



**Title:** Event Security Services at the Mississippi Coast Coliseum and Convention Center

**Issue Date:** November 1<sup>st</sup>, 2018

**Issued By:** Mississippi Coast Coliseum Commission  
2350 Beach Boulevard  
Biloxi, MS 39531

## Scope of Services

### RFP IS FOR:

1. **House Security Officers**
2. **Event Staff positions (including ushers, ticket takers, parkers, T-shirt Security, and Switchboard Operators)**
3. **Security Director**

**SCOPE OF SERVICES:** Selected proposer will employ qualified individuals to provide general supervision and enforcement of Mississippi Coast Coliseum Commission (herein referred to as “Commission”) policies. Proposer shall provide adequate personnel to staff events held at the Mississippi Coast Coliseum and Convention Center. Personnel provided shall include, but not limited to House Security Officers, Event Staff, Supervisors, Ushers, Parking Lot Security, T-Shirt Security, Switchboard Operators, and a Director of Event Security. Services provided by Proposer shall include but are not limited to the following: greeting the public, providing information to patrons, assisting facility staff with unruly guests, ticket taking, traffic control, and assisting in execution of safety and evacuation procedures. Proposers shall furnish all necessary labor, supervision, uniforms, professional consulting services, training, and equipment in accordance with the provisions, terms and conditions set forth in this RFP.

Proposers shall recruit, train, supervise, direct, discipline, and if necessary, discharge personnel working on Proposer’s behalf. Employees and service providers will adhere to Commission’s practices and policies including grooming standards, drug abuse, smoking, using offensive language, etc. Proposer shall cause all of its employees and service providers to behave in a friendly, respectable and courteous manner towards all guest, patrons, Commission staff and management.

Through knowledge of the Coliseum/Convention Center and Commission policies will be the responsibility of the Proposer and all staff employed by the Proposer. Proposer’s employees will abide by all policies that commission employees abide by unless exceptions are mutually agreed upon by both parties. Proposer must have a minimum of five (5) years of experience with a similar event facility. Due to the volume of the daily, weekly, monthly, and yearly events held at this venue, at the time of bid response submissions a qualifying firm must have and maintain a full time office on the Mississippi Gulf Coast with at least one (1) full time Regional Manager with support staff, and a minimum of two hundred and fifty (250) part-time or full-time associates assigned to that specific office, and be located within (50) miles from the Mississippi Coast Coliseum and Convention Center, 2350 Beach Blvd, Biloxi, MS 39531, and meet all other qualifying terms of conditions listed within this request for proposal and bid requirements.

Questions concerning this document and its content should be directed to the Coliseum Commission’s Assistant Executive Director:

Michelle Menningmann  
2350 Beach Boulevard  
Biloxi, MS 39531  
228-594-3700 (office)  
[michellem@mscoastcoliseum.com](mailto:michellem@mscoastcoliseum.com)

## **Request for Proposal Response Process**

Criteria for selection - Proposals will be evaluated based on the following criteria: (1) the company profile, background, experience, and references of the proposing party; (2) service and support; (3) ability to agree to the requested contractual terms and conditions; (4) financial considerations; (5) Must be a private corporation registered and in good standing with the State of Mississippi and (6) Proposed contract. Other criteria may be considered by the Commission based on the nature of the Proposals received.

Timetable - The following outlines the timing of the responses:

**November 7<sup>th</sup>, 2018**: RFP Issued. Posted in SunHerald Legals, MCCC Website, and Harrison County Website.

## **Mandatory Pre-Bid Meeting**

**November 20<sup>th</sup>, 2018 @ 10:00 a.m.**: Pre-bid question and answer conference and tour of the facilities.

**November 27<sup>th</sup>, 2018 @ 10:00 a.m.**: Proposal/Bid Submissions Due.

One (1) original print copy and two (2) copies of your company's RFP in a sealed envelope to:

Michelle Menningmann  
Assistant Executive Director:  
2350 Beach Boulevard  
Biloxi, MS 39531  
228-594-3700 (office)  
[michellem@mscoastcoliseum.com](mailto:michellem@mscoastcoliseum.com)

## **Rejection**

The Mississippi Coast Coliseum Commission reserves the right to reject any proposal if the Proposer fails to satisfy the Commission that it is qualified to carry out the contract provisions.

