



**Birmingham Jefferson Convention Complex**

**address** 2100 Richard Arrington Jr. Blvd North  
Birmingham, AL 35203

**website** [www.bjcc.org](http://www.bjcc.org)

**phone** 205.458.8400

## **REQUEST FOR PROPOSALS SECURITY SERVICES**



**PROPOSALS DUE: AUGUST 22, 2022 at 11:00 am**

All questions related to this RFP should be submitted via e-mail to:

[Sharon.Proctor@bjcc.org](mailto:Sharon.Proctor@bjcc.org) AND [Brian.Mishkin@bjcc.org](mailto:Brian.Mishkin@bjcc.org)

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## **REQUEST FOR PROPOSALS SECURITY SERVICES**

### **I. Invitation**

It is the intention of Birmingham Jefferson Civic Center Authority (hereinafter referred to as BJCC) to solicit proposals for the operation of Building **AND** Event Security Services at the Convention Complex. The BJCC prefers that this proposal be responded to in whole, but responses may be submitted as either Building Security or Event Security. Special consideration may be given to Proposers that respond combining building security and event security.

BJCC makes this Request for Proposals to select a qualified Security Services Provider (hereinafter referred to as the Successful Proposer) for providing Security Services (hereinafter called the Project). The Project is generally described in the "Scope of Services", contained within this RFP, responsibilities and relationship of the Successful Proposer, BJCC, and other parties involved in the Project. Proposers may submit a proposal for the BJCC site.

### **II. Pre-Proposal Conference**

**A pre-proposal conference will be held at 11:00 am (Central Time), July 22, 2022, in the Forum Building, 1<sup>st</sup> floor, Meeting Room "M" located at 950 22<sup>nd</sup> Street North, Birmingham, AL 35203.** Potential Proposers are encouraged to attend this conference. A tour will be provided at the conclusion of the pre-proposal conference (limit 3 representatives for the tour).

### **III. Proposal Due Date and Location**

If you are not already a BJCC registered vendor, please register on the BJCC website: [www.bjcc.org](http://www.bjcc.org) (hover over vendor information, click Jobs & Vendor Information, click vendor registration).

**Proposals are due by 11:00 am (central time), Monday, August 22, 2022. Proposals shall be delivered to:**

**BJCC – Security Services RFP  
2100 Richard Arrington Jr. Blvd N, Dock #2  
Birmingham, AL 35203**

Late Proposals will be placed in the file unopened.

### **IV. Proposal Format**

Proposers shall provide appropriate information in sufficient detail to demonstrate that the evaluation criteria has been satisfied as specified in Section V – "EVALUATION OF PROPOSALS".

To allow for easier comparison of proposals during evaluation, proposals shall contain the following sections and appendices, and be arranged in consecutive order.

1. **Executive Summary** – The Executive Summary shall include a clear statement of the Proposer’s understanding of the RFP including a brief summary of the Scope of Work. Include, at a minimum, an outline of the contents of the proposal, an identification of the proposed project team, a description of the responsibilities of the project team, a summary of the proposed services, and Proposer’s strategy to provide the best services.
2. **Scope of Services** – Describe in detail how services will be provided. Include a detailed listing and description of tasks and deliverables.
3. **Experience and Capacity** – Describe Proposer’s background and related experience, demonstrating ability to provide required services. A minimum of three (3) years of operational experience is required, which have involved asset protection, crowd management, event staffing and general security services. Indicate if company expansion is required to provide service. **Successful Proposer must be able to accept a contract start date on or before 12:01 A.M. (central time), October 1, 2022.**
4. **References** – List references from contracts similar in size and scope. List contact names, emails, and phone numbers.
  - a. List three accounts that have been lost within the past three years.
  - b. List three accounts that are actively being managed and serviced.
5. **Personnel Listing** – Show involved individuals with resumes and specific applicable experience. Sub-Service Providers should also be listed, including the identification of any that are certified in a Small & Underutilized Business Program.
6. **Cost/Fees** – Indicate proposed cost of service including a full disclosure pricing of how costs were determined; hourly rates; minimum billing increments, if any; direct costs and payment billing schedule; list of charges per classification of employee; cost breakdown for each year of service. BJCC will not pay sick and vacation benefits. BJCC is exempt of sales tax, and these taxes will be excluded from proposed cost/fees. Certificate of Exemption will be provided to the Successful Proposer.
7. **Company Financial Information**
  - a. Proof of financial responsibility, any bankruptcy filings by the Proposer, its principles and officers during the previous seven years.
  - b. Proven ability to support up to six weeks of employee payroll for the BJCC site. BJCC may take up to thirty days to process invoices submitted for payment.
8. **Human Resource** – Describe in detail how employees are recruited and hired. Include a detailed description on background screening requirements that are completed for each employee **prior to assignment**.

