers, Ticket Takers, Suite Services, Parking and Security for Event Centers with the same size and scope of Allen Event Center such as Dickies Arena, Bass Performance Center, Eisemann Center, Comerica Center, Ford Center at The Star, Choctaw Event Center

9. Proposers must submit with their proposal a list of at least three current or past (within one (1) year) references. References should include a contract name, email address and telephone number for jobs/contracts in the Public and/or Private sectors that are equal to size (115,000 square feet Arena), security and complexity of the City of Allen Event Center’s requirements, provided herein.

(SEE SECTION VI. REFERENCES)

V. COMPANY OVERVIEW

Respondent shall provide the following information with their submission, including a brief company overview, history, and financial status:

1. Firm name, address, phone number, and date established;

Innovative Solution Advisors, LLC
5501 LBJ Freeway, Suite 108
Dallas, Texas 75240
Established May of 1995

2. Address and location of the local responsible office;

5501 LBJ Freeway, Suite 108
Dallas, Texas 75240

3. Name of office principals, their experience and professional qualifications;

Andrew Jackson
General Manager – September, 1998 to Present
Society of Human Resources Management – Member
IAVM – Member
Vistage Worldwide – Member

T. Scott Salmon, CPC CTS
SVP of Recruitment & Sales – September, 2002 to Present
Society of Human Resources Management – Member
IAVM – Member
Certified Personnel Consultant
Certified Temporary Staffing

4. Describe your firm's experience in providing like services including the number of years your firm has actively provided such services

Stadium People began in 2009 as a response to the need for 2,500 event, security, law enforcement, and other personnel at AT&T (Cowboys) Stadium in Arlington, Texas, home of Dallas Cowboys Football, six (6) large collegiate events, high school football, concerts, and other special events. Our number of seasonal and temporary staff in the Dallas and Austin metro areas exceeds 5,000 today serving event venue clients in:

- Collegiate Athletics such as Texas Christian University, Annual Southwest Classic at AT&T Stadium (SEC Football), University of Texas at Austin, University of Georgia, Oklahoma State University, University of Auburn, Tulane University, Texas State University, Abilene Christian University, Southern Methodist University
- Professional Sports Arenas and Stadiums (AT&T Stadium, FC Dallas/Toyota Stadium, Circuit of the Americas)
- Event Centers and Performing Arts: Dickies Arena, Bass Performance Center, Eisemann Center, Dr. Pepper Comerica Center, Ford Center at The Star, Choctaw Event Center

- Special Events, Banquets, and Entertainment (Dozens per-year across Texas)

Stadium People specializes in the placement and training of staff, from front-line to supervisory and management in the following:

- Event Staff: Ushers, Ticket Takers, Ticket Booth Sales, ADA
 - Non-Commissioned Security & Crowd Control
 - Premium Staff: VIP Suites, Guest Services Booth
 - Parking Staff & Golf Cart Drivers
 - Law Enforcement, Fire & Safety, and EMS Payroll & Risk Management
4. Provide a complete and current listing of all industry certifications, accreditations and affiliations your firm holds.

Certified Woman Owned Business – National Council
Society of Human Resources Management – Member
IAVM – Member
Vistage Worldwide – Member

5. Describe whether your firm has ever undergone an investigation by an outside agency pursuant to the filing of claims and describe the outcome of the investigation including ramifications to your firm or your firm's client cities.

N/A

7. Provide a detailed Plan of Execution. This plan shall include a minimum of the following items:
- a. Firm's management program which describes how your standard operating procedures will be consistently implemented managed and audited

Methods and Frequency of Self-Evaluation

Incident Reporting and Management – Our Event Managers and Supervisors document issues that arise during events and follow a process for post-event action, resolution, follow-up, and education to ensure injuries, employee issues, or client-reported problems are solved.

Post-Event Wrap-Up – Immediately following events (weekly) Our Event Management and Account Management work together to communicate in a scorecard fashion to address event performance and progress with client venue partners following events. This extends to all major departments throughout the venue where our staff is involved. Issues that are resolved or left open are carried to pre-event production meetings with client venue partners and addressed in the weekly event brief sheet and during staff deployment to assure incidents are avoided wherever possible.

The Meeting Pulse – Our Internal Event Team adheres to disciplined weekly team communication intervals called our Meeting Pulse at all levels to discuss issues, improve processes, and add or tweak deliverables based on performance that

include additional training, new technologies, or better communication to staff where necessary.

Employee Representatives – A unique component of the Stadium People offering is our trained and salaried Employee Representative (Rep) Department. These staff members on our corporate team consist of trained recruitment and retention representatives who are assigned a subset of employees to address issues, answer questions, confirm for events, and wrap-up with to ensure maximum employee satisfaction that extends to the venue and their guests.

Security & Safety Methodology



b. Reporting structure for communication with the City of Allen Event Center Guest Services Management and Staff

Onsite Supervisors & Event Leads – (TBD based on award) First line of Incident Management will be either Supervisor or Event Lead based on size of the event and required need.

Event Manager or Sr. Event Manager – Brandon Youngblood, Bethany Armstrong will serve as the primary account leads who will be available for any program planning, issue resolution or 24/7 assistance.

General Manager – Andrew Jackson will serve as Sr. Accountable POC should any major need arise that the Event Managers cannot resolve or if issues need to be reported regarding their performance.

c. Training program which will include frequency and type of training on customer service and safety

As part of our Guest First Services Philosophy, Stadium People has developed an extensive pre-hire and employee training methodology that is designed to complement our venue guest service mission and integrate with positions of all types.

