

**METROPOLITAN ENTERTAINMENT & CONVENTION AUTHORITY
REQUEST FOR PROPOSAL 27027
ARMED SECURITY SERVICES
SEPTEMBER 28, 2026**

PART I - INTRODUCTION

The Metropolitan Entertainment & Convention Authority ("MECA") is requesting proposals from qualified organizations interested in providing Armed Security Services for MECA managed facilities. These Facilities currently include CHI Health Center Omaha ("CHIHCO") and Charles Schwab Field Omaha ("CSFO"), collectively, the "Facilities". MECA is responsible for managing the operations of these Facilities.

The Facilities are in downtown Omaha, NE. The CHIHCO Facilities contains more than 1,000,000 sq. ft. of space including a 194,000 sq. ft. exhibition hall, over 63,000 sq. ft. of meeting space, 42,000 sq. ft. of pre-function area and up to a 18,000-seat arena. CSFO overall is 494,397 square feet (excluding playing field) and includes a 24,500-seating bowl.

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 are CST):

RFP Issued	Monday, September 28, 2026
* MANDATORY Pre-bid Meeting	Tuesday, October 6, 2026 at 2:30pm
Facility Tours	Wednesday, October 13, 2026 at 1:00pm
Final Questions	Friday, October 16, 2026 at 1:00pm
Due/Public Opening (time)	Thursday October, 22, 2026 at 11:00am
Post Bid Interviews (if needed)	Will be scheduled October 27-28, 2026

* This is a mandatory pre-bid meeting. All Bidders who may wish to provide a Proposal must be present (in person) at this meeting. Bidders must notify MECA at kshiers@omahameca.com of their intention to attend this meeting no later than 2:00 pm Monday, October 5, 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

Two printed copies and one electronic copy of proposals 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 Armed Security Services 27027
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 Service Agreement and Payment

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

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

5.2 Term

The initial term of this Agreement shall be for one (1) year beginning November 20, 2026, unless terminated sooner as hereinafter provided.

In addition to the initial term hereof and at the sole discretion of MECA, the Agreement may be renewed for four (4) successive two (2) year renewal periods. MECA agrees to exercise its option by providing written notice to Vendor no less than thirty (30) calendar days prior to the end of the then current term.

Any price increase for each renewal term shall be no more than the Consumer Price Index average of the twelve-months of the prior calendar year. [Consumer Price Index, All Urban Consumers (CPI-U), not seasonally adjusted, U.S. City Average, published by the United States Department of Labor, Bureau of Labor Statistics (1982-84=100)]. MECA must approve all increases.

5.3 Termination

The Agreement is terminable by MECA upon minimum sixty (90) days written notice, without penalty or cause, at any time during or after the second year of the Agreement.

5.4 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.

DEDUCTIBLE AND SELF-INSURED RETENTIONS

Any deductibles or self-insured retentions must be declared to and approved by MECA. At the option of MECA, either: the insurer shall reduce or eliminate such deductibles or self-insured retentions as respects to MECA, its officers, officials, employees, and volunteers, or the SSP shall provide a financial guarantee satisfactory to MECA guaranteeing payment of losses and related investigations, claim administration, and defense expenses

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 (10) days of the date on which coverage is to be provided hereunder, the successful Bidder shall furnish to MECA certificates of insurance (or copies of policies, if required by MECA). Such certificates and insurance policies shall name MECA and the City of Omaha as additional insureds, 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.

SUB-CONTRACTORS

Since MECA is contracting for professional services of an armed security guard firm, sub-contractors, if approved by MECA, will be expected to be covered within the firms' current insurance policy for the duration of the contract.

5.5 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.

5.6 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.

5.7 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.

5.8 Scope, Quality of Work Guarantee

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

5.9 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.

5.10 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

1. Overview

It is the intention of this RFP to obtain proposals for the management and staffing of armed security officers for events at MECA's facilities. The Security Service Provider will be referred to as the "SSP" in the information below.

The SSP will be responsible for providing qualified, properly trained, and appropriately licensed security personnel to support the safe and orderly operation of events and activities at the facilities. Services may vary based on the type, size and security requirements of each event and will include coordination with MECA staff, event personnel, emergency response agencies, and other authorized personnel.