9. **License** – The Proposer must have necessary business licenses as required by the State, County, and City. **Please provide a copy of Proposer's Alabama Contract Security License.** All security officers must be licensed and certified according to the State of Alabama rules and regulation.
10. **Transition Plan** – Outline and submit detailed schedule and implementation plan to establishing local and onsite office/s, facility familiarization, standard and site specific training and scheduling program to meet site specific staffing requirements.
11. **Training** – Provide a detailed outline of minimum training requirements for all employees that meet industry standards and State of Alabama requirements prior to assignment. Pre-assignment hours are not billable to BJCC. Also provide site specific training provided.
12. **Post Orders** – Successful Proposer must develop and submit post orders that are uniquely specific to the BJCC site. Post Orders will be submitted to the Contract Manager for review and approval within **30 days** of the contract start date.
13. **Equipment** – Provide a description of all equipment that will be utilized; uniforms, accessory items and communication devices as required. Include make and model of equipment.
14. **Scheduling** – Describe in detail how intermittent, part-time and full-time employees will be scheduled. Provide a description if your company utilizes hardware and software solutions or web-based applications to schedule personnel. Indicate if your company has an “overflow” scheduling policy and summarize how your company currently incorporates this policy into your day-to-day scheduling operation.
15. **Uniform** – Include and submit with your proposal a sample description and pictures of all proposed uniforms. Different example versions must be provided to accommodate the weather and conditions in Alabama.

**V. Evaluation of Proposals – Selection of Successful Proposer**

Proposals will be reviewed by an Evaluation Panel made up of BJCC representatives. The Evaluation Panel will select a "short list" of qualified Proposers who may be formally interviewed as part of the final selection, as deemed necessary by BJCC. Evaluations will be based on the required criteria listed in Section IV “PROPOSAL FORMAT”, and the following:

1. Quality, thoroughness, and clarity of proposal;
2. Qualifications, workforce size and experience of staff (includes a review of references);
3. How well the Scope of Services offered meets department objectives;
4. Financial responsibility and capacity of company including whether the company, any affiliates, subsidiaries, officers or directors have filed for federal bankruptcy protection within seven years of the date of this RFP;

5. Organization and management approach and involvement for a successful project;
6. Small & Underutilized Business participation;
7. Cost of services and full disclosure pricing proposed.
8. Insurance coverage as defined for the services;
9. Experience with accounts similar in scope and complexity; and
10. Recruiting, hiring and screening process

A formal Presentation may be requested of the “short list” Proposers. Specifically, BJCC requests that the Proposer’s Project Manager assigned to the proposed project team lead the Presentation and that actual members of the project team (including any sub- Service Providers) participate in the formal presentation.

The Presentation/Interview of the “short listed” Proposers will consist of the following elements:

1. Discussion of the Proposer’s approach to providing services for this Project based upon the Scope of Services described herein.
2. Overview of the Proposer’s experience as related to the Scope of Services, including qualifications and experience of assigned staff.
3. Overview of equipment, hardware and software solutions that may be implemented and used to service this Project.
4. Presentation and display of uniform(s) examples that will be worn at BJCC. The Evaluation Panel will schedule and arrange for the presentations.

