



Purchasing Department

P.O. Box 750416
Dallas, Texas 75275

REQUEST FOR QUOTES

Campus Event Service Personnel

All Bids in Response to this RFQ are Due Before:

[July 31, 2023]

1.0 GENERAL OVERVIEW

1.1 Background

As a private, comprehensive university enriched by its United Methodist heritage and partnership with the Dallas-Fort Worth area, SMU seeks to enhance the intellectual, cultural, technological, ethical, and social development of a diverse student body. SMU offers undergraduate programs centered on the liberal arts and excellent graduate, professional, and continuing education programs. The SMU experience also includes accessible faculty in small classes and abundant opportunities for research experience, international study, leadership development, and service and internship opportunities beyond campus – all with the goal of preparing students to become contributing citizens and leaders for our state, nation and world.

SMU has approximately 11,000 students studying in seven degree-granting schools: Cox School of Business, Dedman College of Humanities and Sciences, Meadows School of the Arts, Bobby B. Lyle School of Engineering, Dedman School of Law, Annette Caldwell Simmons School of Education and Human Development, and Perkins School of Theology.

Founded in 1911 by what is now The United Methodist Church, SMU is nonsectarian in its teaching and committed to academic freedom and open inquiry. SMU's is governed by a [Board of Trustees](#) that includes civic, business, education and religious leaders who represent various faiths and geographic areas and meets four times annually

1.2 Purpose

The purpose of this **Request for Quotes (RFQ)** is to solicit proposals from qualified event contractors that can provide usher and security services at events across the Southern Methodist University Campus. It is the intention of SMU to build a partnership with a successful service provider to provide the highest quality of customer service event experience for all events hosted by SMU. The selected contractor will adhere to the mission and goals of SMU by making all efforts to provide a safe and enjoyable environment. The selected contractor will be responsible for providing a high level of customer service.

1.3 Expectations

The services required by SMU are critical to the success of the university meeting its obligations to students, faculty, staff and the surrounding community. The selected contractor will agree to honor this spirit of partnership. Specifically, event service personnel are expected to make reasonable efforts to protect property from theft, stop illegal entry of persons and contraband, protect patrons and facilities alike from damage and destruction, all while providing a superior customer service experience to patrons and staff.

Events at SMU may require last minute schedule alterations, additional services or staff, or other unanticipated service requirements. While these situations are anticipated to be rare, they will occur. As a true partner, SMU expects the selected contractor to meet these occasional higher demand response situations at no higher cost than the standard agreed upon rates and to always work to find a solution to meet these demands. SMU expects creativity, a 'customer first' approach to event services, and a 'can do attitude' for every type of service.

These services will include, but not be limited to, service that is scheduled, unscheduled, external community activity, or any other currently unanticipated event service need.

SMU intends to enter into an agreement for a period not to exceed two (2) years. The contract will commence on August 1, 2023, or date of award. At the option of SMU and acceptance by the Selected contractor, the contract may be renewed for (2) additional twelve (12) month periods, at the same prices, terms and conditions of original contract award.

2.0 RFQ SCHEDULE INFORMATION

2.1 Schedule

Issue Request for Quotes	July 24, 2023
Closing Date by 3:00 p.m.	July 31, 2023
Contract State Date	August 14, 2023

2.2 Questions and Inquiries

All inquiries concerning the RFQ should be directed to:

Harmony Fan, RFP Coordinator

Email: hfan@smu.edu Phone: 214-768-64644909

Questions should be submitted in writing via email. Written questions should be directly tied to the RFQ and should be asked in consecutive order, following the organization of the RFQ reference the RFQ section. General questions will be shared with all those firms participating in the process. Short procedural inquiries may be accepted by telephone or email by the buyer, however, oral explanations or instructions given over the telephone shall not be binding upon SMU.

2.3 Bidder Responsibility

The bidder assumes sole responsibility for the complete effort required in this RFQ. No special consideration shall be given because Contractor's failure to be knowledgeable of all the requirements of this RFQ. By submitting a proposal in response to this RFQ, the Contractor represents that it has satisfied itself, from its own investigation, of all the requirements of this RFQ.

2.4 Cost Liability

SMU assumes no responsibility and bears no liability for costs incurred by firms in the preparation and submittal of proposals in response to this RFQ.

2.5 Revisions to this RFQ

In the event that it becomes necessary to clarify or revise this RFQ, such clarification or revision will be by an Amendment. Any RFQ Amendment will be emailed to all participants. Any amendment to this RFQ shall become part of this RFQ.

2.6 Proposal Acceptance/Rejection

SMU reserves the right to reject any or all proposals, to accept or reject any or all the items in the proposal and to award the Preferred Agreement in whole or in part as deemed to be in the best interest of SMU. SMU reserves the right to negotiate with any vendor if such action is deemed to be in the best interest SMU.

