

**METROPOLITAN ENTERTAINMENT & CONVENTION AUTHORITY
REQUEST FOR PROPOSAL 27001
PHONES, CISCO FLEX 3.0, AND WEBEX SUITE
May 6, 2026**

PART I - INTRODUCTION

The Metropolitan Entertainment & Convention Authority (“MECA”) is requesting proposals from qualified organizations interested in performing all services necessary to provide a fully cloud-native Cisco Webex Calling solution sized for the venue, including endpoints, analog gateways, calling platform subscriptions, contact center pilot, and PSTN. Cisco voice endpoints and analog gateways will be installed at CHI Health Center Omaha and Charles Scwab Field Omaha. MECA is responsible for managing the operations of these Facilities.

1. Anticipated RFP Schedule

This Request for Proposal (RFP) and the guidelines set forth for responses hereto are intended to provide MECA with significant substantive information early in the negotiating process so that final agreement can be reached quickly. MECA has therefore established the following schedule (*times listed CST*):

RFP Issued	Wednesday, May 6, 2026
* MANDATORY Pre-bid Meeting	Thursday, May 14, 2026, 10:00 am
Final Questions	Wednesday, May 20, 2026 at 10:00 am
Due/Public Opening (time)	Thursday, May 28, 2026, 10:00 am

* This is a mandatory pre-bid meeting. All Bidders who may wish to provide a Proposal must be present at this meeting. Bidders must notify MECA at kshiers@omahameca.com of their intention to attend this meeting no later than 2:00pm Wednesday, May 13, 2026.

2. Bidder Inquiries

All inquiries regarding this RFP must be made in writing and addressed to kshiers@omahameca.com. Oral explanations or answers shall not be valid. Revisions, clarifications, and/or additional information will be issued to all Bidders in the form of an RFP addendum. All or any RFP addenda issued to the Bidders prior to the bid due date shall become a part of the bidding documents and the cost of such work shall be included in the bids.

3. Delivery of Proposals

One printed copy and/or one electronic copy of proposal must be submitted and signed by an officer of the company, and delivered before the time set forth in Section 1 to MECA’s offices:

MECA
RE: Bid on Phones, Cisco Flex 3.0, and Webex Suite 27001
455 North 10th Street
Omaha, NE 68102

All proposals received will be publicly opened at MECA's offices at the time set forth in Section 1. Bidders may attend; however, attendance is not required. MECA reserves the right to accept or reject late proposals or to extend the time for response for one or more respondents. If sending a bid electronically, email to: RFP@omahameca.com. Bid will not be accepted to a personal email box.

4. Criteria for Evaluation of Proposals

4.1 Evaluation of Compliance with RFP Guidelines

Each proposal received will be evaluated to determine whether it generally supplies the information requested in this RFP. MECA may (at its sole discretion) disqualify any proposal, which it deems incomplete or non-compliant. All proposals shall be valid for acceptance for a period of ninety (90) calendar days.

4.2 Evaluation of Proposals

Proposals will be evaluated based on the following criteria: (a) the company profile, background, experience, and references of the proposing party; (b) service and support; (c) ability to agree to the requested contractual terms and conditions; and (d) financial considerations. Other criteria may be considered by MECA based on the nature of the proposals received.

4.3 Selection of Respondents

Based on the foregoing criteria, MECA will select one or more entities for further negotiations. It is possible that based on the responses, MECA will elect to negotiate with more than one respondent. In such event, all selected entities will be informed that others have also been selected for negotiation, although MECA reserves the right to not disclose the identity of the other selected respondents.

MECA will notify the successful Bidder of the acceptance of its proposal. Such notice will be sent to the name and email address of the bidder as stated in its proposal.

4.4 Reservations

MECA reserves the unqualified right to reject any or all proposals, extend the time for receipt of proposals from all Bidders, waive defects or technicalities, correct discrepancies, advertise for new proposals, or to take any other action that MECA determines, at its sole discretion, to be in its best interest. MECA reserves the right to award the contract to other than the low bidder. Any such determinations or actions may be made without notice. All costs of preparation and submission of a proposal shall be at the risk and expense of the respondent. MECA shall have no liability in connection with a proposal or any respondent.

4.5 Proposals

All bids and proposals submitted by the various Bidders for this work become the property of MECA. Neither MECA nor the Bidders shall disclose the contents of any proposal to the other parties prior to the announcement of the award.