## VI. Schedule

The following is a listing of key Proposal and Project milestones:

RFP Release	July 12, 2022
Pre-Proposal Conference	11:00 am on July 22, 2022
Questions on RFP Due by	11:00 am on August 1, 2022
Responses to Questions posted by	11:00 am on August 12, 2022
Proposals due by	11:00 am on August 22, 2022
Estimated Proposer “short-list” notification	September 2, 2022
Presentations (if necessary)	September 9, 2022
Estimated Proposer selection, negotiation, and execution	September, 2022
Estimated services start date	October 1, 2022
Estimated services end date	September 30, 2025 plus any extensions

## VII. Contract

The contracting parties will be BJCC and the Successful Proposer selected to provide the services as described herein. The selected proposal, along with the RFP will be incorporated into a formal agreement after negotiations. It is the intent of the BJCC to award a single contract for a term of three (3) years with the option to extend the contract, on an annual basis, at the sole option of BJCC, for two (2) additional one year terms. Proposers will complete and include Length of Term and Options form with their proposal.

**VIII. Performance and Payment**

If awarded the contract, the Successful Proposer shall furnish to BJCC proof that the Successful Proposer has obtained, at its sole expense, performance and payment bonds for the Scope of Services at BJCC and all security personnel. Each bond shall be written for \$100,000.

**IX. Department Contact/Requests for Clarification**

The Successful Proposer's primary interface with BJCC will be with the Contract Manager who will act as the BJCC's designated representative for the Project. Prospective Proposers shall direct inquiries/questions **in writing** only to [Sharon.Proctor@bjcc.org](mailto:Sharon.Proctor@bjcc.org) AND [Brian.Mishkin@bjcc.org](mailto:Brian.Mishkin@bjcc.org).

**All questions are due no later than 11:00 am (central time), August 1, 2022.** Responses to the questions will be posted to the BJCC website: [www.bjcc.org](http://www.bjcc.org) (Hover over Vendor Information, click Jobs & Vendor Opportunities, click Open Bids) by 11:00 am August 12, 2022.

Sharon Proctor and Brian Mishkin are the only individuals who can be contacted regarding the Project before proposals are submitted.

**X. Rejection of Proposals**

BJCC reserves the right to waive any informality in any proposal; to reject any or all proposals, in whole or in part; and to award the proposal most advantageous to BJCC should it be deemed in its best interest to do so.

**XI. Addendum to the RFP**

If addenda are issued for this RFP, it will be posted on the BJCC website: [www.bjcc.org](http://www.bjcc.org) (hover over Vendor Information, click Jobs & Vendor Opportunities, click open bids). It will also be emailed to potential proposer's known to BJCC; if [Sharon.Proctor@bjcc.org](mailto:Sharon.Proctor@bjcc.org) did not email the RFP to you, please email [Sharon.Proctor@bjcc.org](mailto:Sharon.Proctor@bjcc.org) AND [Brian.Mishkin@bjcc.org](mailto:Brian.Mishkin@bjcc.org), to receive updates regarding this RFP. BJCC reserves the right to cancel or amend the RFP at any time.

**XII. Site Visit**

Potential Proposers may visit the BJCC site at the conclusion of the pre-proposal conference. Potential Proposers are limited to a maximum of three (3) representatives.

### XIII. General Conditions

#### 1. Definitions.

- A. **Building Security** – Refers to securing the physical building structures, parking lots and other BJCC-owned property; administering day-to-day patrols and rounds of the campus; assisting with on-campus traffic (when appropriate); additional general security related items; typical full-time positions include Security Manager, Rover and Fixed Post.
- i. **Account Manager** - Salaried position to act as the on-site manager, and primary liaison between department management and Successful Proposer. Must demonstrate strong interpersonal, organizational, and cognitive skills. Must have a **minimum of 7 years** of managerial, physical security, and event staffing experience. Preferred operations and management experience working in stadiums, arenas, and/or convention centers.
  - ii. **Building Security Manager** - Salaried position will supervise the building security officers and report to the Account Manager. The position will perform scheduling, administrative, and HR support.
  - iii. **Building Security Rovers** - This position will supervise event security personnel at exterior posts and report to the Events Manager. Provide customer service, support, coordination, and management marshaling yard parking, exhibitor move in and move out logistics, and vehicular staging along the adjacent streets near the BJCC and potential traffic-control (when applicable). This position is primarily full-time and should exude leadership qualities. Note: Must have a valid driver's license identification for this position.
  - iv. **Building Security Officer Fixed Post** - The position is non-supervisory and reports to the Manager (Administration). This position will perform but not be limited to asset protection, floor warden, incident documentation, and fire surveillance functions. This position is full-time and part-time.
- B. **Event Security** – Includes the staffing and management of temporary event staff performing a variety of duties including, but not limited to, Security, Ticketing, Ushering, Guest Services and other related duties; typical full-time positions include Event Manager and some Event Supervisors.
- i. **Event Staffing Manager** - Salaried position will supervise the Event Leads and report to the Account Manager. Primary liaison and collaborator between show managers, security staff, and BJCC department personnel. Must demonstrate critical thinking, strong interpersonal, organizational, and time management skills. This position is a full-time position.

