



**INDIANA UNIVERSITY**  
**PURCHASING DEPARTMENT**

**Request for Proposal**

**For**

**Crowd Management, Event Parking, Security  
Services (CMEPASS), and As-Needed Security  
Services**

**RFP-PRO-844-2022**

**Final response due no later than**

**5:00 p.m. (EST-Indiana) on 05/20/2022**

**Issued by:**

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## **B. Purpose**

Indiana University (IU) is requesting proposals from firms interested in providing 1) crowd management, event parking, and security services for Indiana University Event Services (CMEPASS), and/or 2) As-Needed event security and/or parking services as specified herein. The intent of this Request for Proposal (RFP) and the ensuing process is to provide companies with the information, requirements, and specifications necessary for the preparation of a professional and comprehensive proposal. Specific terms and conditions are outlined.

Selection of the successful firm (Supplier) will be based upon a variety of factors such as:

- Ability to Meet Statement of Needs (Scope of Work)
- All personnel with less-lethal weapons shall meet the training and qualification standards for carrying that type of weapon, e.g., Oleoresin capsicum (OC) spray, baton, etc. – **IUPD Campus Chief** must be consulted with and provide written approval if there is a need for less-lethal weapons to be carried by outside security personnel
- Training received appropriate to the institution and position.
  - e.g., Clery Act, HIPAA, residential life, workplace violence, CPR, AED, domestic violence
- Specialized experience
- Local infrastructure and delivery of services in the region
- Best practices used from around the nation and in other industries
- Background checks on personnel
- Ability to work in a university demographic to provide security services
- Ability to maintain a high quality of performance
- References demonstrating ability to maintain a high quality of performance
- Cost
- Diversity status, initiatives, or other

These criteria are listed in order of importance.

As used within this RFP, “Participant” shall refer to those companies receiving and responding to this RFP. “Supplier” shall refer to the successful Participant of the process. “University” shall refer to Indiana University.

**C. Background**

Indiana University (IU) is one of the largest universities in the nation. Founded in 1820, Indiana University is a public, multi-campus, state-supported educational institution with undergraduate and graduate full-time equivalent students from throughout the U.S. and the world exceeding 91,000. It has more than 23,000 faculty, professional and support staff that support its educational, research and public service missions. IU spans the state with nine campuses. For more general information about the institution, please visit the institution’s home page at <https://www.iu.edu/>.

Created in 1971, the Indiana University Police Department (“IUPD”) has 130 full-time and 70 part-time police officers on seven of IU’s campuses. These officers have police authority throughout Indiana with primary responsibility for the real property and streets running through and adjacent to Indiana University.

IU Event Services, established in 2010, provides a variety of services including planning, staffing and event management to major events at Indiana University. With a focus on guest experience, safety and security, IU Event Services staffs over 250 events on all of IU’s campuses. From the ceremonies and public meetings of the university to athletic and entertainment events, IU Event Services partners with several university departments and hosts over one million guests of IU each year.

**D. Proposal Instructions and Conditions**

Reference Prerequisites Section – Proposal Instructions and Conditions

Questions regarding this RFP should be submitted through the Q&A Board within the JAGGAER Supplier Portal. If you experience issues, you may directly contact Strategic Sourcing Manager, Lisa Hardy, at [lishardy@iu.edu](mailto:lishardy@iu.edu). Email correspondence should include the project number in the subject line (“RFP-PRO-844-2022) EXCEPT FOR CASES AUTHORIZED IN WRITING BY Lisa Hardy, DURING THE DURATION OF THIS RFP PROCESS, THROUGH SELECTION AND NOTIFICATION, ANY COMMUNICATION BY PARTICIPANTS WITH INDIANA UNIVERSITY STAFF OTHER THAN LISA HARDY MAY RESULT IN IMMEDIATE REJECTION OF THAT PARTICIPANT. Questions asked after the deadline may not be answered.

**Please note:** All prerequisites must be agreed to before a proposal can be submitted. Any requested edits to the prerequisites can be submitted as an addendum to the participant's proposal. If needed, negotiations related to the language in the prerequisites will occur before an award is made.