The SSP shall provide the personnel, supervision, management, and administrative support necessary to effectively perform the Services. The SSP shall work closely with MECA to understand and meet the security requirements of each event and shall adjust staffing and security operations as reasonably requested by MECA.

Services include the following:

- Management, including all administrative functions necessary to perform the Services.
- Event Security, performed by off-duty or retired armed security officers.

2. Phase in Period

November 20 through December 18, 2026 will be a phase-in period. The SSP is expected to become knowledgeable of the operations, reporting forms, staffing, invoicing process and all other aspects necessary to provide the Services. The successful Bidder must cooperate with current SSP to facilitate an orderly and efficient transition. Bidders must disclose a total lump-sum cost, if any, for this Phase-in period on the Proposal Form.

3. Bidder Expectations

The successful Bidder must be of sufficient financial stature to provide economic certainty to MECA of Bidder's reliability and ability to perform the Services required under this agreement, including, but not limited to, the financial ability to indemnify MECA.

4. General Description of Services

- Provide management, operation, and supervision of the Armed Security Services
- Furnish qualified personnel, including a Coordinator in Charge ("CIC"), as described below in Item 5.

- Provide administrative functions necessary to perform services.
- Provide MECA with staffing plans on a monthly basis.
- Carry out the plans in accordance with MECA approved staffing requirements and event specific instructions and be accountable to MECA for the plan.
- Consult with, on a regular basis, and be completely responsive to, MECA on any matter affecting the perception of the Armed Security Service operation by clients, patrons or other users of the Facilities.
- Promptly, properly, and adequately administer assistance to those requesting it.
- Work closely with any and all emergency reaction agencies responding to incidents at or on the Facilities' properties during events in which the SSP is providing services.
- Implement procedures to ensure that MECA is immediately notified of any occurrence in the Facilities during events in which the SSP is providing services, affecting quality, safety, or security.

5. Specific Quality and Service Requirements

The following outlines the specific responsibilities and service requirements for each service area and/or position. MECA has established the staffing structure and service requirements below based on its experience and operational needs and considers them essential to providing effective event security services.

Coordinator in Charge

The SSP must provide a Coordinator in Charge ("CIC"). The CIC shall be the single point-of-contact for MECA personnel with a solid support and supervisory staff sufficient to oversee simultaneous events at multiple MECA facilities to ensure an overall successful Event Security operation. Any event security issues will be communicated by MECA directly to the CIC and the CIC shall communicate back through MECA's designated security contact(s).

The CIC shall provide the management and administrative functions for SSP's personnel, including scheduling and reviewing/approving time sheets for all SSP staff. The CIC shall be responsible for ensuring that SSP personnel are properly scheduled, assigned, supervised, and prepared to meet the security requirements of each event.

If the CIC is replaced during the contract, MECA must evaluate their qualifications, interview the candidate, and approve the candidate prior to the individual starting the position.

The CIC shall not fulfill any other non-MECA duties on behalf of SSP while onsite. Hours worked by the CIC are event driven. The CIC shall be available 24/7 via cell phone.

At a minimum, the CIC must:

- Possess an in-depth knowledge of site operations, procedures, and regulations
- Schedule personnel to support events requiring armed security officers
- Effectively communicate staffing needs to SSP office.
- Enforce contractual standards and ensure SSP personnel comply with MECA policies and procedures.

- Meet event schedule demands and ensure adequate staffing is in place for each assigned event.
- Manage event security procedures and instructions.
- Be responsible for the assigned security personnel.
- Provide reports, such as incident reports, post event reports, and other documentation requested by MECA.
- The CIC must be a retired or active-duty law enforcement officer certified in the State of Nebraska.
- The CIC shall be on site during all events the majority of events requiring Armed Security Officers or at MECA's discretion. If the CIC is not present at an event, the CIC shall designate a qualified representative to be in charge of the SSP's event security operations and serve as the primary point of contact with MECA.
- The CIC shall be present and actively engaged in security duties during events.