2.7 Implementation

The Selected contractor will need to have a single point of contact that will manage the relationship and booking of ushers and security personnel needed. The Selected contractor will need to have full staff including supervisors in place by August 15, 2023. It is also preferred that the Selected contracted supervisors be present at the pre-event meetings and walk-thrus that will begin in mid-August.

2.8 Response Submittal

For consideration, vendors must submit a comprehensive response that meets the minimum requirements included in the RFQ and scope of work.

Proposals are required to follow the exact order as provided in the RFQ document so that all proposals can be evaluated on an equal and timely basis. Copies of proposals must be submitted as stated below and not to any other office or department at the University.

Responses must be received by 3:00 pm CST on or before July 31, 2023.

Each firm is required to submit one (1) electronic copy of their response to:

hfan@smu.edu

Proposals, modifications or withdrawals received after the date set for receipt of proposals may not be considered. Offers submitted in response to the RFQ shall be valid for 120 days from the closing date.

Bidders shall not contact any person within the University directly, in person, by email or by telephone, other than the assigned buyer (or other authorized person) concerning this RFQ.

3.0 SCOPE OF WORK

The following is an outline of the requirements for services to meet the needs of SMU.

3.1 Method of Engagement

SMU has a representative for each functional area as listed below.

Conference/Campus Event Services

Abigail Smith, Director of Operations/Conference and Event Services

3.2 Campus Locations and Capacities

SMU anticipates that most campus events will occur at the following locations. These events DO NOT include athletic/sporting events at the listed location. This list is not intended to be exhaustive but rather information to assist in preparing the proposal.

Venue	Capacity	Est. Hours
McFarlin Auditorium	7,000	5,300
Miller Event Center		100
Moody Coliseum and available spaces	7,000	1500
Martha Proctor Mack Grand Ballroom	300	100
Various Buildings and Classrooms on Campus		500
Hughes -Trigg Student Center		500

This engagement does NOT include events or security at the George W. Bush Presidential Center.

The selected contractor may be asked to “scale up” or “scale down” depending on the anticipated attendance at the event. SMU will communicate directly with the selected contractor to make the determination of the staffing numbers for each event. SMU may have post event meetings to review overall numbers and attendance and staffing assignments with the selected contractor and discuss adjustments for future events.

3.3 High-Level Schedule

Many campus events are scheduled well in advance and are consistent from year to year. Below is a high-level schedule of the most common events and their timing. This list is not intended to be exhaustive but rather information to assist in preparing the proposal.

Event	Date Range	Venue
Opening Convocation	3 rd Sunday in August	McFarlin Auditorium
May Commencement	2 nd or 3 rd Saturday in May	Moody Coliseum
May Graduation Ceremonies	2 nd or 3 rd Friday and Saturday in May	McFarlin Auditorium
May Graduation Ceremonies	2 nd or 3 rd Friday and Saturday in May	Moody Coliseum
December Commencement	3 rd Saturday in December	Moody Coliseum
Highland Park HS Graduation	4 th Friday in May	Moody Coliseum
Jesuit High School Graduation	4 th Saturday in May	Moody Coliseum

SMU may host special events throughout the year but there is no set schedule as the events are contracted and may or may not be repeated each year. SMU will make every attempt to provide latest information in a timely manner so selected contractor can properly prepare.

SMU will not seek additional selected contractors nor engage with other agencies in a working relationship that is competitive to the selected contractor unless the selected contractor is unable to meet the needs of SMU for a special event.

SMU will identify any preplanned special events at the beginning of the academic year (August).

3.4 Contractor Responsibilities

Selected contractor shall be responsible for the day-to-day administration, operation, and management of all elements of recruiting, staffing, and management of event services personnel. Selected contractor agrees to staff the operation so that service is uninterrupted. It shall be the responsibility of the selected contractor to provide any type of relief personnel. Selected contractor shall provide supervision for the group of personnel working.

Selected contractor shall be solely responsible for the satisfactory work performance of all employees. All personnel associated with the administration, operation, and maintenance of the system shall be employed by the selected contractor, or be employed by an official Subcontractor of the selected contractor. The selected contractor will be fully responsible for all personnel assigned to the implementation and delivery of security and event services for SMU.

The selected contractor shall be solely responsible for establishment and payment of employee wages, benefits, work rules and/or subcontractors' wages and benefits. Employees of the selected contractor shall not be considered employees of SMU. However, the selected contractor may solicit SMU employees for part-time temporary positions working events.

Selected contractor shall comply with the requirements of employee liability, workers' compensation, unemployment insurance, social security, and the Americans with Disabilities Act and any other required local, state and federal laws.

Selected contractor shall hold SMU harmless from any liability, damages, claims, costs and expenses of any nature arising from alleged violations of personnel practices.