The majority of our management staff have been through some of the best industry training, such as The Disney Institute Training, Covey, IAVM, Law Enforcement and TEAM Alcohol Awareness Certifications. Our Trainers will be responsible for designing and delivering a curriculum of onsite and web-based information portal for staff to learn the venue, conduct onsite venue tours, guest services, security training, and annual refresher training for returning veteran staff.

Once Staff has been screened, selected and hired, they will attend a paid training session which will last between 2-6 hours. After the initial training, our staff is able to take advantage of ongoing training modules throughout a season and during off-seasons using online tools we provide.

Stadium People Playbook Training

- **Employee policies:** Our trainers will cover worksite policies, on-boarding procedures, behavioral and disciplinary issues, and appearance guidelines.
- **Scheduling and Attendance:** Employees will learn how to utilize our self-service scheduling technology where they will make themselves available for work and receive updates and confirmations.
- **Employee Handbook:** Employees will receive a copy of our company handbook that outlines all policies and procedures and will have incorporated addenda specific to venues.



Event Staff Training

- **General Event Day:** Our trainers will walk through the game day experience with staff to ensure they are aware of typical work shifts, set expectations for meals, physical requirements, supervisors, and redeployments.
- **Venue Training:** Staff will receive an in-depth tour of the venue to learn important locations and amenities in order to offer the guests an optimum service on game days.
- **Brief Sheets:** Staff will receive a daily brief sheet prepared by event management using information learned during the pre-event production operations meetings with the venue.
- **Departmental Skills Training**
Position-based Specifics: Staff will learn from Supervisors the details involved with their work functions, such as ushering, ticket taking/scanning, bag checks, or access control.
- **Guest Services Training - Creating the WOW Factor:** Our training staff has extensive experience in the highest levels of guest hospitality & premium service, so staff members will learn the importance of creating special moments for guests at events.
- **Security & Safety Training**
 - **Gate Training:** Led by Event Management and Security Supervisors, our staff are given extensive training in access management, such as use of hand-held wands, bag screening, and magnetometer training.
 - **Access Control & Perimeter:** Staff is given position training in access control over specific restricted areas, such as player locker rooms, coaching facilities, field access, or equipment storage where property protection is critical.
 - **State Licensing:** Our Director of Security and team will ensure all staff are licensed with state agencies as required for the position and that all records are stored according to procedure.

Supervisor and Event Management Training

- **Industry Certifications:** Our Management Staff, from Supervisor or Event Management is given exposure to such industry standard trainings as IAVM Crowd Manager, TEAM Alcohol Awareness Training, NCS4, ICIMS, NIMS, Command Center for advanced knowledge of special procedures and integrates this training into our staff training curriculum.
Brief Sheet Development: From pre-event productions meetings to game days, our Event Managers will incorporate advanced training methods and procedures into Game Day Brief Sheets as illustrated in the following section to include in staff briefings during deployment.

Allen Event Center will benefit from the use of existing trained and experienced Collin County staff who work other venues.

d. Include a list of key administrative and supervisory personnel you plan to assign to this project along with their resumes and certifications. Positions include: Account Manager/Supervisor

Brandon Youngblood (Full Resume Exhibit 10)

Manager of Event Operations – April 2017 to present

A graduate from Frostburg State University, Brandon has served in several key Human Resources projects in Onsite Recruitment and Employee Operations. Brandon currently manages the Event Operations for Stadium People Collin County at Ford Center at The Star for Stadium People for over 200 regular and special events per-year, Comerica Center in Frisco, and FC Dallas/Toyota Stadium in Frisco. Brandon specializes in Recruitment, Scheduling, and Event Management and is accustomed to managing several event venues during busy times, including serving as traveling advisory Event Manager at Auburn University during the year.

Bethany Armstrong (Full Resume Uploaded as Exhibit 10)

Manager of Event Operations – June 2014 to present

A graduate of Northwood University, Bethany brings three years' of event management experience that has included over 100 hundred events at AT&T Stadium, Circuit of The Americas, Dr. Pepper Arena (Now Comerica Center), Toyota Stadium, The Eisemann Center, Choctaw Grand Theatre, and many one-time special events. Bethany has extensive expertise in event scheduling, incident awareness and management, venue client management and teaming, is a Certified TEAM Trainer, ABI Mastermind® expert, licensed Security Guard in the State of Texas, and Trained Crowd Manager (TCM). Bethany has received training in NIMS courses for Introduction, Incident Management, Command Systems, and ICS

e. Discuss why you feel these individuals are the best personnel for the City of Allen Event Center's requirements.

Due to their deep experience at similar venues as Allen Event Center, their familiarity with staff in Collin County specifically, and years of working experience with Bill Herman, currently with Allen Event Center. They both bring a wide background in event logistics, training in IAVM Crowd Manager, have managed large events of 400 or more staff in addition to smaller events, and are expert in the use of our ABI Mastermind Scheduling technology.

VI. REFERENCES

1. Vendor shall have a minimum of FIVE (5) years of experience

Innovative Solution Advisors has been providing staffing across multiple industries since 1995 and Stadium People was launched in 2009 and has provided Event Staffing for over 10 years.

2. Proposers must submit with their proposal a list of at least three (3) current references.

References should include a contact name, email address and telephone number for jobs/contracts in the Public and/or Private Sectors that are equal to the size and complexity of the City of Allen's requirements, provided herein.