## **Term of Agreement**

The initial term of agreement shall be for five (5) years, beginning January 1, 2019. The agreement will provide the Commission the option to extend the agreement for a twelve (12) month period, up to a five (5) year extension.

## **Insurance**

Proposer shall provide evidence of the following types of insurance:

- Commercial General Liability Insurance and Automobile Liability coverage with minimum limits of **\$1,000,000 per occurrence**, and **\$5,000,000 in the aggregate**. The insurance must protect the Mississippi Coast Coliseum Commission, its Officers, and

employees from claims of personal injury (including bodily injury and death) and property damage which may arise from or in connection with the performance of successful Bidder's services hereunder or from any negligent act or omission of successful Bidder, its offices, directors, agents, or employees.

- Workers' Compensation Insurance as required by applicable Mississippi law. Policy shall be endorsed to include Waiver of Subrogation against the Commission, its employees, officers, and legal representatives.

**Employer's Liability Insurance with the minimum limits of:**

\$1,000,000 Each Accident-Bodily Injury by Accident

\$1,000,000 Policy Limit-Bodily Injury by Accident

\$1,000,000 Each Employee-Bodily Injury by Disease

All such insurance required above shall be with companies and on forms acceptable to the Commission and shall provide that coverage thereunder may not be reduced or canceled unless thirty (30) days unrestricted prior written notice thereof is furnished to the Commission. All insurance shall be written by companies with a Best's Key Rating Guide rating of A or better and Best's Financial Size Category of Class VI or better. Prior to beginning work on the premises, successful bidder shall furnish to the Commission certificates of insurance. Such certificates shall name the Commission and Coliseum personnel as additional insured, and contain a waiver of subrogation, in which the insurer waives any claim or right to recover against the Commission, its officers, agents or employees. The additional insured requirement does not apply to Workers' Compensation.

**Indemnity Clause**

The selected bidder hereby agrees to indemnify and hold harmless the Coliseum Commission and the Executive Director against any and all claims or demands of liability for damages or injury, including but not limited to the amount of any judgment, settlement, costs, or attorney's fees incurred in defense of any such claim, arising out of or under state or federal law, by reason of any negligence or failure to exercise reasonable care, in whole or in part, by the Selected Bidder in the operation of its undertaking under this Agreement. Selected bidder shall not be responsible or liable for claims of injury or damages that do not arise out of their negligence or failure to exercise reasonable care and which are attributable to the negligence of the Commission, Executive Director, or Commission personnel. Further, to the extent permitted by Mississippi law, the Commission shall defend, indemnify and hold Selected Bidder harmless against any claim, demand or cause of action arising out of the negligence of the Commission or Executive Director in their operations or undertaking.

### **Mississippi Employment Protection Act Participation**

Proposer acknowledges that, if awarded, it will insure its compliance with the Mississippi Employment Protection Act (Senate Bill 2988 from the 2008 Legislative Session) and will register and participate in the status verification system for all newly hired employees. The term "employee" as used herein means any person that is hired to perform work within the State of Mississippi and to whom a United States Internal Revenue Service Form W-2 or Form 1099 must be issued. As used herein, "status verification system" means the Illegal Immigration Reform and Immigration Responsibility Act of 1996 that is operated by the United States Department of Homeland Security, also known as the E-Verify Program, or any other successor electronic verification system replacing the E-Verify Program. Vendor will agree to maintain records of such compliance and, upon request of the State, to provide a copy of each such verification to the State.

Proposer acknowledges and certifies that any person assigned to perform services hereunder meets the employment eligibility requirements of all immigration laws of the State of Mississippi.