5. Contractual Terms and Conditions

Review and provide a detailed response whether the following contractual terms and conditions are agreeable. The Bidder's Proposal shall specifically note any requested modifications to this section, which MECA may take into consideration

during the review process, at MECA's discretion.

5.1 Purchase Agreement and Payment

The successful Bidder will be required to execute a MECA Purchase Agreement prior to performing any portion of work required within the specifications of this RFP. A sample MECA Purchase Agreement is available upon request.

Payment terms will be Net 30 days from installation and acceptance by MECA.

5.2 Insurance

The successful Bidder must provide evidence of the following types of insurance during the term of the Agreement. For the avoidance of doubt, such coverage and limits are minimum requirements and shall not be deemed as a limitation on vendor's liability under any provision of any agreement. Approval of the insurance by MECA shall not relieve or decrease the liability of the vendor hereunder. Note any available insurance proceeds in excess of the specified minimum limits and coverage shall be available to an additional insured.

Commercial General Liability Insurance (including premises operation liability, contractual liability and product/completed operations liability) and Automobile Liability coverage (owned, non-owned and hired coverages) with minimum limits of \$1,000,000 Combined Single Limit (Auto Liability), and \$1,000,000 Per Occurrence, and \$2,000,000 General Aggregate. Commercial General Liability aggregate limit will apply on a "per location" basis. The insurance must protect the Bidder and MECA from claims for personal injury (including bodily injury and death) and property damage which may arise from or in connection with the performance of the Bidder's services hereunder or from or out of any negligent act or omission of the Bidder, its officers, directors, agents or employees.

Workers' Compensation Insurance as required by applicable law. Policy shall be endorsed to include Waiver of Subrogation against MECA, the City of Omaha, their employees, officers and legal representatives.

Employer's Liability Insurance with minimum limits of:

\$500,000 Each Accident—Bodily Injury by Accident

\$1,000,000 Policy Limit—Bodily Injury by Disease

\$500,000 Each Employee—Bodily Injury by Disease

Umbrella or Excess Liability: additional \$5,000,000. Coverage is to apply to excess of Commercial General, Employer's Liability, and Automobile Liability policies.

All such insurance required above shall be with companies and on forms acceptable to MECA and shall provide that the coverage thereunder may not be reduced or canceled unless thirty (30) days unrestricted prior written notice thereof is furnished to MECA. All insurance shall be primary and not contributory. All insurance shall be written by companies with a Best's Key Rating Guide (Property-Casualty, United States) rating of A or better and a Best's Financial Size Category of Class VI or better. Within thirty (30) days of the date on which

coverage is to be provided hereunder, the successful Bidder shall furnish to MECA certificates of insurance along with copies of endorsements evidencing compliance to the above requirements. Such certificates and insurance policies shall name MECA and the City of Omaha as additional insureds on a primary basis, and contain a waiver of subrogation, in which the insurer waives any claim or right to recover against MECA, the City of Omaha, their officers, agents or employees. The additional insured requirement does not apply to Workers' Compensation.

5.3 Indemnification

Bidder does hereby covenant and agree to indemnify, defend and hold harmless MECA, and the City of Omaha, their officers, directors, employees, agents and representatives, from and against all claims, demands, losses, suits, damages, liabilities, costs and expenses (including reasonable attorneys' fees) arising out of or relating to any claim, demand or judgment for property loss or damage (including loss of use of the Facilities), and/or personal injury, including death, arising out of the Products and Services furnished hereunder by Bidder and Bidder's Personnel except to the extent same is caused by the negligence or reckless conduct of MECA or its employees or agents.

MECA is not responsible for any equipment, furnishings, supplies or other property or products owned by Bidder and used or stored at the Facilities, nor is it responsible for damage resulting from power failure, flood, fire, explosion or other similar causes. In no event is MECA responsible for consequential damages.

The provisions requiring the furnishing of personal injury liability or property damage liability insurance shall not be construed to affect or impair the generality of the forgoing.

The successful Bidder shall represent and warrant in the contract that the components of this RFP to be purchased for the Facilities shall not violate or infringe upon any patent, copyright, trademark, trade secret or other intellectual or proprietary right of any third party. The Bidder shall agree to defend, protect and hold harmless MECA and its related parties from and against any and all liabilities, actions, losses, awards, damages, costs, claims or expenses including reasonable attorneys' fees incurred by them as a result of any claim that the components of this RFP to be purchased for the Facilities are illegal or infringe upon any third party patent, copyright, trademark, trade secret or other intellectual or proprietary right.