3.5 Service Adjustments

It is fully expected that the schedules, staffing numbers, and assignments may change during the course of the contract due to facility changes and/or, the addition of new facilities, attendance numbers, and the University's preferences. SMU will provide a schedule and service hours with a good faith estimate that reflects current and expected needs. In no way is this meant to represent a guarantee of service levels.

SMU reserves the right to make service adjustments to meet the needs of the campus community at any time. SMU reserves the right to negotiate with the selected contractor to reduce hourly rates should service hours increase significantly. Any cost adjustments will be agreed upon, in writing, by both parties, prior to implementation.

3.6 Personnel

The success of event management is based on the quality of service delivered by the event service personnel. Security and event service staff represent SMU and are expected to conduct themselves in a professional manner at all times while maintaining a high level of customer service. Guest safety and customer satisfaction are the primary concern of SMU. All personnel must show their commitment to the vision of SMU in creating a great customer experience while maintaining a safe environment.

Selected contractor will meet or exceed all federal, state, local, and regulatory requirements for the hiring and employment of all security and event staff personnel. Event Service Staff are required to be knowledgeable of their area and assigned duties. They should be courteous at all times and address

guests in a professional manner. All security and event service staff should make an attempt to provide assistance to someone that is seeking help, asking a question, or needs assistance.

Selected contractor's employees are required to follow all written rules and regulations regarding behavior, execution of job duties, or other related areas, as provided by SMU.

The selected contractor shall immediately dismiss from duty any personnel that appears under the influence of alcohol or illegal/controlled substance.

SMU may request the removal or reassignment of any selected contractor employee from the account, for any reason at his/her discretion for cause.

The security and event staff personnel shall meet the following minimum standards:

- Not be under the influence of alcohol or controlled substances
- Have no outstanding warrants for arrest
- Must pass a criminal background check performed by contractor company
- Shall not possess any weapon as defined in the SMU Student Code of Conduct
- Shall be aware of firearm free zones and drug free zones
- Be able to clearly and effectively read, write, speak and communicate in English
- Have a thorough knowledge of the customer service areas and assigned working positions
- Must be able to handle complaints and problems in a calm manner
- Must be able to communicate to supervisors and co-workers
- Be physically able to assist guests in case of emergencies
- Be physically able to stand or remain at an assigned position for long periods at a time (4-5 hours is considered an average event)
- Be in good mental and physical health – SMU reserves the right to request a medical release from a certified doctor for an employee with an identified health concern
- Be physically able to withstand loud environment
- Be helpful and courteous at all times
- All personnel must be at least 18 years of age
- Newly hired security personnel must go through the licensing process prior to working events on camps.
- After the contract has been awarded, SMU will submit a listing of the security positions in which individuals must be licensed.
- Licensed security personnel must carry all appropriate documentation and may be asked to show proof of current license.
- Selected contractor shall submit a copy of the list of personnel licensed prior the beginning of an event.

3.6.1 Personnel Wages

SMU expects that the selected contractor will pay adequate wages in accordance with all state and federal laws/regulations to employ qualified and reliable event service personnel. Contractor should indicate in their proposal the minimum starting hourly wage to be paid to event service personnel and the expected average hourly wage.

3.6.2 Uniforms and Appearance

Uniforms are required to be worn by all event service personnel working at the event. Selected contractor will be responsible for providing standard uniforms for all employees at no additional cost to the University. Selected contractor will be responsible for ensuring security and event service staff are wearing only authorized uniforms and not "fan gear" or items that blend in with the general public.

Employees must wear a personalized name badge/tag at all times and a patch or marking indicating the name of the company. Name must be clear and identifiable. Each name badge/tag must be a minimum of 2" x 2", and the selected contractor shall incur this cost. At the request of the selected contractor, SMU will assist the selected contractor with name badge/tag design and production as long as the selected contractor incurs all the costs associated with said project. Event service personnel shall be required to wear standard uniform shirts at all times. The shirts shall be a distinct color and style or styles, which will be reviewed and approved by SMU.

- Shirts must be white, long sleeve, button front shirts. All shirts must be clean, pressed and free of stains or markings as personal appearance is highly visible and a primary aspect of guest interactions.
- Event service personnel shall be required to wear black pants, shoes, and provided jackets or vests.
- Shoes and belts must be black and of standard uniform style.
- SMU may provide (or request that the selected contractor provide) special event uniforms to be worn during those identified events. These uniforms will be paid for by SMU if the special request is above and beyond normal operations and/or it is a one-time event in which the uniform will not be used for additional events/games/activities. This will be decided in good faith agreement with the selected contractor.
- Event service personnel must be trained in proper uniform protocol and etiquette.
- Selected contractor shall have uniforms for all weather conditions and the ability to provide company identifiable jackets and/or pullovers for outdoor events to maintain staff.
- Selected contractor shall be prepared to provide rain ponchos or some form of weather proof support for staff working outdoor events as staff may be required to work in the elements.
- Event service personnel shall not wear anything controversial (as determined by SMU) – items such as non-SMU collegiate fan gear or promotional items, any political or religious buttons or items that may be considered advertising. SMU reserves the right to request the selected contractor have the employee remove the article in question or have the employee removed from the assignment.