- ii. **Event Supervisor** - This position will supervise event security personnel and report to the Events Manager. Provide customer service, support, coordination, and public facing: incident response, crowd control, and asset protection. Must have a **minimum of 1 year of supervisory experience**. This position is primarily part-time, event-driven, and intermittent.
- iii. **Event Security** - The position is non-supervisory and reports to an Event Supervisor. This position will perform but not be limited to access-control, loss prevention, asset protection, and magnetometer screenings. This position is primarily part-time, event-driven, and intermittent.
- iv. **Event Ticketing** – The position is non-supervisory and reports to an Event Supervisor. This position will perform scanning tickets at events. Must have good communication skills and interfaces with guests. This position is primarily part-time, event-driven, and intermittent.
- v. **Event Usher** – The position is non-supervisory and reports to an Event Supervisor. This position will perform various duties including escorting guests to seats, wristbanding patrons, and interfacing with guests. Must have good communication skills and ability to stand for periods of time. This position is primarily part-time, event-driven, and intermittent.
- vi. **Event Guest Services** - The position is non-supervisory and reports to an Event Supervisor. This position will perform various duties including operating informational kiosks, escorting ADA guests, wristbanding patrons, and interfacing with guests. Must have good communication skills and ability to stand for periods of time. This position is primarily part-time, event-driven, and intermittent.

## 2. **Subcontracting**

The Successful Proposer shall not sub-consult or sub-contract any services under this Contract unless authorized in writing by BJCC. The Successful Proposer shall provide written notice to BJCC and obtain BJCC's authorization to sub-contract any work or services to be provided to BJCC pursuant to this Contract. The Successful Proposer shall pay all subcontractors for subcontractor's undisputed, completed work.

## 3. **Assignment or Transfer of Interest**

The Successful Proposer shall not assign any interest in the Contract, and shall not transfer any interest in the same without the prior written approval of BJCC which will not be withheld or delayed unreasonably.

**4. Performance Monitoring**

BJCC will monitor the performance of the Successful Proposer against goals and performance standards required herein. Substandard performance as determined by BJCC will constitute non-compliance with this Contract. If action to correct such substandard performance is not taken by the Successful Proposer within a reasonable period to cure such substandard performance after being notified by BJCC, Contract termination procedures will be initiated. All work submitted by the Successful Proposer shall be subject to the approval and acceptance by the BJCC Contract Manager. The BJCC Contract Manager shall review each portion of the work when certified as complete and submitted by the Successful Proposer and shall inform the Successful Proposer of any apparent deficiencies, defects, or incomplete work, at any stage of the project.

**5. Independent Consultant**

Nothing contained in this Contract is intended to, or shall be construed in any manner, as creating or establishing the relationship of employer/employee between the parties. The Successful Proposer shall always remain an independent Consultant with respect to the work and/or services to be performed under this Contract. Any and all employees of Successful Proposer or other persons engaged in the performance of any work or services required by Successful Proposer under this Contract shall be considered employees or subcontractors of the Successful Proposer only and not of BJCC; and any and all claims that might arise, including Worker's Compensation claims under the Worker's Compensation Act of the State of Alabama or any other state, on behalf of said employees or other persons while so engaged in any of the work or services to be rendered or provided herein, shall be the sole obligation and responsibility of the Successful Proposer.