Proposer acknowledges that violating the E-Verify Program (or successor thereto) requirements subjects Proposer to the following: (a) cancellation of any state or public contract and ineligibility for any state or public contract for up to three (3) years, with notice of such cancellation being made public, or (b) the loss of any license, permit, certification or other document granted to Proposer by an agency, department or governmental entity for the right to do business in Mississippi for up to one (1) year, or (c) both. Proposers are also liable for any additional costs incurred by the State due to contract cancellation or loss of license or permit.

### **SPECIFICATIONS: SERVICES TO BE PROVIDED/REQUIREMENTS OF BIDDER**

**PREVIOUS / CURRENT EXPERINCE:** Proposer shall provide information concerning similar security staffing operations for comparable facilities, including the name of the facility, location, types and quantities of annual event management, and type of management arrangement. Proposer shall provide the number of years the service has been performed and the type of service performed and organizational charts and staffing history for comparable facilities.

**UNIFORMS:** Uniforms shall be provided by the Proposer at the Proposer's sole cost. The Commission requires that all Proposers shall comply with the Commission's dress code. All employees of the Proposer shall wear the formal uniform of the proposer. Uniforms are subject to approval by the Commission's Executive Director. **Assigned personnel shall arrive at work well groomed, in a Professional manner and in the appropriate uniform of the Company-complete with badge, nametag and required communications equipment. Uniforms shall be in a respectable condition, fitted properly, cleaned, pressed and present a professional**

**appearance. Assigned personnel shall not "accessorize" their uniforms. Assigned personnel shall wear their shirts tucked inside their slacks. Assigned personnel shall not lean against walls, stand with their hands in their pockets, or adopt an unprofessional conduct or posture. Assigned personnel will be on post by the required Event Order (EO) call time, in uniform, with proper communications.**

*Note: The Commission administrator on duty may request the dismissal of any security guard/ event personnel reporting to duty not properly dressed and equipped for the duration of the shift. Proposer shall immediately replace the dismissed employee with another comparable employee who is properly dressed and equipped.*

**EQUIPMENT:** Proposer will provide radios to all event personnel as determined by the Commission Executive Director. Such equipment shall permit employees to communicate with supervisors and peers at all times (Coliseum Commission will allocate 5 Motorola CP 200 hand held radios for event security supervisors. Proposer will be responsible for maintaining and accounting for current inventory).

Proposer will supply all event-related materials including, but not limited to: (1) flashlights (if needed), (2) rain suits, (3) hearing protection devices, (4) safety cones, and (5) Motorola radios.

Coliseum Commission will provide hand-held metal detectors for event use. The proposer will be responsible for maintaining and accounting for current Coliseum hand-held inventory. This inventory will be permanently stored in the Event Security office in a designated area. Units will be properly charged and inspected for normal wear and tear, including corrosion. Units will not be left outdoors and will be plugged in at the end of an event in the designated area.

Coliseum Commission provides walk-thru metal detectors for event security use. The proposer will be responsible for conducting normal operation of these units. Proposer personnel will be expected to handle units with care and report any issues to Coliseum staff.

Proposer is responsible for purchasing and storing a minimum of two (2) golf carts on Coliseum property for Event service use. This equipment will not be used by Coliseum staff. Carts will be properly used, maintained, and charged by security personnel. Coliseum Executive Director will allocate a storage and charging area for two (2) golf carts. Proposer will be responsible for charging cart batteries. Proposer will have the option to enter a maintenance contract with Coliseum for maintenance and repairs on provided golf carts.

Coliseum Commission will provide a two (2) six-seater golf carts and one (1) four-seater golf cart. These will receive an initial inspection by Proposer. Once inspection is complete and signed by Proposer, for the duration of the term of the agreement, all maintenance including but not limited to: replacement batteries, replacement tires and/or rims, any major repair(s), etc. will be reimbursed by the Proposer to the Coliseum Commission.