The Dallas Cowboys: AT&T Stadium, Arlington. Texas and Ford Center at The Star in Frisco, Texas

Dale Knox – Vice President of Accounting

Dknox@dallascowboys.net

(214) 437-1878

Charles W. Eisemann Center – Richardson, Texas

Bruce C. MacPherson - Managing Director

Bruce.Macpherson@cor.gov

(972) 744-4603

Choctaw Event Center – Durant, Oklahoma

Frank Deal – Assistant General Manager

Frank.Deal@choctawcasinos.com

(580) 920-0160

EXHIBIT 3

CONFLICT OF INTEREST QUESTIONNAIRE For vendor doing business with local governmental entity		FORM CIQ
<p><small>This questionnaire reflects changes made to the law by H.B. 29, 84th Leg., Regular Session.</small></p> <p><small>This questionnaire is being filed in accordance with Chapter 176, Local Government Code, by a vendor who has a business relationship as defined by Section 176.001(1-a) with a local governmental entity and the vendor meets requirements under Section 176.006(a).</small></p> <p><small>By law this questionnaire must be filed with the records administrator of the local governmental entity not later than the 7th business day after the date the vendor becomes aware of facts that require the statement to be filed. See Section 176.006(a-1), Local Government Code.</small></p> <p><small>A vendor commits an offense if the vendor knowingly violates Section 176.006, Local Government Code. An offense under this section is a misdemeanor.</small></p>	<div style="border: 1px solid black; padding: 2px; text-align: center;">OFFICE USE ONLY</div> <div style="border: 1px solid black; height: 100px; margin-top: 5px;"></div>	
<div style="border: 1px solid black; padding: 2px;"> 1 Name of vendor who has a business relationship with local governmental entity. <div style="text-align: center; margin-top: 10px;"><i>N/A</i></div> </div>		
<div style="border: 1px solid black; padding: 2px;"> 2 <input type="checkbox"/> Check this box if you are filing an update to a previously filed questionnaire. (The law requires that you file an updated completed questionnaire with the appropriate filing authority not later than the 7th business day after the date on which you became aware that the originally filed questionnaire was incomplete or inaccurate.) </div>		
<div style="border: 1px solid black; padding: 2px;"> 3 Name of local government officer about whom the information is being disclosed. <div style="text-align: center; margin-top: 10px;"><i>N/A</i></div> <div style="text-align: center; margin-top: 5px;">Name of Officer</div> </div>		
<div style="border: 1px solid black; padding: 2px;"> 4 Describe each employment or other business relationship with the local government officer, or a family member of the officer, as described by Section 176.003(a)(2)(A). Also describe any family relationship with the local government officer. Complete subparts A and B for each employment or business relationship described. Attach additional pages to this Form CIQ as necessary. </div> <div style="margin-top: 20px;"> <p>A. Is the local government officer or a family member of the officer receiving or likely to receive taxable income, other than investment income, from the vendor?</p> <div style="display: flex; justify-content: center; gap: 50px;"> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No </div> <p>B. Is the vendor receiving or likely to receive taxable income, other than investment income, from or at the direction of the local government officer or a family member of the officer AND the taxable income is not received from the local governmental entity?</p> <div style="display: flex; justify-content: center; gap: 50px;"> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No </div> </div>		
<div style="border: 1px solid black; padding: 2px;"> 5 Describe each employment or business relationship that the vendor named in Section 1 maintains with a corporation or other business entity with respect to which the local government officer serves as an officer or director, or holds an ownership interest of one percent or more. </div>		
<div style="border: 1px solid black; padding: 2px;"> 6 <input type="checkbox"/> Check this box if the vendor has given the local government officer or a family member of the officer one or more gifts as described in Section 176.003(a)(2)(B), excluding gifts described in Section 176.003(a-1). </div>		
<div style="border: 1px solid black; padding: 2px;"> <div style="display: flex; justify-content: space-between;"> <div style="width: 60%;"> 7 Signature of vendor doing business with the governmental entity </div> <div style="width: 35%; text-align: center;"> <div style="font-size: 1.2em; margin-bottom: 5px;"><i>4/27/20</i></div> Date </div> </div> </div>		

BID ENDORSEMENT

The undersigned, in submitting this bid proposal and their endorsement of same, represents that they are authorized to obligate their firm, that they have read this entire bid proposal package, is aware of the covenants contained herein and will abide by and adhere to the expressed requirements.

Submittals will be considered as being responsive only if entire Bid Package plus any/all attachments is returned with all blanks filled in.

SUBMITTED BY:

INNOVATIVE SOLUTION ADVISORS, LLC AKA STADIUM PEOPLE
(OFFICIAL Firm Name)

By: 

(Original Signature) **Must be signed to be considered responsive**

ANDREW S. JACKSON
(Typed or Printed Name)

GENERAL MANAGER 4/24/20
(Title) (Date)

Remittance
Address: 5501 LBJ FREEWAY, STE 108
DALLAS, TX 75240
(Zip Code)

Phone #: (972) 392-1144

Fax #: (972) 392-1196

E-Mail Address: ajackson@stadiumpeople.com

If an addendum is issued for this bid, please acknowledge receipt.

ADDENDUMS/AMENDMENTS:

- 1) 4/28/20 date acknowledged
- 2) _____ date acknowledged
- 3) _____ date acknowledged

EXHIBIT 2

AFFIDAVIT OF NO PROHIBITED INTEREST

I, the undersigned, declare and affirm that no person or officer in this sole proprietorship, partnership, corporation, or board has or will have during the term of this contract a prohibited interest as that is defined in City Charter Section 10.05.