**6. Inspection of Records**

All books, records, documents and accounting procedures and practices of the Successful Proposer, with respect to the matters covered by this Contract shall be made available to BJCC, or their designees upon notice, at any time during normal business hours, as often as BJCC deems necessary, to audit, examine, and make excerpts or transcripts of all relevant data.

**7. Applicable Law**

The laws of the State of Alabama shall govern all interpretations of this Contract, and the appropriate venue and jurisdiction for any litigation which may arise hereunder will be in those courts located within the County of Jefferson, State of Alabama, regardless of the place of business, residence or incorporation of the Successful Proposer.

**8. Conflict and Priority**

If the Contract was awarded by RFP and in the event that a conflict is found between provisions in this Contract, the Successful Proposer's Proposal or the

BJCC's Request for Proposals, the provisions in the following rank order shall take precedence: 1) Contract; 2) Proposal; and last 3) Request for Proposals.

**9. Termination, Default and Remedies**

BJCC may cancel this Contract for any reason without cause upon sixty (60) days' written notice. Both BJCC and the Successful Proposer may terminate this Contract upon thirty (30) days' written notice if either party fails to fulfill its obligations under the Contract in a proper and timely manner, or otherwise violates the terms of this Contract. The non-defaulting party shall have the right to terminate this Contract, if the default has not been cured after ten (10) days' written notice or such other reasonable time period to cure the default has been provided. If termination shall be without cause, BJCC shall pay the Successful Proposer all compensation earned to BJCC as a result of the breach. If the Contract is canceled or terminated, all finished or unfinished documents, data, studies, surveys, maps, models, photographs, reports or other materials prepared by the Successful Proposer under this Contract shall, at the option of BJCC, become the property of BJCC, and the Successful Proposer shall be entitled to receive just and equitable compensation for any satisfactory work completed on such documents or materials prior to the termination.

Notwithstanding the above, the Successful Proposer shall not be relieved of liability to BJCC for damages sustained by BJCC as a result of any breach of this Contract by the Successful Proposer. BJCC may, in such event, withhold payments due to the Successful Proposer for the purpose of set-off until such time as the exact amount of damages due to BJCC is determined. The rights or remedies provided for herein shall not limit BJCC, in case of any default by the Successful Proposer, from asserting any other right or remedy allowed by law, equity, or by statute. The Successful Proposer has not waived any rights or defenses in seeking any amounts withheld by BJCC or any damages due the Successful Proposer.

- 10. Severability** – If any provision of this Contract is held invalid or unenforceable, such invalidity or unenforceability shall not affect any other provision, and this Contract shall be construed and enforced as if such invalid or unenforceable provision had not been included.
- 11. No Partnership or Joint Venture** – Neither the BJCC nor the Successful Proposer is an agent, partner, or joint venture of the other for any purpose or has any authority to bind the other.
- 12. Amendments** – This Contract may only be modified or changed by written amendment signed by authorized representatives of BJCC and the Successful Proposer.
- 13. Costs incurred to respond to RFP** – All costs incurred by Proposers to respond to this RFP will be wholly the responsibility of the Proposer. All copies and contents of the Proposal, attachments, and explanations thereto submitted in response to

this RFP, except copyrighted material, shall become the property of BJCC, regardless if the Proposer is awarded the contract.

**14. Equal Opportunity** – BJCC is strongly committed to equal opportunity in solicitation of proposals. BJCC encourages Proposers to share this commitment. Each Proposer submitting a Proposal agrees not to refuse to hire, discharge, promote, demote, or to otherwise discriminate against any person otherwise qualified solely because of race, creed, sex, national origin or disability.

**15. General Litigation Disclosure** – Proposer must describe any pending, contemplated or ongoing administrative or judicial proceedings material to Proposer’s business, finances or products including, but not limited to, any litigation, consent orders, debarment or contracts with any local, state or federal regulatory agency issued to Proposer or to any parent or subsidiary of Proposer.