**I.D. BADGES:** The Proposer is responsible to provide each employee with an I.D. badge and clip. The clip must be of a kind that does not allow the I.D. badge to turn and will be visible at all times.

**DIRECTOR OF SECURITY:** Proposer must agree to assign an experienced and competent Director of Security (DOS) who shall be responsible for assuring that all requirements described herein are fulfilled. This person must be a proven manager, who will be able to interact effectively with Commission personnel and guests. The proposer shall secure the Commission's approval in advance as to the qualifications and selection of the Director of Security for this assignment. Furthermore, higher-level managers shall support the Director of Security and provide access to company resources to uphold the contract.

If at any time the Commission finds that the Proposer's DOS is unsatisfactory, and such causes and reason are duly reported in writing by the Commission to the Proposer, to the extent permitted by applicable Mississippi law, the Proposer agrees to meet with the Coliseum Executive Director to discuss its concerns and shall have a period of up to thirty (30) days to remedy such concerns. If, after such period, the performance of such DOS remains unsatisfactory, the Executive Director shall have the right to the extent permitted by applicable Mississippi law, to require Proposer to seek a replacement DOS as soon as reasonably practicable.

**BACKGROUND CHECKS:** Proposer shall certify that all personnel have successfully passed a criminal background check prior to assignment at Commission facilities. The Commission and its Executive Director reserves the right to review the personal background and to conduct further security clearances on the Proposer's assigned personnel. Any person or persons not acceptable to the Commission shall be prohibited from working under this contract.

**DRUG SCREENING:** Prior to assignment at the Commission's facilities, all prospective event personnel must pass a drug test administered at the Proposer's expense. At the minimum, the screen shall include testing of urine samples for marijuana, amphetamines, methamphetamines, cocaine, and opiates.

**GUARD EDUCATION AND EXPERIENCE:** Assigned personnel shall possess, at a minimum, either a high school diploma or a General Equivalency Diploma (G.E.D.). Assigned personnel should be persons of mature judgment and be able to think and act quickly in an emergency.

**MENTAL QUALIFICATIONS:** Event personnel must be mentally alert and capable of exercising good judgment, implementing instructions and assimilating necessary specialized training. Emotional and mental stability are essential since duties normally require contact with public and quick action under emergency situations.

The proposer agrees there shall be not discrimination by it against any person, with respect to opportunity for employment or conditions of employment, because of race, color, religion, national

origin, age, or sex. Proposer will comply with all applicable local, state, and federal laws relating to employment practices.

**TRAINING:** Proposer shall provide the following training at no additional expense to the Commission:

Training of newly assigned personnel: Contractor will be expected to provide verifiable training to newly assigned personnel at each post. Newly assigned guards shall be taught specific post duties, facility lay-out, and emergency procedures.

Semi-Annual Training: Contractor will provide semi-annual training to all personnel assigned to metal detectors and ticket scanners. Training will be done to standards accepted by Garrett Manufacturing provided metal detectors and Ticketmaster provided barcode ticket scanners.

Refresher Training: Refresher training shall be provided on an annual basis or upon request by the Commission's Executive Director. It shall be designed to ensure that all security personnel are proficient at their post duties. The refresher training shall address any issue brought to the Contractor's attention by the Executive Director.

**RESPONDING AND REPORTING:** Assigned personnel shall respond to emergencies of every variety requiring immediate action or assistance. Assigned personnel shall report all emergencies to the designated emergency responder(s) as instructed by the Commission's Administrator on Duty.

**INCIDENT REPORTS:** Contractor to provide confidential incident reporting to Coliseum personnel on a per event basis. An incident report form will be designed in conjunction with the Coliseum Commission and State of Mississippi Data Collection Project guidelines to provide accurate reporting of incidents within Coliseum facilities/grounds during events. Contractor will provide post-event summaries with observations on event activities/incidents and keep accurate information of schedule changes for efficient billing purposes. The successful bidder will input any and all incidents arising on venue events into a web- based tracking system as they occur. The system will be selected and paid for by the contractor.