I further understand and acknowledge that the existence of a prohibited interest at any time during the term of this contract will render the contract voidable.

INNOVATIVE SOLUTION ADVISORS, LLC

Name of Contractor

By: [Signature]

Signature

ANDREW S. JACKSON

(Print Name)

GENERAL MANAGER

(Title)

STATE OF TEXAS

COUNTY OF Dallas

§

§

SUBSCRIBED AND SWORN TO before me this 27th day of April, 2020.

[Signature]
Notary Public, State of Texas

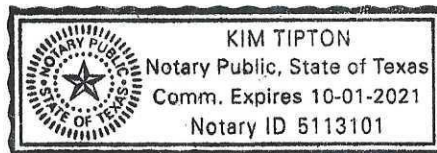


EXHIBIT 3

CONFLICT OF INTEREST QUESTIONNAIRE

For vendor doing business with local governmental entity

FORM CIQ

This questionnaire reflects changes made to the law by H.B. 23, 84th Leg., Regular Session.

This questionnaire is being filed in accordance with Chapter 176, Local Government Code, by a vendor who has a business relationship as defined by Section 176.001(1-a) with a local governmental entity and the vendor meets requirements under Section 176.006(a).

By law this questionnaire must be filed with the records administrator of the local governmental entity not later than the 7th business day after the date the vendor becomes aware of facts that require the statement to be filed. See Section 176.006(a-1), Local Government Code.

A vendor commits an offense if the vendor knowingly violates Section 176.006, Local Government Code. An offense under this section is a misdemeanor.

OFFICE USE ONLY

Date Received

1 Name of vendor who has a business relationship with local governmental entity.

N/A

2 ☐ Check this box if you are filing an update to a previously filed questionnaire. (The law requires that you file an updated completed questionnaire with the appropriate filing authority not later than the 7th business day after the date on which you became aware that the originally filed questionnaire was incomplete or inaccurate.)

3 Name of local government officer about whom the information is being disclosed.

Name of Officer

4 Describe each employment or other business relationship with the local government officer, or a family member of the officer, as described by Section 176.003(a)(2)(A). Also describe any family relationship with the local government officer. Complete subparts A and B for each employment or business relationship described. Attach additional pages to this Form CIQ as necessary.

A. Is the local government officer or a family member of the officer receiving or likely to receive taxable income, other than investment income, from the vendor?


☐ Yes☐ No

B. Is the vendor receiving or likely to receive taxable income, other than investment income, from or at the direction of the local government officer or a family member of the officer AND the taxable income is not received from the local governmental entity?

☐ Yes☐ No

5 Describe each employment or business relationship that the vendor named in Section 1 maintains with a corporation or other business entity with respect to which the local government officer serves as an officer or director, or holds an ownership interest of one percent or more.

6 ☐ Check this box if the vendor has given the local government officer or a family member of the officer one or more gifts as described in Section 176.003(a)(2)(B), excluding gifts described in Section 176.003(a-1).

7 
Signature of vendor doing business with the governmental entity

4/27/20

Date

EXHIBIT 4

BIDDERS QUALIFICATION STATEMENT

Project: Bid No. 2020-1-54

Contractor: INNOVATIVE SOLUTION ADVISORS, LLC aka STADIUM PEOPLE

Indicate One: ☐ Sole Proprietor ☐ Partnership ☒ Corporation

Name: ANDREW S. JACKSON Partner: _____

Title: GENERAL MANAGER Title: _____

Address: 5501 LBJ FWY, STE 108 Address: _____

City: DALLAS City: _____

State & Zip: TX, 75240 State & Zip: _____

Phone: (972) 392-1144 x 107 Phone: _____

State and Date of Incorporation, Partnership, Ownership, Etc. MAY, 1995 - TEXAS

Location of Principal Office: 5501 LBJ FWY, STE 108, DALLAS, TX 75240

Contact and Phone at Principal Office: ANDREW JACKSON - (972) 392-1144

Liability Insurance Provider and Limits of Coverage: ~~SUNZ~~ / EVEREST - \$2M / \$8M AGGREGATE

Workers compensation Insurance Provider: SUNZ / EVEREST - \$1M

Address: 4455 LBJ FWY, STE 1080 DALLAS, TX 75244

Contact and Phone: JENNIFER HAUGER (972) 404-0295

Number of Years in Business as a Contractor on Above Types of Work: 25

Claims and Suits (If the answer to any of the questions is yes, please attach details):

Has your organization ever failed to complete any work awarded to it? NO

Are there any judgments, claims, arbitration proceedings, or suits pending or outstanding against your organization or its officers? NO

Has your organization filed any lawsuits or requested arbitration with regard to construction contracts within the last five years? NO

Within the last five years, has any officer or principal of your organization ever been an officer or principal of another organization when it failed to complete a construction contract? NO

List your most current agreements/contracts, with information, similar to the type of work bid.
(Use Additional Sheets if Necessary)