**16. Insurance**

A. Hold Harmless and Indemnification: Successful Proposer party agrees to indemnify, hold harmless and defend BJCC, its elected officers, employees, past and present, Marriot International, Inc., its employees, and its agents, past and present, and Alabama Department of Transportation, its employees and its agents, past and present, (hereinafter referred to in this paragraph collectively as “BJCC”), from and against any and all claims, damages, losses, judgments, liens, penalties, interest, and expenses, including but not limited to court costs and attorneys’ fees, for liability claimed against or imposed upon BJCC because of bodily injury, death or property damages, real or personal, including loss of use thereof arising out of or as a consequence of the breach of any duty or obligations of the contracting party included in this agreement, Bidder’s performance or failure to perform any obligations contained in this document, the inaccuracy of any representations or warranties of the Bidder contained herein; negligent acts, errors or omissions, including engineering and/or professional error, fault, mistake or negligence of Integrator, its employees, agents, representatives, or subcontractors, their employees, agents or representatives in connections with or incident to the performance of this agreement, or arising out of Worker’s Compensation claims, Unemployment Compensation claims, or Unemployment Disability Compensation claims of employees of company and/or its subcontractors or claims under similar such law or obligations, the payment or non-payment of any taxes relating to any monies paid to the Bidder pursuant to this Agreement, the foregoing provisions, and all liabilities of the Bidder hereunder, shall survive the termination of this Agreement. Company obligation under this Section shall not extend to any liability caused by the sole negligence of BJCC, or its employees. **The certificate must include the added additional Insured by Endorsement:**

1. The Birmingham-Jefferson Civic Center Authority, and its elected officers and employees, and Marriott International, Inc. and its employees must be listed as additional insured.

2. Waiver of Subrogation.
  3. Thirty day written cancellation notice.
  4. Coverage is primary and non-contributory.
- B. The certificate must be received by BJCC Purchasing Department within fifteen (15) days of request. Failure to comply with this request may eliminate the bid from consideration.
- C. BJCC reserves the right to terminate any resulting contract, if the Bidder fails to keep the insurance policies in force for the below amounts or for the duration of the contract period.
- D. Before beginning work, Bidder shall provide a current certificate of insurance with the following coverage:
1. Worker's Compensation Insurance per Alabama State Law.
    - a. Worker's Compensation Coverage shall be provided in accordance with the statutory coverage required in Alabama.
    - b. Employer's Liability Insurance limits shall be at least:
      1. Bodily Injury by Accident - \$1,000,000 per accident.
      2. Bodily Injury by Disease - \$1,000,000 per employee.
  2. Commercial Business Automobile Liability Insurance
    - a. Commercial Business Automobile Liability Insurance which shall include coverage for bodily injury and property damage arising from the operation of any owned, non-owned or hired automobile. The Commercial Business Automobile Liability Insurance Policy shall provide not less than \$1,000,000 Combined Single Limits for each occurrence.
  3. Commercial General Liability Insurance
    - a. Commercial General Liability Insurance coverage for bodily injury and property damage arising from premises and operations liability, products and completed operations liability, blasting and explosion, collapse of structures, and underground damage, personal injury liability and contractual liability. The Commercial General Liability Insurance shall provide at minimum the following limits:
 

i. General Aggregate	\$2,000,000/Project
ii. Products, Completed Operations Aggregate	\$2,000,000/Project
iii. Personal and Advertising Injury	\$1,000,000/Occurrence
iv. Each Occurrence	\$1,000,000
v. Crime/Employee Dishonesty Insurance	\$100,000

Includes Third Party/Client Property Coverage Name BJCC as additional insured
  4. Comprehensive General Liability Insurance
    - a. Coverage should be provided for legal liability resulting from bodily

injury or property damage caused by an occurrence and due to the negligence of the Successful Proposer. General liability limits not less than \$1,000,000 per occurrence and \$5,000,000 general aggregated.