Event service personnel shall maintain a clean and neat appearance and be in an appropriate uniform as outlined.

- Event service personnel will be asked to smile while at work.
- Hair must be kept neat and clean – combed and not considered messy or unkempt or fall in front of face.
- Fingernails should be clipped neatly and not be a distraction or prevent from doing the job required (i.e. scanning or tearing tickets, handling programs, or holding doors).
- No excessive jewelry that might be considered distracting is allowed.
- Because event service personnel are required to interact with customers/guests at events, each employee should maintain a pleasant body odor. Smokers should use breathe mints as the smell of smoke can be offensive to some.
- All SMU venues on campus are Tobacco Free – no employee shall use tobacco products while on duty or while on campus.
- Event service personnel should not have any visible face or neck tattoos or any extreme piercing or body art that may be deemed objectionable by the average person. SMU reserves the right to determine what constitutes “objectionable.”
- Employee will ensure his/her name badge/tag is displayed and visible at all times.

3.7 Service Requirements – Event Services

By responding to this Request for Proposal (RFQ), contractor is confirming their understanding of all specifications and agrees to implement the service as outlined within the document. A description of all service requirements, specifications, and quantities may be found in this request for proposal and all included attachments. SMU reserves the right to alter and adjust any of the service requirements.

Event Service Positions

Event service positions (elevator operators and ticket takers) will be defined by the following but not limited to: uniformed personnel assigned to areas with required guest interaction and will be asked to perform the following duties (but not limited to) listed below.

- Provide a friendly welcome or greeting and thank you
- Able to utilize customer service skills to assist guests in the venue at all times during events
- Provide directional assistance and venue education for ticketed guests and anyone in the venue
- Ability to scan tickets and/or stub tickets and monitor access to the venue for guests/patrons
- Ability to follow written and verbal instructions unique to the event or performance provided during pre-event briefing
- Ability to monitor bags and instruct patron on bag guidelines when appropriate
- Ability to wand and monitor electronic metal detectors
- Perform conflict resolution for guests with complaints or those that need additional assistance
- Ability to operate elevators, and support the operation of crowd control and crowd movement (elevator operators)
- Provide assistance to handicap patrons within a reasonable effort and ability
- Able to check staff in and provide support for credential access monitoring and
- Make a reasonable attempt to protect and maintain interest of SMU as provided from instructional meetings, trainings, planning sessions, briefing, and worksheets with service orders.

Event Service Supervisors

Event service supervisor positions will be defined by the following but not limited to: uniformed personnel assigned to areas with required guest interaction and will be asked to perform the following duties (but not limited to):

- Oversee and monitor behavior and overall job performance of ticket takers, security personnel, and inside ushers (supervisors only)
- Maintain event organization with ticket takers, security personnel, inside ushers and elevator operators (supervisors only)
- Provide instruction to ticket takers, security personnel, inside ushers and elevator operators (supervisors only)
- Security and Event services assignments will be furnished on the dates and times as specified by the SMU Department. SMU will provide the selected contractor with a staffing manifest and job duties for each position requested.

SMU will provide the selected contractor with a schedule of the event(s) in advance and coordinate to setup a planning meeting or call within a mutually agreeable timeline prior to the start of the event.

3.8 Parking

SMU will not be responsible for providing secured close parking to the venues for security and event service staff during events. SMU cannot guarantee any available parking for selected contractor, however SMU will make a good faith attempt to provide sufficient parking permits for key personnel as agreed through any pre-event coordination meeting. For more information on campus parking, visit [SMU Parking and ID Services](#).

3.9 Radios and Communication Devices

SMU will not provide radios and staff communication devices. The selected contractor will be responsible for providing radios and/or handheld two-way communicating devices to event service personnel at no expense to SMU.

In addition, the selected contractor will be responsible for having communications plan for each venue and event. The Selected contractor must provide radios (and/or a communications device) to event service personnel in key areas. SMU and the selected contractor will meet during the pre-event planning process and mutually agree on the key areas that need radios.

The selected contractor shall agree to adhere to frequency coordination during events and the requirements set forth by the SMU Police Department.

Selected contractor shall provide SMU a copy of their communications plan after award and before August 10, 2023.