Project: GUEST SERVICES & SECURITY STAFFING

Project Description: USHERS, TICKET TAKERS, SECURITY, PARKING

Owner/Agency: COMERICA (FORMERLY DE PEPPER) CENTER

Contact Person: MICHAEL LANDIN Contract Price: \$500,000

Phone: (214) 387-5668 Email MLANDIN@DALLASSTARS.COM

Project: GUEST SERVICES & SECURITY STAFFING

Project Description: USHERS, TICKET TAKERS, SECURITY

Owner/Agency: CHARLES W. EISENMAN CENTER - CITY OF RICHARDSON

Contact Person: BRUCE MACPHERSON Contract Price: \$250,000

Phone: (972) 744-4603 Email BRUCE.MACPHERSON@COK.GOV

Project: GUEST SERVICES & SECURITY STAFFING

Project Description: USHERS, TICKET TAKERS, SECURITY

Owner/Agency: FORD CENTER AT THE STAR (DALLAS COWBOYS)

Contact Person: DALE KNOX Contract Price: \$2 MILLION

Phone: (214) 437-1878 Email DKNOX@DALLASCOWBOYS.NET

Bank References (List Institution, Address, Contact Person, and Phone):

NORTH DALLAS BANK & TRUST

PRESTON RD - DALLAS, TX 75367

CLAUDIA RAMIREZ (972) 716-7183

EXHIBIT 5
SUPPLEMENTAL INFORMATION

Please provide the following information for contract development:

Is the company a	1.	Sole Proprietorship	<input type="checkbox"/> Yes	<input type="checkbox"/> No?
	2.	General Partnership	<input type="checkbox"/> Yes	<input type="checkbox"/> No
	3.	Limited Partnership	<input type="checkbox"/> Yes	<input type="checkbox"/> No
	4.	Corporation	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
	5.	Other	<input type="checkbox"/> Yes	<input type="checkbox"/> No

If the company is a **sole proprietorship**, please list the owner's full legal name, the name under which business is conducted (i.e. d/b/a), the address for the company, including the state and county in which your business is located:

If the company is a **general partnership**, please list the exact name of the partnership, whether it is a partnership formed under the laws of the State of Texas or another state, the business address for the partnership, including the state and county, and list of the names of all of the partners for the partnership:

If the company is a **limited partnership**, please list the exact name of the limited partnership, whether it is a limited partnership formed under the laws of the State of Texas or another state, the business address for the limited partnership, including the state and county, and list the names of all the general partners for the partnership:

If the company is a **corporation**, please list the exact name of the corporation, whether it is a corporation formed under the laws of the State of Texas or another state, the business address for the corporation, including the state and county, and list the names of all of the officers for the corporation:

INNOVATIVE SOLUTION ADVISERS, LLC aka STADIUM PEOPLE - TEXAS / DALLAS
KAREN MEREDITH, LYNN HANSON, CHARLES DITTO WOOD

If the company is **another entity** not listed above, please list the exact name and type of company, the state under which it is formed, the business address for the company, including the state and county, and list the names of all of the persons authorized to act on the company's behalf:

Is the company a minority, or woman owned business enterprise?
☐ No ☒ Yes if yes, specify: ☐ MBE ☒ WBE

Has the company been certified as a minority/woman owned business by any governmental agency?
☐ No ☒ Yes

If yes, specify the governmental agency: NATIONAL WOMEN'S BUSINESS ENTERPRISE

Date of certification: MARCH, 1998 - # 236965



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

04/24/2020

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an **ADDITIONAL INSURED**, the policy(ies) must have **ADDITIONAL INSURED** provisions or be endorsed. If **SUBROGATION** IS **WAIVED**, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Boyd, Shackelford, Barnett & Dixon, LLC 5800 Granite Parkway, Suite 350 Plano TX 75024	CONTACT NAME: Lucas B Boyd PHONE (A/C No. Ext): (972) 767-2811 FAX (A/C No): (214) 988-5196 E-MAIL ADDRESS: lauren@bsbdgroup.com INSURER(S) AFFORDING COVERAGE INSURER A: Everest National Insurance Compa NAIC # 10120 INSURER B: INSURER C: INSURER D: INSURER E: INSURER F:
INSURED Innovative Solutions Advisors LLC 5501 LBJ Freeway, Suite 108 Dallas TX 75240	(972) 404-0295

COVERAGES

CERTIFICATE NUMBER: Cert ID 17991

REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input checked="" type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:			91ML001290-201	01/01/2020	01/01/2021	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 500,000 MED EXP (Any one person) \$ 10,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000
A	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS ONLY <input checked="" type="checkbox"/> NON-OWNED AUTOS ONLY			91CA000026-201	01/01/2020	01/01/2021	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
A	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED RETENTION \$			91CU001074-201	01/01/2020	01/01/2021	EACH OCCURRENCE \$ 8,000,000 AGGREGATE \$ 8,000,000
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? <input type="checkbox"/> Y/N (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below		N/A				PER STATUTE OTH-ER E.L. EACH ACCIDENT \$ E.L. DISEASE - EA EMPLOYEE \$ E.L. DISEASE - POLICY LIMIT \$
							\$

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)


The General Liability and Auto policies include an automatic blanket additional insured endorsement that provides additional insured status to the certificate holder only when there is a written contract between the named insured and the certificate holder who requires such status.

The General Liability and Auto policies include an automatic blanket waiver of subrogation endorsement that provides this feature only when there is a written contract between the named insured and the certificate holder who requires it.

The General Liability and Auto policies includes an automatic primary and non-contributory endorsement that provides this feature only when there is a written contract between the named insured and the certificate holder who requires it.