- b. Coverage extension must include:
  - 1. All premises and operations;
  - 2. Personal injury liability – to pay for legal obligations of the Successful Proposer resulting from the following business offenses;
    - i. False arrest, detention and imprisonment, or malicious prosecution;
    - ii. The publication or utterance of a libel or slander or of other defamation or disparaging material, or a publication or utterance in violation of an individual’s right or privacy, except publications or utterances in the course of or related to advertising, broadcasting or telecasting activities conducted by or on behalf of the Successful Proposer;
    - iii. Wrongful entry or eviction or other invasion of the right of private occupancy.
      - a. Property damage – included liability protection of property in Successful Proposer’s care, custody, and control;
      - b. Assault and battery offenses;
      - c. Blanket contractual;
      - d. BJCC must be included as “Additional Insured” including hold harmless agreement for BJCC;
      - e. Errors and omissions liability – providing coverage for negligent acts, errors and omissions on the part of the Successful Proposer or the employees or agents of the Successful Proposer, solely in the professional conduct of the Successful Proposer’s security personnel, investigative, and related operations;
      - f. Third party theft from clients;
      - g. Products and completed operations, if any.
- 5. Fidelity Bond Employee Dishonesty Form A – coverage provided by the bond must apply to all personnel of the Successful Proposer, including subsidiaries. The policy must provide coverage for losses sustained by the contractor or its clients resulting from fraudulent or dishonest act committed by employees of the Successful Proposer, acting alone or in collusion with others. Limit not less than \$100,000.

6. The contractor is charged with the responsibility of identifying risks and exposures, and the implementation of a risk management program to effectively deal with them. Major emphasis should be placed upon risk management measures. Every effort must be made to create a safety conscious atmosphere among all employees.
7. Copies of insurance policies and a certificate of insurance must be provided with the response. Also, include the percentage of current clients who have this insurance protection.

#### **XIV. Scope of Services**

**1. Introduction** - It is the intent of this document to outline a general description of the scope of services, the extent of services required, and the relationship of this scope of services to other work, and the departments or other parties that will interact with the Service Provider. The contents of this document are considered representative of the scope of services but are by no means conclusive.

#### **2. Background Information**

The Birmingham-Jefferson Convention Complex is an event and exhibit space conveniently located next to the Uptown Entertainment district in the heart of Birmingham, AL. One of the most compelling features of the BJCC is that it has all the right components - in one complex. The centrally located, modern facility includes:

- 220,000 square feet of flexible space in the Exhibition Hall.
- 100,000 square feet in 74 meeting rooms.
- The Forum Office Building consisting of 214,000 sq. ft. of leasable space on 7 floors. The tenant makeup is comprised of numerous GSA leases.
- The 45,000 seat Protective Stadium.
- The 19,000-seat Legacy Arena.
- A 3,000-seat Concert Hall.
- A 1,000-seat Theatre.
- A 274-seat Forum Theatre.
- 757 adjoining guest rooms at the Sheraton Birmingham Hotel.
- 294 adjoining upscale guest rooms in the Westin Birmingham Hotel.
- The Uptown Entertainment District which contains restaurants, coffee shop, bakery, Top Golf and soon to open jazz club.
- Alabama Sports Hall of Fame.
- On-site covered and valet parking.
- City Walk (programmable public space coming soon underneath the I 59/20 bridges) consisting of a feature dog park, pickleball courts, a regional skatepark and areas for developing pop up retail.

**3. Essential Functions** – Successful Proposer will collaborate and coordinate with BJCC Operations department, and its personnel, on a day-to-day basis to:

- A. Customer service and public-facing interactions with visitors and guests
- B. Secure and monitor BJCC's and its client's assets

- C. Implement and execute crowd management plan(s)
- D. Respond to emergency and non-emergency situation(s)

The Operations department focuses on Event Staffing and Building Security services, which encompasses day-to-day essential functions. The scheduling of event staff will align with the booking of public and private events. The scheduling of building security staff will be 24/7 and will not depend on the booking of events.

- 4. Event Staff Levels and Schedule (Event-Driven)** - The Successful Proposer is responsible for scheduling and managing the event staffing schedule. Successful Proposer will have access to event staffing work orders. Schedule must be approved by BJCC personnel.

