



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



## 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.

Abigail Smith, Director of Operations/Conference and Event Services

## 3.2 Campus Locations and Capacities









### 3.7 Service Requirements – Event Services

By responding to this Request for Proposal (

### 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.



- 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](#).

- 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

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
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## 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.

Overtime will only be billed when SMU Representative makes a request that causes an overtime



**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. ( "3.7 (

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