CERTIFICATE HOLDER

CANCELLATION

City of Allen 305 Century Pkwy Allen TX 75013	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE 
---	--

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ACORD 25 (2016/03)

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DESCRIPTION OF OPERATIONS SECTION CONTINUED

DATE
04/24/2020

CERTIFICATE HOLDER:

City of Allen

305 Century Pkwy

Allen TX 75013

INSURED:

Innovative Solutions Advisors LLC

5501 LBJ Freeway, Suite 108

Dallas TX 75240

DESCRIPTION OF OPERATIONS CONTINUED:

Umbrella Policy follows form per policy conditions.



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

4/24/2020

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an **ADDITIONAL INSURED**, the policy(ies) must have **ADDITIONAL INSURED** provisions or be endorsed. If **SUBROGATION** IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER SUNZ Insurance Solutions, LLC c/o Essential HR, Inc. dba First Star HR 4455 LBJ Freeway, Suite 1080 Dallas, TX 75244	ID: (Essential)	CONTACT NAME: Jennifer Hauger PHONE (A/C, No, Ext): 972-404-0295 E-MAIL ADDRESS: jennifer.hauger@firststarhr.com FAX (A/C, No):
		INSURER(S) AFFORDING COVERAGE INSURER A: SUNZ Insurance Company INSURER B: INSURER C: INSURER D: INSURER E: INSURER F:
INSURED Essential HR Inc. dba FirstStar HR 4455 LBJ Freeway Suite 1080 Dallas TX 75244		NAIC # 34762

COVERAGES

CERTIFICATE NUMBER: 55176719

REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
	COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:						EACH OCCURRENCE DAMAGE TO RENTED PREMISES (Ea occurrence) MED EXP (Any one person) PERSONAL & ADV INJURY GENERAL AGGREGATE PRODUCTS - COMP/OP AGG \$ \$ \$ \$ \$ \$
	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> NON-OWNED AUTOS ONLY						COMBINED SINGLE LIMIT (Ea accident) BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident) \$ \$ \$ \$
	UMBRELLA LIAB EXCESS LIAB <input type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS-MADE DED <input type="checkbox"/> RETENTION \$						EACH OCCURRENCE AGGREGATE \$ \$ \$
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N <input type="checkbox"/>	N/A	WC025-00001-019	10/1/2019	10/1/2020	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$1,000,000 E.L. DISEASE - EA EMPLOYEE \$1,000,000 E.L. DISEASE - POLICY LIMIT \$1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

Coverage provided for all leased employees but not subcontractors of: Innovative Solution Advisors
 Effective date: 1/1/2014

CERTIFICATE HOLDER

65100001 (TX)
 City of Allen
 305 Century Pkwy
 Allen TX 75013

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

Rick Leonard

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ACORD 25 (2016/03)

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CERTIFICATE OF INTERESTED PARTIES

FORM 1295

1 of 1

Complete Nos. 1 - 4 and 6 if there are interested parties.
Complete Nos. 1, 2, 3, 5, and 6 if there are no interested parties.

OFFICE USE ONLY CERTIFICATION OF FILING

Certificate Number:
2020-611380

Date Filed:
04/24/2020

Date Acknowledged:

1 Name of business entity filing form, and the city, state and country of the business entity's place of business.

Innovative Solution Advisors, LLC
Dallas, TX United States

2 Name of governmental entity or state agency that is a party to the contract for which the form is being filed.

City of Allen, Texas

3 Provide the identification number used by the governmental entity or state agency to track or identify the contract, and provide a description of the services, goods, or other property to be provided under the contract.

2020-1-54
Guest Services and Security Staffing

4	Name of Interested Party	City, State, Country (place of business)	Nature of interest (check applicable)	
			Controlling	Intermediary

5 Check only if there is NO Interested Party.



6 UNSWORN DECLARATION

My name is ANDREW S. JACKSON, and my date of birth is 11/11/1971.

My address is 2313 BRISBANE LN, PLANO, TX, 75075, COLLN
(street) (city) (state) (zip code) (country)

I declare under penalty of perjury that the foregoing is true and correct.

Executed in DALLAS County, State of TEXAS, on the 24 day of APRIL, 20 20.
(month) (year)



Signature of authorized agent of contracting business entity
(Declarant)



WOMEN'S BUSINESS ENTERPRISE
NATIONAL COUNCIL

JOIN FORCES. SUCCEED TOGETHER.

hereby grants

National Women's Business Enterprise Certification

to

Innovative Solution Advisors, LLC

who has successfully met WBENC's standards as a Women's Business Enterprise (WBE).
This certification affirms the business is woman-owned, operated and controlled and is valid through the date herein.

Certification Granted: March 31, 1998

Expiration Date: March 31, 2021

WBENC National Certification Number: 236965

WBENC National WBE Certification was processed and validated by Women's
Business Council - Southwest, a WBENC Regional Partner Organization.