Venue	Typical Call	Capacity	Peak Time	Events
Protective Stadium	120 - 350	45,000	March - December	UAB, USFL, Legion, Bowl Game, Concerts
Legacy Arena	100 - 175	17,000	October - April	Squadron, Concerts, NCAA MBB
North, South, East Exhibit Halls	20 - 80	10,000+	All Year	Trade Shows, Motion, Conferences, Retreats
Concert Hall & Theater	25 - 60	3,000	October - April	Broadways, Musicals, Small Concerts
CityWalk	15 - 35*	4,000*	March - November	Farmer's Market, Community Engagement

- 5. Building Staff Levels and Schedule (24/7)** - Successful Proposer is responsible for scheduling and managing the 24/7 building security schedule. Schedule must be approved by BJCC personnel.

- A. Shifts** - Will be coordinated and determined by the Successful Proposer. The Successful Proposer maintains discretion on how shifts are organized and allocated. Personnel may not leave their assigned post until their shift ends or relieved by additional personnel. Please see below table for estimates.

Venue	Shifts	Docks	S.O.	Notes
Protective Stadium	6 to 9	2	2	Regular Use Dictated by Events
Legacy Arena	6 to 9	1	1	Regular Use Dictated by Events
East Exhibit Hall	1 to 3	2	1	BJCC Offices; Regular Usage
North & South Exhibit Hall	1 to 3	2	1	BJCC Offices; Dictated by Events
Concert Hall & Theater	1 to 3	1	1	Dictated by Events
CityWalk	12 to 15	0	1	Newest Addition; Largest Venue
SEC Headquarters	1	0	0	Daily Use
Forum	2 to 3	1	1	Typical 10-Story Office Building Usage
Uptown	3 to 5	0	1	Entertainment District; Assisted by Rovers
Hotel Parking Garage	3	0	1	6-Story Parking Garage
Facility Rovers	6 to 15	N/A	N/A	Dictated by Events

- 6. Site Specific Training Requirement** – Successful Proposer will ensure personnel has completed **Standard** training and BJCC **Site Specific** training program.

Employees must complete their **Standard** and **Site Specific** training requirements before being scheduled and working at BJCC. Successful Proposer will document training completion and submit records to BJCC management showing evidence of completion, showing the subject area and hours of training for each employee. BJCC management reserves the right to audit the Successful Proposer's training programs and documentation at any time. Using any untrained staff at the BJCC will result in performance fines and pattern occurrences that may result in BJCC exercising its contractual authority.

7. **Site Specific Training** - Each employee that is scheduled to work at BJCC will complete BJCC's IMPACT, Emergency Procedures Awareness and Building Familiarization Training. These training sessions will be presented and trained by Successful Proposer.
8. **Site Specific Uniforms** – Successful Proposer must provide a standard uniform to all employees working at the BJCC site. Properly fitting uniforms and requirements that are specific to this site:
  - A. Outerwear uniform jacket, pants, hat, and shirt for fall and winter seasons.
  - B. Short and long sleeve hardline uniform shirt.
  - C. Polo soft line uniform shirt.
  - D. Black pants and shoes.
  - E. Please indicate if customized uniform shirts are optional.

A picture identification card will be considered part of the employee's uniform and must always be worn while working at the BJCC site.

9. **Site Specific Supplies and Equipment** – Successful Proposer must provide all generally applicable supplies and equipment, but are not limited to the following:
  - A. General office supplies
  - B. Flashlights
  - C. Pen and notepad
  - D. Uniforms
  - E. Uniform plain black leather belt
  - F. Ear Plugs
  - G. Latex Gloves
  - H. Clickers

**BJCC Provides** - office space will be allocated to the Successful Proposer. Successful Proposer will be responsible for all furnishings, office supplies, and network services. In addition, twenty (20) BJCC-owned portable digital radios or other electronic devices will be allocated to the Successful Proposer for exclusive operational and communication use within the facility. All radios must remain on site and placed in the chargers at the end of the shift.

Successful Proposer will be responsible and liable for any associated damage/s, lost and repair(s) to the portable digital radios or other electronic devices.