3.10 General Guidelines for Personnel Warnings

The following are recommended general guidelines for warnings for the selected contractor to take action against an employee:

- Eating food, smoking cigarettes or chewing tobacco while on duty or while assisting a customer (smoking is prohibited anywhere on SMU's campus)
- Use of profanity, arguing or insulting a guest
- Tardiness or not showing up without notice
- Grouping, loafing or failure to maintain attention to specific assignment
- Listening to portable electronic devices, talking or use of cell phones and other personal distractions are not permitted while on duty
- Disrespect to supervisors or failing to follow instructions
- Physical contact or engaging in horseplay, fighting/shoving patrons or fellow employees
- Seating a guest or roaming in an unauthorized area or providing tours of restricted areas (unless specifically requested and/or authorized by SMU)
- Malicious or disrespectful comments about SMU and/or its personnel
- Requesting autographs, taking pictures or harassing student athletes, coaches, any personnel, or guests in attendance
- Harassing or contacting employees (includes all forms of social media)
- Tailgating while in uniform or while on duty
- Requesting or taking promotional items that are not offered to the event staff

The following behaviors are grounds for immediate dismissal:

- Theft, gambling, unauthorized ticket sales or assisting an unauthorized ticket seller
- Using employee status to assist non-ticketed individuals to gain access

- Unauthorized possession of firearms or weapons on campus
- Possession or use of illegal drugs or alcohol while on duty
- Appearing under the influence of alcohol or illegal/controlled substance

3.11 Background Checks

All event service employees, supervisors, or onsite managers working at SMU in any capacity must meet the following criteria:

- No felony convictions in the 5 years prior to the date of the event.
- No prior convictions EVER for the following offenses:
 - Murder
 - Robbery
 - Sex offenses of any type
 - Aggravated Assault
 - Arson
 - Kidnapping
 - Battery of a Police Officer
 - Convictions involving firearms or explosives
 - Convictions involving the criminal attempt or conspiracy of any of the above offenses
- No prior convictions in the last 2 years from the date of the event for offenses involving other dangerous weapons (i.e. knives, dangerous instruments, etc.)
- No outstanding warrants for arrest

3.12 Drug Testing

All event service employees must agree to federal, state, and local mandated drug testing and agree to random drug testing as a condition of their employment under this contract.

3.13 Self-Evaluation Performance Requirements

Twice annually the University & Selected contractor will conduct a self-evaluation of event service personnel. The evaluation will include but not be limited to the following:

- On-time performance
- Attendance for events – per requested staffing numbers and actual reported attendance
- Documented customer feedback
- Documented appearance and attitude
- Third party evaluation may be used to help provide measurable information.

3.14 Management Proposal

The Respondent shall provide an organizational chart showing management hierarchy from the President or CEO of the company to the Event Supervisors. Include names, titles and departments that report to each person on the chart. Indicate on chart key personnel or senior managers for each of the following areas: Customer Service, Finance, Human Resources, Training, and Safety.

3.15 Subcontractor Information

For each subcontractor or other third party, the Respondent should provide information as outlined below:

- A description of Work to be subcontracted to and/or products to be provided by third parties,
- A description of the nature and duration of previous relationships of the proposed subcontractors and/or third parties with the Respondent,
- An explanation of any existing contractual relationships between the Respondent and proposed subcontractors, or among proposed subcontractors.

3.16 On Site Organizational Structure

An adequate number of security staff and event service personnel must be assigned to this account to meet the requirements of this RFQ. Respondent shall submit with proposal a sample of an on-site organizational structure for this contract.

Respondent will work with SMU to build an organizational structure to meet the operational and management needs for this operation. Respondents shall indicate any deviations from this structure and provide an explanation which justifies why an alternate structure will be more beneficial to the operations at SMU.

3.17 Event Service Training

Event Services personnel training program must meet the highest industry standards to ensure safe operations and the highest level of customer service as to deliver an excellent experience.

Minimum requirements

- Event Service Staff shall be trained onsite at SMU prior to working an event.
- Completion of industry recognized classroom customer service training and emergency safety programs.
- Event Service Staff may come into contact with minors through the course of this engagement with SMU. Therefore, all Event Service Staff must complete the required Protection of Minors Training through any state-approved vendor. SMU's Office of Risk Management can help facilitate access to this training. SMU's Protection of Minors program can be viewed at this [link](#).
- Appropriate number of hours of training should be documented and verified; the Selected contractor shall ensure that each employee has had a minimum of four hours of training prior to work a SMU event.
- Annual training shall be provided and include techniques for dealing with the public in a helpful and courteous manner.
- Respondents must provide with submission of proposal an outline of their standard training program that meets the minimum requirements. Outline shall indicate number of hours of each type of training that will be required for all new and veteran event services employees.
- Specific training through a nationally recognized industry organization will be taken into advanced consideration – Respondent shall submit samples of training course materials with their proposal.

3.18 Service Start-Up Plan

Respondent must provide with proposal, a service start up plan that identifies dates, timelines, deadlines and milestones they will commit to in order to ensure a successful start by the date specified in this RFQ. The plan must include, at a minimum, the following critical dates listed below. Additional relevant information regarding the start-up plan should be included as appropriate. The quality of the start-up plan will be evaluated on comprehensiveness and applicability to proposed operations.