Security Officers

SSP shall supply armed security officers to provide various levels of security at the Facilities during events as requested by MECA. Armed security officers are restricted to retired or active-duty law enforcement officers that are certified in the State of Nebraska.

Duties of the armed security officers include but are not limited to:

- Respond to requests for assistance from event staff, MECA staff, or any other authorized personnel working or supporting an event. Monitor crowd movement and activity during events and proactively identify potential security concerns, issues, or problems.
- Utilize appropriate techniques and procedures to de-escalate and resolve security-related issues. Secure designated areas, rooms and/or people as determined by each event, such as dressing and locker rooms, stage, production areas, escort of talent, player benches, coaches, etc. as needed.
- Provide escorts for headliners, coaches, and other designated individuals on an as-requested basis.
- Respond to guest questions and requests and provide assistance as needed.
- Be familiar with the design and layout of the Facilities, including the names and locations of key areas, and be able to efficiently navigate to and direct others to those locations. Be familiar with and follow MECA policies and procedures, including prohibited items, access and entry requirements, emergency procedures, and any other rules and requirements applicable to the event.
- Assist with and follow established emergency procedures, including evacuations and other emergency response protocols.
- Perform searches of bags, abandoned items, j, and individuals as needed.
- Respond promptly to calls for assistance and provide appropriate support based on the situation.
- Assist with locating and safely reunifying lost children with their parent, guardian, or designated party. Respond to personal injuries, accidents, and other significant occurrences in accordance with MECA procedures, and provide incident reports as requested.

- Address unruly or disruptive patrons and, when necessary, remove individuals from the facility. Complete ban and bar or removal of patrons from MECA Facilities only with MECA's consent or direction.
- Expected to wear their government issued uniforms, if allowed, while performing security duties during the events. In the case this is not allowed, the successful bidder will provide a uniform, at their cost. All uniforms must be approved by MECA

6. Staffing Levels and Training

Bidder must have the ability to procure, train, and provide sufficient personnel and supervision. Bidder must demonstrate its ability to meet all MECA's staffing requirements for armed personnel for multiple events occurring simultaneously at both facilities.

MECA reserves the right to use its employees from time to time to perform any Security Services tasks/assignments, or to utilize alternative Security Service Providers for specific tasks. In such cases, the SSP will assist in a support function.

The SSP will be responsible for providing appropriate initial and on-going training of staff assigned to the Facilities. Training must be relevant to responsibilities performed at the Facilities.

MECA will specify number of officers required and number of hours needed prior to each event, with as much notice as possible.

7. Conduct of Personnel

Bidder shall screen all employees or prospective employees, and obtain satisfactory personal references, background checks, and take other appropriate measures to determine that employees are of good character. All SSP staff personnel shall be properly licensed, if required, according to the applicable laws of the State of Nebraska.

SSP personnel are required to work closely with any and all emergency reaction agencies responding to incidents at the Facilities.

While on duty at the Facilities, personnel of the SSP shall not use cell phones for personal calls, text, use the internet, read or engage in other recreational/leisure activities.

The SSP 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.

The SSP shall offer its employees the opportunity to attend MECA/Facility specific orientation and training, lasting up to four hours. Time for this training will be billed to MECA at the hourly rates identified in the Agreement

8. Accounting

Separate monthly invoices shall be submitted to MECA's Finance Department for the following Security Services:

- Lump sum monthly management fee, if applicable
- CHIHCO - Event Security
- CSFO - Event Security

The SSP shall provide event specific and monthly reports and any other backup requested by MECA to verify amounts due to SSP as a result of the provision of Services covered in this RFP. The SSP agrees to properly complete and submit any and all required report forms requested by MECA in a timely manner. Such reports shall include, but are not limited to, the following:

- All security hours that are related to an event must be reported within 24 hours. Such reports shall include the type of security provided event name, facility name, date, security officer name, and number of hours worked.
- A monthly report shall be provided that summarizes the event hours worked for the month. Such report shall be verified by MECA prior to invoicing.

MECA reserves the right to examine all pertinent accounting/payroll records at any and all reasonable times for the purpose of determining the accuracy thereof. The making of any willfully false report by the SSP will be grounds for immediate cancellation and termination of the Agreement, at the sole discretion of MECA.