5.4 RFP and Bidder's Proposal

This RFP and the Bidder's proposal thereto shall become part of any contract that may be entered as a result of this RFP.

5.5 Warranty

The Bidder shall warrant in the contract that the components of this RFP to be purchased for the Facilities shall be new and of good and workmanlike quality and fit for the use intended. The Bidder shall further warrant that during the manufacturer's warranty period that the components will operate in accordance with the manufacturer's specifications. The manufacturer's warranty period shall

be specified on the Bidder's proposal and shall begin on the date of MECA's acceptance of the installation. All other specific promises and warranties made by Bidder in the RFP Response or bid process generally shall also be included in the final contract.

5.6 Scope, Quality of Work Guarantee

The successful Bidder shall furnish all equipment, labor, and personnel necessary to perform and complete the work.

5.7 Conduct of Personnel

No business, other than that specifically outlined in the RFP, may be conducted by personnel of the Bidder while on the premises of the Facilities.

The Bidder shall be responsible for all actions of its employees, while they are assigned to the Facilities. The employees shall at all times comply with applicable laws, ordinances, and regulations of local, state, and federal agencies, along with all regulations, policies, and procedures of MECA.

Bidder certifies and agrees that, with respect to its staff and employees who will participate in the performance of this Agreement, the Bidder shall maintain a workplace free of drugs and alcohol during the term of this contract.

If, for whatever reason, MECA determines that personnel assigned to the Facilities are unsatisfactory, the Bidder shall replace the individual immediately or as mutually agreed upon.

5.8 Sales Tax

All federal, state and local taxes, including without limitation sales, use, excise, privilege, transactional, gross receipts, ad valorem or any other transactional tax or customs and duties ("Tax" or "Taxes") paid or payable by Bidder, however designated, levied or based on amounts payable to Bidder under or in connection with the RFP have been included in the pricing set forth on Attachment A – Proposal Form as required by the relative taxing authorities.

MECA is a sales taxable entity and as such, Bidder warrants that sales tax is included in the price provided on Attachment A – Proposal Form. Notwithstanding anything in the Agreement to the contrary, the successful Bidder shall indemnify defend and hold harmless, MECA for any sales tax audit assessment against MECA relating to the amount of Nebraska sales tax charged under this Agreement.

As a Vendor of CHIHCO, any sales tax collected must be reported to the State of Nebraska monthly. A Convention Center Facilities Financing Assistance Act Sales and Use Tax Information Form must be completed and filed on or before the 20th day of the month following the month of sale. Forms are available by contacting MECA's Finance Department. Vendor must also supply MECA with the Vendor's Nebraska Sales Tax Permit number on Attachment A – Proposal Form upon execution of the Agreement.

PART II - SCOPE OF PROJECT

This bid is for the purchase of Cisco Webex Calling as a replacement for the existing VoIP equipment at the CHI Health Center Omaha and Charles Scwab Field Omaha. The Successful Bidder is responsible for the turnkey configuration of Cisco Webex Calling, configuration of the purchased phones and the transfer of existing DID numbers to the cloud solution. Items must be new with no used or refurbished parts. Pricing must include product, shipping/delivery, sales tax, and all other charges listed as separate line items that are associated with the purchase.

Equipment includes Cisco analog gateways, phones, as well as the licensing and cloud support required to utilize the devices. Alternates will not be accepted. The deployment must be built on Cisco Webex Calling and delivered via Cisco's Collaboration Flex Plan 3.0 cloud-native subscription. The architecture will use a binary licensing model: Named User licensing for individual user desk phones, and Workspace (Common Area) licensing for shared phones, ATAs, and analog gateway ports.

Cisco product numbers and description are listed in the Attachment A Proposal Form. The Attachment A lists the quantities MECA anticipates to purchase, however MECA is under no obligation to purchase this quantity.

Calling Platform Subscription Details

- Cisco Collaboration Flex Plan 3.0 (60-month subscription)
 - 170 Webex Suite Named User licenses with Professional Calling
 - 398 Workspace licenses for Common Area phones, ATA ports, and analog gateway ports
 - 2 Webex Attendant Console licenses
 - 170 Outbound Calling Plan seats (Cisco Calling Plan PSTN)
 - Basic Support tier
- Cisco Collaboration Flex Plan 3.0 for Contact Center (60-month subscription, 36-month auto-renew, pilot-scale)
 - 1 Premium Concurrent Agent license
 - 7 Standard Concurrent Agent licenses
 - 2 Webex AI Agent units
 - 1 Webex AI Assistant unit
 - Solution Support tier