- Date contract point of contact for account management will be hired and/or assigned to SMU
- Dates for hiring all security personnel and event services staff including event supervisors
- Target dates for in-person training for event service personnel

3.19 Customer Service Plan

The Selected contractor shall have, as of the service start date, a written customer service plan that meets all required policy and procedures for all employees assigned to SMU. Respondents must provide with proposal an example of a currently used customer service plan that meets all or the majority of the requirements stated below.

The quality of the customer service plan will be evaluated on comprehensiveness and applicability to proposed operations. Customer service plan shall have provisions to deal with the following items:

- Security and event conflict resolution process and explanation for differences in training for each division.
- Overview of the company process for handling customer comments and complaints.
- Job Descriptions and assignment sheets for event service personnel with an explanation for how to handle unruly, upset, or disorderly behaviors by coworkers or patrons attending the game/event
- Process for supervisor to communicate comments or complaints that are addressed to Selected contractor or directly to SMU personnel.
- Reporting method to track comments, complaints, and questions that include date, time, person responsible for resolving issue, and date issue was resolved.
- Procedures for security and event service employees to follow when conducting their normal duties.
- Meeting all applicable Americans with Disability Act requirements
- Ongoing customer service quality assurance and employee accountability to meet these requirements

3.19 Personnel/Staff Handbook

The Respondent shall provide each security or event service employee with a copy of his/her own handbook that provides details of internal policies, processes and procedures, and drug/alcohol testing (initial testing and frequency of ongoing and random testing) that are required to successfully conduct his/her job at SMU. Respondent must submit a copy of a sample handbook with their proposal.

3.20 High Demand Operational Plan

SMU hosts multiple events throughout the year and these events sometimes overlap. Respondent must provide in the submitted proposal an example of a multiple event date in which employees were assigned to working several positions at different venues. If Respondent has other interests (clients) within 150 mile radius of SMU – this information must be disclosed in the submitted proposal.

Additional consideration will be provided to the Respondent that provides information and details regarding how they will manage multiple events in these areas and cover all required positions for SMU events.

Respondent shall be responsible for all transportation/travel costs related to ensuring their staff are on campus as required during any high demand operations.

Respondents may provide a description of the company's approach and/or operational plan that addresses the high demand of service. After the contract is awarded, the Selected contractor will provide a plan that shall be specific for SMU and must show that SMU is the priority event for the staff in the area.

3.21 Emergency and Contingency Response Plan

After the contract has been awarded, the Selected contractor will be required to meet with SMU representatives to review the Emergency and Contingency Response Plan. The Selected contractor will be required to provide instruction and information to patrons in venues for each identified situation below (but not limited to):

- Weather evacuation and/or delay
- Venue or area evacuation for fire or threat
- Fighting or disorderly conduct
- Unanticipated schedule change

The Respondent shall provide with proposal a description of operational meetings and planning sessions they have been a part of in the past and should include any information that may be relevant to SMU.

5.5.1 Emergency Response Plan

Experience has shown that in time of emergency at events on campus, there can be a need to evacuate a facility or an area of the facility. These can be due to but not limited to bomb threats, severe weather, terrorist threats, chemical spills and other such incidents. Should an emergency event happen during a SMU event hosted on campus, it shall be required that the event service personnel continue to provide service to aid in protective actions under the direction of SMU. Event service personnel will be provided with instruction as coordinated through the appropriate SMU representative.

Event service staff will participate in assisting guests in attendance during evacuations, shelter-in-place, temporary relocation and other emergency situations. SMU will dictate the protocols and response plan as necessary. This will be through coordination with supervisory personnel and may require the use of a radio communications system.

Respondent shall provide with proposal a description and example of a specific incident that the company staff assisted with such efforts for an emergency situation. Please explain the role of the company employees and how the situation was resolved.

4.0 COST PROPOSAL

Please thoroughly address all costs associated with your RFQ response and with all deliverables and solutions you propose. All costs should be detailed and itemized, including but not limited to personnel resources, equipment, hourly rates, management, consulting, etc.

Please present your best offer initially. SMU makes no guarantee that further negotiations will occur.

The Contractor is responsible to provide SMU a pay table for every position under each section of the scope of work listed within this RFQ. The Contractor is responsible for providing documented work hours and invoice SMU based on fixed labor rates. Invoice specifics and the processes to accurately charge them to each SMU business unit will be discussed and arranged during the RFQ selection and contract process after a Contractor has been selected. A minimum of Four (4) labor rates must be presented by the Contractor in their proposal for each position: Wage Rate, Bill Rate, Overtime/Holiday Rate, OT/H Bill Rate. Labor includes all straight-time wages, fringe benefits, workers' compensation and other insurance, applicable taxes, small tools expenses, overhead, and profit. No other costs other than the flat billed rate shall be passed along or charged to SMU unless otherwise stated within this scope. OT rates may only be charge with prior approval from SMU Management and Holiday rates will only be applicable to Federal Holidays subject to approval by the University. Payment will only be made to the Contractor.