9. Customer Service

The SSP will constantly endeavor to provide first-class service of the highest quality attainable and to conduct the work in a professional manner.

MECA and the SSP will develop a mutually agreed-upon method to assist in measuring customer service. The SSP will use these measurements to respond to trends and to continually improve the level of service.

Failure of the SSP to respond to requests by MECA to change undesirable practices or to implement practices to provide the highest level of service will result in termination of the Agreement

10. Provided by MECA

MECA shall provide the following:

- Secure storage space, as may be available, for any equipment necessary to fulfill the Services. The SSP will acquire no permanent rights to these spaces and will be required to keep it, and all areas utilized by the SSP, in a neat, clean, safe, and sanitary condition.
- An office for the CIC, with a desk, chair, computer, access to a printer, a desk phone, internet connection and two MECA email addresses. The SSP is responsible for providing office supplies and cell phones.
- A number of two-way radios during events. Radios are to remain on the premises of MECA at all times.
- Access into and about the Facilities to those areas required for the execution of the contracted services. It is understood there will be occasions when certain areas of the Facilities will be restricted from access by the SSP.

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 service.

2. Company Profile

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

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

3. Subcontractors

The successful Bidder shall employ all armed security officers required to provide the armed security services under this RFP. All armed security officers assigned to MECA Facilities must be employees of the successful Bidder and may not be employees of, or provided through, a subcontractor, staffing agency, or other third party. Subcontracting of armed security services or the use of subcontracted armed security officers will not be permitted.

4. Financial Performance

Bidder must provide information about financial performance (including the prior two years' financial statements to include Balance Sheet, Income Statement, Statement of Cash Flows and Notes to the Financial Statements).

Bidder must disclose if the company is for sale or otherwise anticipating or involved in a merger, acquisition, divestiture, or other relationship affecting ownership.

Bidder must disclose if any commercial/business contracts have been terminated prior to the end of the contract term since June 1, 2026. If any contracts have been terminated prematurely, Bidder must disclose the reason for such early termination.

5. Customer Support and Quality of Service Standards

Describe the firm's customer support program.

Bidder must provide a detailed description of its service standards, method of measuring quality of service, and plans for continuous improvement of all aspects of the delivery of those services.

6. 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.

7. 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.

8. Training Standards

Bidder shall describe in detail Training or Orientation Standards. This shall include, but not be limited to, training manuals, video presentations, site orientation, tests or quizzes, and other reference materials.

Bidder shall describe minimum accepted qualifications or standards based upon successful completion of training or orientation.

Include incentive programs that have been successful at other facilities to ensure quality service at an efficient level.

9. Staffing

Bidder shall describe ability to procure, train and provide sufficient personnel, supervision, management and staffing, up to required staffing levels as described in this RFP.

Bidder shall describe current recruiting methods and labor pool.

Bidder shall describe information requested in its background check of potential employees.

Bidder must demonstrate its ability to meet MECA's staffing requirements for armed security offices for multiple events occurring simultaneously at separate facilities.

Bidder shall provide the number of employees currently on staff capable of fulfilling the responsibilities of the Security Supervisor position. Bidders must submit the minimum qualifications or resume of the person they are seeking to fulfill the Security Supervisor(s).

Bidder must confirm whether armed security officers which are to be assigned to MECA events are active-duty or retired law enforcement officers certified in the State of Nebraska.

10. Operations Strategy

Bidders must submit a complete organization chart detailing all proposed management, administration, full-time and part-time positions that the Bidder proposes to devote to MECA Facilities.

Describe how the Security Services provided will interact and coordinate with local and other law enforcement agencies.

Describe current relationships with, and qualifications to coordinate with, local and other law enforcement agencies.

11. Reporting Forms

Bidder shall include copies of various reporting forms currently in use by the Bidder. These forms shall include, but not be limited to Daily Hours Reports, Invoices, and Incident Reports. Submitted reporting forms may or may not be adapted for use at The RiverFront.

12. Deviations from Scope of Project

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

13. 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.