**E. Event Schedule**

<b>ACTIVITY</b>	<b>DATE</b>
Request for Proposal issued;	04/14/2022
Participants’ questions concerning the proposal must be received no later than 5:00 pm Eastern Time, in accordance with Section D1.	04/27/2022

An email response or status of response will be provided to you no later than 5:00 pm Eastern Time. If the information is related to substantive content of the RFP, then clarifications will be sent to all known participants of the RFP;	05/04/2022
Proposals due by 5:00 pm Eastern Time, in accordance with Section D2;	05/20/2022

**F. Statement of Needs**

**Objectives:**

In order to increase the efficiency of acquiring services, and to ensure that all University policies are adhered to by security/parking personnel, Supplier shall be responsible for providing event security and parking services as specified by IU Event Services and IUPD.

University reserves the right to award multiple contracts if deemed by University to be in its best interest. Consequently, any contract awarded does not provide Contractor exclusive rights.

All University related entities must use contract security personnel who have been approved by the IUPD and IU Event Services, even if the payment is being made by an outside third party, related entity and not University.

All contract security personnel and providers must be approved by and work under the authority of Indiana University. Providers will adhere to all guidelines set forth by the IUPD as it pertains to security at an event, program, site, or similar occurrence. University reserves the right to reject any individual for work for any reason (for example, alcohol consumption, attitude, attire, appearance, etc.).

**University is considering an initial contract(s) for three (3) years, with the option of two (2) additional one (1) year terms.**

**Scope of Work:**

**Crowd Management, Event Parking & Security Services for IU Events (CMEPASS)**

Services provided are as follows: Event security, screeners, parking lot ticket sellers, parking attendants, ID checkers, supervisors, and management. Selected Supplier shall be required to follow cash handling procedures which shall be provided by University.

Event	Average # of events per season	Average Attendance per event
Football	7	35,000-52,000
Men's Basketball	18-23	17,000
Baseball	15-20	1,000-3,200
Other IU Athletics Events	40	200-5000
University Ceremonies	4-8	2,000-35,000
Concerts	5	2,000-14,000
Other events	15	50-15,000
IUPUI event parking	20	N/A

In addition, Supplier shall provide services for any tournament, championship, or special events, if requested by IUPD or IU Event Services. Supplier may be asked to provide similar services at other Indiana University campuses or events. Supplier shall provide services for these additional events at the discretion of University.

### **As-Needed Security**

#### **For all CMEPASS and As-Needed Events, Supplier shall:**

##### Staffing:

1. Provide fully trained and capable personnel at times and levels prescribed by University and negotiated with the selected firm to accomplish event-related services including event security, screening and parking staff.
2. Provide appropriately groomed event staff dressed in a uniform that presents a business image that is easily recognizable to guests. Uniform must be approved by University. Identification name tags must be always visible and in full view on the uniform. All uniforms shall be supplied by Supplier.
3. Provide University with a written plan for employee recruitment and retention, a staffing plan, and training program. Staffing levels for all events must be approved in writing by University and shall be provided by Supplier(s) no less than 5 days prior to each event.
4. Provide and document annually all necessary training for their employees to perform duties effectively before they are permitted to work an event. Such training shall include crowd management techniques (Trained Crowd Manager preferred for all staff, required for all supervisors and managers), Campus Security Authority (CSA), sensitivity and diversity, ADA compliance, security screening, emergency operations and evacuation, guest assistance, TEAM alcohol management training, general venue information, Incident Command, etc.
5. Supply employees with necessary equipment and information to perform duties. Examples are radios for communication, event briefings, venue guides, flashlights, parking vests, etc. All supplies are furnished by Supplier.
6. Provide excellent guest service, as guest service is defined by IU Event Services, ensuring that guest service levels provided by all employees at all events meet or exceed expectations of University.
7. **CMEPASS:** Provide a management level representative with decision-making authority for each event to staff the Event Command Center for the duration that the Command Center is operational.
8. **CMEPASS:** Provide a designated Event Manager for Indiana University and maintain an office with regular hours at IU Bloomington facilities from August 1 through May 15 and on other occasions when necessary to facilitate recruiting, payments, billings, and to be available to meet with IU Event Services personnel and attend key meetings on a regular basis.  
**As Needed:** An Event Manager must maintain contract with IUPD during all scheduled events when services are provided and when necessary to facilitate recruiting, payment, and billings, and to be available to meet with IUPD personnel and attend key meetings on a regular basis. In addition, to provide follow-up event evaluation reports if requested by IUPD or other University departments.
9. Be responsible for all recruiting, hiring, payroll, administration, and termination of employees as needed to staff the events. Employees working for Supplier in any capacity for these events services shall be considered in the employ of Supplier and not employees of University.
10. Be wholly responsible for compensation to any individual or all individuals

representing a firm, even if rejected from a work assignment or event for any reason, e.g., alcohol consumption, attitude, attire, appearance.