**SCHEDULE CHANGES:** Commission employees reserve the right to make schedule changes upon twenty-four (24) hours advance notice to Contractor. Schedule changes shall not affect the billing rate agreed upon.

**USE OF COMMISSION EQUIPMENT:** At no time, shall assigned personnel use Commission equipment for non-Commission or personal business without prior approval by the Executive Director.



**PERFORMANCE:** Contractor guarantees that security personnel assigned to Commission events will report on time, fit for duty, in proper uniform, and properly instructed, and supervised. Contractor guarantees that service requirements will be identified and will receive proper response.

Personnel supplied by the Proposer will be deemed employees of the Proposer and will not for any purpose, be considered employees or agents of the Commission. The Proposer assumes full responsibility for the actions of such personnel while performing services pursuant to this Agreement, and shall be solely responsible for their supervision, daily direction and control, payment of salary (including withholding income taxes, unemployment insurance, worker's compensation, and social security).

## **INFORMATION TO BE SUPPLIED BY BIDDERS**

### **MANAGEMENT PLAN**

#### **A. ORGANIZATION AND MANAGEMENT**

1. Organizational Chart
2. Responsibilities of position listed in Organizational Chart
3. Narrative description of Proposer's staffing plan including non-billable support staff that will be utilized in event preparation, event operation and post-event reconciliation.
4. Narrative description of staffing and location of offices (corporate and local).

#### **B. PROPOSER'S BUSINESS HISTORY / EXPERIENCE**

1. Length of time firm has been in the Event Security Services business.
2. Comparable contracts currently performing or has performed (locations, dates, client information).
3. Information on similar accounts lost (if applicable).
4. Information on any lawsuits filed against company in the last five (5) years.
5. References from major facilities of similar size and scope.

#### **C. DIRECTOR OF SECURITY EXPERIENCE**

1. Resume
2. Role of Security Director
3. Work schedule, as pertains to this contract

#### **D. APPROACH TO HIRING QUALIFIED AND EXPERIENCED STAFF**

1. Recruitment methods and procedures outlined
2. Hiring practices outlined (interviews, background screening, termination practices, performance evaluations, and disciplinary practices)
3. Employee retention practices outlined

4. Method to ensure Commission's deployment requests are fulfilled
5. Maximum percentage (%) of new hires as a percentage (%) of overall event staff

## **E. TRAINING**

1. Detailed description of training sessions, including but not limited to, initial orientations, site orientations, yearly reviews training, and event- specific training. Each description should include length of training sessions, location of training, and other additional materials utilized for training.

## **TECHNICAL PLAN**

The technical plan must address, at a minimum, the following:

### **A. JOB DESCRIPTIONS**

1. Director of Security
2. Security Supervisor
3. T- Shirt Security Officer
4. House Security Officer
5. Usher
6. Parking Lot Security Officer
7. Event Switchboard Operator

### **B. EVENT EMPLOYEE HANDBOOK**

## **PRICE PROPOSAL**

The Cost Proposal information shall be submitted on the form (page 10) provided in the Request for Proposal.

**PRICING**

Billing shall be straight time, regardless of day, time, or number of hours worked. No overtime shall be billed at any point during the term of the Agreement.

**STAFFING COST PER HOUR to MCCC**

SECURITY SUPERVISOR	\$ _____
T-SHIRT SECURITY OFFICER	\$ _____
HOUSE SECURITY OFFICER	\$ _____
USHER	\$ _____
PARKING LOT SECURITY OFFICER	\$ _____
SWITCHBOARD OPERATOR	\$ _____

Name of Firm: \_\_\_\_\_

Address: \_\_\_\_\_

Phone Number \_\_\_\_\_

Name (print): \_\_\_\_\_ Title: \_\_\_\_\_

Signed: \_\_\_\_\_ Date: \_\_\_\_\_