Authorized by Debbie Hurst, President Women's Business
Center



WOMEN'S
BUSINESS
COUNCIL
—
SOUTHWEST

NAICS: 561320
UNSPSC: 80111600



Texas Department of Public Safety
Certificate of Licensure

The Private Security Board Certifies that:



INNOVATIVE SOLUTIONS ADVISOR, LLC

B16444

Is Duly Licensed as

Security Contractor
Guard Company

Steven C. McCraw

Director, Department of Public Safety

EXPIRES: 04/30/2021

This certificate affirms the above stated company is licensed pursuant to Texas Occupations code 1702. The license will expire on date stated above.
Texas Department of Public Safety, Regulatory Services Division, 5806 Guadalupe Street, Austin, Texas 78752.
<http://www.dps.texas.gov>

Bethany Armstrong

Management & Sports Marketing

Event Operations - Marketing – Athletics/Sports & Entertainment – Customer Service – Leadership

Highly motivated MBA professional with successful customer service & event management experience providing leadership and operational support, exercising team collaboration and relationship skills, along with marketing acumen. Areas of expertise include:

- **Event Operations Management** – Experienced in event operations and staffing for a wide range of events. Successfully handle multiple demands from superiors and subordinates. Experienced in facilitating the opening of new venues. Capably handle potentially volatile situations and can learn rapidly and adapt quickly to changing situations. Received additional training and certifications to enhance skill set; T.E.A.M Trained, ABI Mastermind Trained, Level II Security Licensed, IAVM Trained Crowd Manager. Constantly increasing ability to learn rapidly and adapt quickly to changing situations
- **Marketing** – Skilled at sales, presentations and coordinating engaging programs and events. Able to translate customer needs into actionable marketing plans, manage feedback gathering, and reporting initiatives. Proficient in Microsoft Office Programs, Constant Contact, and social media.
- **Customer Relations** – Demonstrated success developing and maintaining internal and external customer relationships, delivering superior customer service, working with diverse groups of people from various backgrounds.
- **Leadership** – Demonstrated success as a Sr. Event Operations Manager, a youth coach, college team leader and assistant coach, achieving superior measureable results, both in academics and sports. Excel in training, leading and motivating employees. Project self-confidence, authority and enthusiasm in any event environment.

EXPERIENCE

Stadium People by Innovative, Dallas, TX

2014-Current

Sr. Event Operations Manager

Previous Positions: Recruiter, Event Operations Manager

- Responsible for managing, staffing and improving several venue accounts
 - AT&T Stadium, Choctaw Grand Theater, Dr Pepper Arena, Toyota Stadium, Eisemann Center, TCU, SMU, Ford Center at The Star, Abilene Christian University, Texas State University, Circuit of the Americas
- Maintain client relations and have grown the business through referrals
- Participate and manage program launch for new contracts
- Oversee event scheduling for part time employees and answer employee inquiries
- Tactfully organize information in preparation for events
- Modernize hiring and training initiatives for multiple venues
- Redesign various event campaign and operational processes to enhance event success rate
- Assist in the customization and build out of Stadium People's ABIMM system
- On-site manager for various events. Facilitate large staff groups in a fast pace event environment.
- Collaborated with event operations teams to launch two new venues: Ford Center at The Star and Choctaw Grand Theater

Northwood University, Cedar Hill, TX

2013-2014

Graduate Assistant Softball Coach

- Assisted Head Coach with daily responsibilities
- Instructed and demonstrated proper skills for players success
- Managed and coached multiple personalities
- Applied knowledge from previous experiences to influence players
- Discussed strategic decisions with Head Coach for the team's success
- Assisted Head Coach through fast-paced and high stress environments

OTHER EXPERIENCE

Softball Hitting/Fielding Instructor, <u>Free Agents Training Facility</u> , Duncanville, TX	2013-2015
Cocktail Waitress, <u>Lucky's Pub</u> , Cypress, TX	2012-2013
Student-Athlete: Softball, <u>Northwood University</u> , Cedar Hill, TX	2011-2013
Student-Athlete: Softball, <u>San Jacinto College</u> , Houston, TX	2009-2011
Umpire, <u>CFGAA</u> , Cypress, TX	2006-2009

EDUCATION

Northwood University, DeVos Graduate School – Cedar Hill, TX Master of Business Administration GPA: 3.8/4.0 Honors: Who's Who of American Colleges and Universities	August 2014
NU MBA Fieldwork – Marketing Plan Consulting Project Pecan Creek Day School– Rowlett, TX <ul style="list-style-type: none">Focused on market analysis, target markets, marketing positioning, segmentation, and implementation of marketing mixDiscussed findings with clients; highlighted areas of opportunities and strengths that resulted from analysisFormally presented market analysis & final recommendations; Provided clients with final report	Spring 2014
Northwood University – Cedar Hill, TX Bachelor of Business Administration Major: Marketing Honors: Magna Cum Laude; Who's Who of American Colleges and Universities; Marketing Award; 2 nd Team All-American; All Conference; Player of the Week; Academic Player Award	2013
San Jacinto College – Houston, TX Associates of Arts in Business Honors: Dean's List; All-Region, Professional Business Leaders Club State Winner, Sports and Contemporary Sports Issues; Regional All-Star representative	2011

COMMUNITY INVOLVEMENT & CERTIFICATIONS

• Sport Event Risk Management Course Certified- FEMA	2018
• Sport and Special Event Evacuation Training Course Certified- FEMA	2018
• IAVM Trained Crowd Manager	2017
• T.E.A.M Trainer certified	2016
• Level II Security Licensed	2015
• Complete Showcase Camp Instructor	2014
• Volunteer Susan G Komen Breast Cancer Awareness Walk	2014
• NFCA Softball Camp Instructor	2011
• Jennie Finch Softball Camp Instructor	2010