**Additionally, for all CMEPASS events, Supplier shall:**

Logistics:

1. Adhere to the staffing levels established in University’s event staffing matrix. IU Event Services must approve, in writing, additional staffing above those outlined in the event staffing matrix.
2. University shall set gate opening and/or door opening times.
3. Event security and parking services require enforcement and adherence to all rules related to various events and venues as designated by University.
4. The number of parking lots used and identification of those lots, as well as who is approved to park in the lots, is the responsibility of University. The establishment of fees charged to park in paid parking areas is the responsibility of University.
5. Collection of fees for paid parking areas is the responsibility of Contractor, and parking tickets issued must be reconciled with fees collected and reported to University within three (3) days of the event. Fees collected must be processed and received by University within 15 business days of the event for which they were collected. Actual physical vehicle counts to be provided for each event where parking sellers or attendants are provided.
6. Design for approval by University and operate a quality assurance program to monitor parking, screening, guest service, and security operations.
7. Provide timely and accurate event incident documentation for any event-related incident including response to customer complaint, injury, illness, escort of guests from University property, and arrests.
8. Provide demonstrated cash management experience in handling large sums of money and in doing detailed reconciliation and accounting for parking credentials and revenue.

**G. Terms & Conditions**

Reference Prerequisites Section – Terms and Conditions

**H. Proposal Response**

The participant’s response to this proposal should include answers to the following series of questions. Please reference and answer the following questions directly within the “Questions” section of the BUY.IU Tool.

Respondent Information:

- 1.1.1 The name, title, address, phone and fax number, and email address for the duly authorized agent submitting the proposal.
- 1.1.2 Indicate your intent to provide a proposal for CMEPASS, As-Needed Services, or both:  
 CMEPASS  
 As-Needed Security Services

If presenting a proposal for both services please clearly indicate where there are service level and/or rate variances.

## Company Information:

- 2.1.1 Provide a summarized overview of to include at least the following: years in business, company size, current D & B report, etc. Full description of company, including experience, qualifications, and organizational chart. Indicate which individuals could have key responsibilities on University's account.
- 2.1.2 Describe in detail other similar products and/or services your company has provided in the past to the University.
- 2.1.3 Documentation of any intent to use another company(ies) or private individual(s) as a subcontractor(s) for any part or the whole of the services offered in response to this RFP. Indiana University reserves the right to approve or reject any subcontracting agent or to reject proposals based on the use of subcontracted work.
- 2.1.4 Copies of all documents that could become a part of a final Agreement arising from this process. A legal review of Participant's proposed Agreement terms may be part of the criteria in evaluating Participant's offer.
- 2.1.5 Describe in detail your company's capability of providing the services required in Section F. Please do not use boilerplate marketing materials, but speak specifically to the scope in Section F.
  - Processes to accept temporary placement requests.
  - Methods used to initially screen assignment employees.
  - To which, in any, niche markets do you accommodate?
  - What is your success ratio in placing assignment employees?
  - What are your sources of obtaining assignment employees?
  - What is the turnover rate of your assignment employees?
  - What benefits do you offer your assignment employees?
  - What type of training is provided to your assignment employees? What is the frequency of retraining?
  - What are your methods of determining customer satisfaction, and to what extent is customer satisfaction measured and reported?
- 2.1.6 Describe in detail your reporting mechanisms to University for each event, after it occurs. Provide samples of reports, reconciliation materials, tracking mechanisms, etc.
- 2.1.7 Describe your methodology for providing the services, how you organize your team and the IU team, and how you ensure you deliver a quality product that meets expectations.
- 2.1.8 Describe your rates for the services and the length of time these rates remain in effect. Describe how you determine rate structures and the methodology used to set rates.
- 2.1.9 Describe how you would break down this project into specific tasks with a timeline and assigned costs, using the scope in Section F as a guideline.

2.1.10 List any potential additional reimbursable costs. Travel expenses should be incorporated into the pricing schedule and not a separate expense to University.

References:

Three references from current or previous clients in higher education (preferably institutions of similar size and complexity to University) or professional organizations, including the name of the institution/organization, the project completed and a person we can contact (please include: contact name; address, phone number; and email address).