Scope of work

- PSTN connectivity is provided via the Cisco Calling Plan, with analog endpoints supported through Cisco analog gateways.
- Configuration of Cisco Webex Calling Cloud
 - 60-month subscription, 36-month auto-renew, pilot-scale
- All endpoints must register directly to the Webex Calling cloud (no on-premise UCM)
- Configure and label purchased Cisco VoIP phones prior to their deployment to cubes, offices, etc.
 - Replacement phones should have their settings copied from existing phone system including extensions and speed dials
 - MECA IT will place the new phones at their designated locations
 - MECA IT will dispose of old phones and gateways

- Configure Cisco Analog Voice Gateways and ATAs
 - MECA IT will rack and connect Gateways
- Assist in the transfer of all pertinent DID numbers from the current phone system to the cloud solution
- Assist in any firewall, switching, or routing configuration changes needed for the new equipment to connect to the cloud solution

General information

- The successful Bidder must have ten years' experience and provide references from three jobs of similar size and scope.
- The successful Bidder's installer must have at least one CCIE certification.
- The successful Bidder shall adhere to all codes, ordinances, or other regulatory requirements covering the scope of this project.
- The successful Bidder must obtain all necessary permits and licenses for the Work.
- The successful Bidder must receive product from the manufacturer at its facility. Storage is not available at CHICHO, however, MECA will work with the successful Bidder to identify a temporary staging area when the project begins.
- If separate installation periods are necessary, all equipment and materials must be removed from the facility in between such periods unless other arrangements are approved by MECA.
- The successful Bidder is responsible for keeping Work areas in a safe and orderly manner. Bidder is responsible for cleaning Work area upon completion each day.
- The successful Bidder must protect all adjacent areas not receiving Work under the project and repair any damage to these areas at their own expense.
- The successful Bidder must provide sufficient safety and pedestrian barriers while Work is in progress.
- The successful Bidder may use MECA's dumpsters for disposal of current cables/equipment. The successful Bidder is responsible for moving all waste to the dumpsters.
- The successful Bidder must provide MECA the name and cell phone number of the lead installer.

Timeline

It is anticipated that an agreement will be in place by July 3rd, 2026. All work must be completed before February 1, 2027. All work must be coordinated with MECA to accommodate the event schedule. The successful Bidder may anticipate work Monday through Friday, between 7:00 am and 5:00 pm.

This is a lump sum, not-to-exceed, agreement. At no time will MECA pay additional fees for overtime or non-business hours worked.

- The successful Bidder must provide MECA a detailed schedule for completion of the Work noting major milestones based on work permitted between July 1st and January 30, 2026.
- The successful Bidder must provide MECA weekly status reports with an updated schedule.

PART III - Information to be Supplied by Bidder

For ease of evaluation and given the fast-track that MECA desires to pursue to reach final agreement, MECA requests that each proposal submitted incorporate the same general structure. Proposals must include the following sections:

1. Attachment A - Proposal Form

Attachment A – Proposal Form, must be completed, signed and submitted as the first page of the Proposal. Proposal must include all costs associated with a complete, turn-key solution.

2. Company Profile

The Bidder should provide information about the company, including the following information:

1. Company name, address, telephone number and contact person.
2. Brief company history, which can be in the form of a company brochure.

3. Subcontractors

A minimum of 50% of the scope of work must be performed by the Bidding Company. MECA will not accept bids where more than 50% of the work is being Subcontracted. In order that MECA may be assured that only qualified and competent subcontractors will be retained for the service, each Bidder shall submit with his/her name a list of all subcontractors that the Bidder intends to use. No change shall be made in the list of subcontractors after the receipt of proposals, unless agreed to in writing by MECA.

4. References

Bidders shall supply a list of three references that you have provided similar product/service for, including names and telephone numbers of the customer's contact person. Provide a brief description of product/service for each reference listed.

5. Resumes

Bidder shall provide resumes or bios of key staff assigned to the project highlighting qualifications and experience. Information must include all relevant certifications and/or training.

6. Warranty and Support Information

Bidders must provide warranty information for equipment and services.

7. Deviations from Scope of Project

Bidders must document all deviations from the specifications outlined in the Scope of Project in Part II.

8. Contractual Terms and Conditions

The Bidder shall review and provide a response whether the contractual terms and conditions set forth in Part 1, Section 5 are agreeable. A detailed response is required if a bidder is not agreeable to one or more of the terms and conditions set forth in Part 1, Section 5.