Brandon Youngblood

Work Experience

Stadium People

Event Operations Manager

April 2018-Present

- Onsite Event Manager, charged with regional five-venue Collin County territory management
- Currently manage a staff database of 400 local part-time and seasonal event and crowd management personnel
- Create schedule templates for venues based on event estimates using ABI Mastermind
- Meet with client venue peers to discuss upcoming event needs at pre and post operations meetings
- Troubleshoot issues and incidents using Stadium People best practices, scorecards, and metrics for customer satisfaction
- Host job fairs, conduct orientation sessions and manage training events for all newly-hired staff
- Manage event logistics to include inventory of radios, security devices, ticketing devices, staff check-in tablets, uniforms, snacks & meals, and staff hydration plan
- Create the event plans for all Supervisors, such as brief sheets, deployment/redeployment, and check-in process to ensure smooth and efficient events

Innovative-Stadium People

Onsite Project Manager/HR Representative

EVO Payments International – Addison, Texas

April 2017-April 2018

- Managed high-turnover 100-employee telesales department for a 14-year client of Innovative
- Led staffing levels with internal managers, servicing their hiring needs weekly (15-25 hire volume)
- Conducted group orientations with staff each week and assisted in new hire training
- Handled the entire weekly payroll process: *Collecting contractor hours, commissions, PTO and obtaining the client's approval on the payroll, up through processing the payroll in our company's software and managing the client invoicing.*
- Dealt with employee issues and incidents in the work environment involving corrective action, up to termination when required
- Deployed special incentive campaigns that integrated cash prizes, Stadium Client Merchandise and Stadium Hospitality to staff

****Received the Innovative Client Service Award for excellence in client program management during 2017***

Stadium People experience on weekends at local at 2017 TCU Football games that included:

- Pre-Event scheduling reminders
- Employee check-in
- Uniform distribution

- Staff shuttles from Frisco to TCU
- Provided staff hydration and snacks during games

Cliff's Check Cashing Stores-Addison, Texas

HR Manager/Recruiter

July 2016 to April 2017

- Developed creative recruiting strategies to identify qualified candidates for entry level-mid level sales/customer service based positions
- Conducted all phases of the hiring process to include screening, interviewing, extending offers, and handling on boarding.
- Managed all Human Resources related duties for the company.

Total Quality Logistics-Richardson, Texas

National Sales Recruiter/HR Liaison

May 2014 to April 2016

Responsibilities:

- Developed creative recruiting strategies to identify qualified candidates for entry level-mid level sales positions
- Built a consistent pipeline of interested candidates to fulfill future needs
- Established a strong relationship with hiring managers to build trust and learn their specific hiring profiles
- Worked with local Universities to brand the company and generate interest in the company for future graduates
- Conducted an extensive screening process including: phone interviews, webcam interviews, and face to face interviews

Aerotek /Aerotek Aviation LLC-Richardson, Texas

Recruiter

June 2011 to April 2014

Responsibilities:

- Developed creative recruiting strategies to identify qualified candidates within the Aviation, Manufacturing, Warehousing and Skilled Trade industries.
- Determined and understand the needs and requirements of our customers.
- Evaluated candidates' strengths through phone screens and reference checks and compared those with customers' requirements.
- Identified, selected, and recommend the best candidate for the client requirements.
- Negotiated wage rates and other terms of employment with candidates.
- Maintained industry contacts to gain knowledge and obtain sales leads.
- Managed and supervised contract, contract-to-hire, and direct hire employees.
- Conducted extensive screening process including: phone interviews, face to face interviews, reference checks and background screening.

Additional Experience

Jewish Community Center, Rockville, Maryland

Security Supervisor

March 2010 to April 2011

In my first position after college and prior to moving to Texas in 2009 I served as a Security Team Supervisor. Managed security functions for a Jewish Community Campus that included a high school,

elementary school, 3 assisted living facilities, an office building and a Jewish Community Center all part of the campus. Duties included managing a staff of 15-20 fulltime security officers, scheduling, and ensuring 24-7 and small events coverage. As Supervisor, I was charged with increased staffing levels for various events, placement of staff in certain posts, communication in person/via radio, etc).

Education

Frostburg State University

Bachelor of Science degree

2005 to 2009



Price Sheet
RFP #2020-1-54
Guest Services and
Security Staffing

		Hours/ Annually	Unit Price	Extended Total
HOURLY RATES:				
Event Attendant				
HOURLY RATES	<i>Per/hr.</i>	<i>12600</i>	\$ 16.50	\$ 207,900.00
Event Security/Parking				
HOURLY RATES	<i>Per/hr.</i>	<i>8400</i>	\$ 17.75	\$ 149,100.00
Armed Security				
HOURLY RATES	<i>Per/hr.</i>	<i>60</i>	\$ 39.95	\$ 2,397.00
Assistant Lead				
HOURLY RATES	<i>Per/hr.</i>	<i>2400</i>	\$ 20.00	\$ 48,000.00
TOTAL			\$ 94.20	\$ 407,397.00



Price Sheet
RFP #2020-1-54
Guest Services and
Security Staffing

Best & Final Offer

		Hours/ Annually	Unit Price	Extended Total
HOURLY RATES:				
Event Attendant				
HOURLY RATES	<i>Per/hr.</i>	<i>12600</i>	\$ 16.25	\$ 204,750.00
Event Security/Parking				
HOURLY RATES	<i>Per/hr.</i>	<i>8400</i>	\$ 17.50	\$ 147,000.00
Armed Security				
HOURLY RATES	<i>Per/hr.</i>	<i>60</i>	\$ 39.95	\$ 2,397.00
Assistant Lead				
HOURLY RATES	<i>Per/hr.</i>	<i>2400</i>	\$ 19.50	\$ 46,800.00
TOTAL			\$ 93.20	\$ 400,947.00