The table below is provided as a template for providing cost information but is not intended to be all inclusive. Please modify to meet the needs of Respondent's specific cost proposal.

	Wage Rate	Bill Rate	OT/Holiday Rate	OT/H Bill Rate
Event Services Positions				
Event Services Supervisors				
Security Service Positions				
Security Supervisor Positions				
Management Fee (as percentage of billing)				
Equipment/Uniforms				
Any other fees identified				

The Contractor shall supply to the designated SMU Representative a written job order, a minimum of one (1) week prior to the first scheduled day of the event and notify the SMU Representative in writing of the exact number of personnel required, and hours needed, as soon as the Contractors knows such requirements. The SMU Representative shall make reasonable effort to provide such notice to the Contractor six (6) days prior to the time for which the personnel are needed. Should the SMU Representative provide less notice, the Contractor shall make best efforts to fill the order.

Staffing levels and specific posts will be determined by the SMU Representative following consultation with the Contractor. The SMU Representative shall have the final decision as to the number of Contractor personnel required and their deployment (i.e., size and placement). The Contractor's Event Coordinator shall act as the sole supervisor for an event that employs less than five (5) of the Contractor's employees. The SMU Representative shall agree if a Supervisor shall be ordered for any event where six (6) or more of the Contractor's personnel are ordered, and for every ten (10) employees ordered, a minimum of one (1) Supervisor shall be ordered.

Overtime will only be billed when SMU Representative makes a request that causes an overtime situation for Contractor and only with pre-approval of the SMU Representative.

The Contractor agrees that its personnel shall be responsible for the carrying out of the written Job Site rules, regulations and policies applicable to the Contractor and given by the SMU Representative, that are now in effect or that may be issued in writing by the SMU Representative in the future. The Contractor further agrees that its personnel shall work with and assist the proper local authorities when necessary and to appear in court and other proceedings as becomes necessary. The SMU Representative shall pay the hourly rate of any such Contractor personnel that attend such proceedings on behalf of or at the request of the SMU Representative or the proper local authorities, but only if such attendance is required in connection with an Event at the Job Site while this Agreement was in effect and if such proceeding does not involve Contractor liability.

The Contractor requires ample time for its pre-event briefing and distribution of employees. For this reason, the SMU Representative agrees to the following reporting time requirements:

- Where the number of employees is ten (10) or less, the reporting time shall be fifteen (15) minutes prior to the facility opening.
- Where the number of employees ordered is more than ten (10) but less than fifty-one (51), the reporting time shall be thirty (30) minutes prior to the facility opening.
- Where the number of employees orders is fifty-one (51) or more, the reporting time shall be one (1) hour prior to the facility opening.

5.0 BASIS OF SELECTION

SMU will evaluate proposals and select firms based on a best value analysis involving the following factors.

- The firm's plan to meet the requirements as outlined in the **3.0 Scope of Work**
- The firm's pricing as provided in **4.0 Cost Proposal**. Note that pricing is only one component of the overall basis of selection.
- The quality of the proposal, responsiveness to requirements and adequacy of information provided.
- Any other factors relevant to the firm's capacity and willingness to satisfy the University's security needs

EXHIBIT A
Southern Methodist University
Office of Risk Management
Insurance Requirements of the Agreement
(Third Party Doing Business with SMU) as of 2/15/22

A valid Certificate of Insurance, along with copies of policy provisions and the required endorsements, must be provided to SMU's Office of Risk Management by any person or entity who is (i) providing goods or services to or for SMU, (ii) using SMU property for events, programs or other purposes or (iii) otherwise doing business with SMU (each a "Contractor"). Insurance must be in place prior to commencement or provision of goods or services or the use of property or other business engagement and must be maintained throughout the term of the contract or other agreement or engagement between SMU and the Contractor (the "Contract"), and thereafter. Contractor, at its sole cost and expense including payment of any premiums, deductibles, and/or self-insured retentions, will provide the insurance required pursuant to this **Exhibit A** sufficient to insure all of the Contractor's duties and responsibilities under the Contract, as required below:

1. These requirements apply to Contractor, and to Contractor's sub-subcontractors, consultants, selected contractors and others fulfilling Contractor's obligations under the Contract, whether individuals or entities and including international providers (collectively, "Subcontractors"). Contractor must require all Subcontractors to comply with the insurance requirements applicable to Contractor.
2. The Contractor must be licensed or otherwise authorized to do business in the State of Texas.
3. Insurance must be issued by insurance companies with not less than an AM Best A-III rating.
4. Contractor and its insurers must waive subrogation against SMU, its trustees, officers, employees, students, volunteers and agents for claims or any other loss arising out of Contractor's negligence, willful misconduct, or omission.
5. Contractor will provide coverage for broad-form indemnification if such indemnification is required by the Contract.
6. Contractor will maintain all insurance required by this **Exhibit A** throughout the term of the Contract. For any "claims-made" coverage, such as insurance for any professional liability or directors and officers coverage, each policy must have a retroactive date prior to the date of project or Contract commencement which must be stated on the certificate of insurance and must be maintained by the Contractor until completion of the project and for at least three years thereafter either through policies in force or through "tail coverage."
7. Additional insured status will be written as noted for commercial general liability, automobile liability and excess liability or as noted on the P.2 of this form using ISO additional insured endorsements for ongoing and completed operations. For purposes of this additional insured requirement, "equivalent coverage" means coverage for liability caused by Contractor's actions and omissions in connection with the Contract, including coverage for the negligence or fault of Contractor and/or SMU or other parties indemnified under the Contract as to third-party bodily injury or death, of an employee or agent of the Contractor or of Subcontractors, including products-completed operations.
8. If any of Contractor's employees will at any time be working under the direction or control of SMU, then SMU must be named as alternate employer on the Workers' Compensation/Employer's Liability insurance and a copy of such endorsement will be attached to Contractor's certificate of insurance.
9. Contractor agrees to allow SMU to review all applicable insurance policies upon request.
10. Contractor is responsible for maintaining its own insurance coverage on its personal property.
Contractor and its insurer will provide at least 30 days' prior written notice to SMU of cancellation, changes in coverage which no longer satisfy these requirements, or nonrenewal of any policy.
The Certificate of Insurance must be completed using the following Description and Certificate Holder language, and will be acceptable to SMU:

1. **DESCRIPTION:** SMU must be included as additional insured unless noted otherwise on the attached form and must include the following language:

Southern Methodist University, its trustees, officers, employees, students, volunteers and agents are included as additional insureds (as the interest of each insured may appear) as to all insurance coverage required.

2. **CERTIFICATE HOLDER:** listed as follows and address to send Certificate of Insurance to:

*Southern Methodist University
Office of Risk Management
P.O. Box 750231
Dallas, Texas 75275-0231 [by courier: 3050 Dyer Ct., Dallas, TX 75205]
riskmanagement@smu.edu*

3. **CONTACT FOR QUESTIONS:** Associate Director, Risk Operations
Your prompt attention in this matter is greatly appreciated. If you have any questions, **please contact (214) 768-2486 or riskmanagement@smu.edu; Fax: (214) 768-4138**

SOUTHERN METHODIST UNIVERSITY
Standard Minimum Limits of Liability and Certificate of Insurance Requirements

The following Standard Limits are the minimum requirements for all Contractors. There are specific requirements that supersede the Standard Minimum Limits for Contractors providing high-risk services or for other high-risk projects and events. Please consult with the Office of Risk Management.

All Coverages and Minimum Limits of Liability listed below are required.

Line of Coverage	Description of Coverage and minimum Limits of Liability	SMU Included as Additional Insured Required												
General Liability CG 00 01	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 70%;">Premises Liability occurrence</td> <td style="width: 30%; text-align: right;">\$1,000,000 per</td> </tr> <tr> <td>Personal Injury</td> <td style="text-align: right;">\$1,000,000</td> </tr> <tr> <td>Products Liability</td> <td style="text-align: right;">\$1,000,000</td> </tr> <tr> <td>Medical Payments</td> <td style="text-align: right;">\$10,000</td> </tr> <tr> <td>Sexual Molestation/Assault</td> <td style="text-align: right;">\$50,000</td> </tr> <tr> <td>General Aggregate</td> <td style="text-align: right;">\$2,000,000</td> </tr> </table>	Premises Liability occurrence	\$1,000,000 per	Personal Injury	\$1,000,000	Products Liability	\$1,000,000	Medical Payments	\$10,000	Sexual Molestation/Assault	\$50,000	General Aggregate	\$2,000,000	Yes
Premises Liability occurrence	\$1,000,000 per													
Personal Injury	\$1,000,000													
Products Liability	\$1,000,000													
Medical Payments	\$10,000													
Sexual Molestation/Assault	\$50,000													
General Aggregate	\$2,000,000													
Automobile Liability CG 00 01 CA 00 05, ..12, ..20	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 70%;">Combined Single Limit auto)</td> <td style="width: 30%; text-align: right;">\$1,000,000 (any</td> </tr> </table>	Combined Single Limit auto)	\$1,000,000 (any	Yes										
Combined Single Limit auto)	\$1,000,000 (any													
Workers' Compensation	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 70%;">Injury/Illness limits</td> <td style="width: 30%; text-align: right;">Statutorily required</td> </tr> <tr> <td>Employer's Liability</td> <td style="text-align: right;">\$1,000,000</td> </tr> </table>	Injury/Illness limits	Statutorily required	Employer's Liability	\$1,000,000	N/A								
Injury/Illness limits	Statutorily required													
Employer's Liability	\$1,000,000													