ADDENDUM II

SUBJECT: Event Staffing and Management Services, (RFP 26-091, 6100019712), Scheduled to Close: August 7, 2026; Date of Issue: July 1, 2026

FROM: Charisma Esparza
Procurement Administrator

DATE: August 5, 2026

THIS NOTICE SHALL SERVE AS ADDENDUM NO. II - TO THE ABOVE REFERENCED REQUEST FOR PROPOSALS

Respondents and bidders shall be responsible for reading the entire addendum. All addenda issued for this solicitation shall be attached to and become part of the solicitation and resulting contract documents for this project. By submitting a response to a City solicitation, respondent/bidder is acknowledging the receipt of this addendum.

By virtue of this addendum, the specifications, requirements and amendments stated below become a permanent addition to the solicitation referenced above and any other supporting solicitation documents and postings.

THE ABOVE MENTIONED REQUEST FOR PROPOSALS IS HEREBY AMENDED AS FOLLOWS:

1. **Add: Pre-Submittal Conference Sign In Sheet, this document will be posted as a separate file.**
2. **Modify: The Submission deadline has been extended to August 14, 2026, 11:00 a.m. Central Time.**

QUESTIONS SUBMITTED IN ACCORDANCE WITH SECTION 007, PRE-SUBMITTAL CONFERENCE:

On Wednesday, July 8, 2026, the City of San Antonio hosted a Pre-Submittal Conference to provide information and clarification for the Event Staffing and Management Services. Below is a list of questions that were asked at the pre-submittal conference. The City's official response to questions asked is as follows:

Question 1: Are you issuing this RFP because the current contract expires or is it a new solicitation?
Response: The City does not have a contract in place for the requested services.

Question 2: Are there any points in the RFP for firms that participate in mentorship program?
Response: No, there are no points for the mentorship program. Points for this solicitation can be found in RFP Section 012 – Evaluation of Criteria.

Question 3: With respect to the Event Safety Control Staff position and the screening-related positions (badge and bag checkers, handheld metal detection operators) described in Section 004, does the City require the Respondent or its personnel to hold, or to operate under, a license issued pursuant to Texas Occupations Code Chapter 1702 (Private Security)? If so, please confirm the following:

(a) which positions the requirement applies to

(b) whether the license must be held by the prime contractor or may be held by a subcontractor performing those functions, and

(c) whether the license must be in place at proposal submission or by contract commencement.

Response: The intent of this RFP is for event staffing to perform the duties outlined in the Scope of Services, not security services.

Question 4: If a company is not SBEDA eligible and the company intends to self-perform, is it a requirement to subcontract 6% to a SBEDA eligible subcontractor? Meaning we can't 100% self-perform? Or only if we submit the waiver request?

Response: Respondents who are not SBEDA eligible cannot self-perform the entirety of the contract as they cannot meet the required goal through their own efforts; non-SBEDA eligible respondents must subcontract at least six percent (6%) of the total contract value to a SBEDA eligible SBE to meet the required goal. If the respondent is unable to meet the required goal (either partially or fully), they must submit a Contracting Goal Waiver Request and its accompanying supporting documentation, demonstrating their Good Faith Efforts in attempting to meet the required goal. The waiver request and supporting documentation must be submitted with the required Subcontractor/Supplier Utilization Plan at the time of bid response; failure to include any of these three items may deem your bid non-responsive.

Question 5: For a previous City of San Antonio bid, reference letters were not required, but reference contacts were. Could you please confirm whether both reference letters and reference contacts are required for this submission?

Response: Yes, both references and the reference letters are required with the RFP Attachment A, Part One, General Information Form.

QUESTIONS SUBMITTED IN ACCORDANCE WITH SECTION 011, RESTRICTIONS OF COMMUNICATION:

Question 6: Is there onsite free parking for staff members?

Response: Free onsite parking is not available for contracted staff members.

Question 7: Is there onsite office/room for a manager to conduct daily business? Daily business is meeting with clients, recruiting, clock in/out, training of staff etc.?

Response: We currently do have a designed space for daily use. During the event, the Client has designed space.

Question 8: Is there onsite storage room for extra uniforms, rain gear, etc. (if office is big enough, these items can be stored there)?

Response: Currently, there is no storage space. Depending on the number of contracts awarded, the city may consider a designed space for storage of uniforms or rain gear. We may consider assigning a “shared” space for vendors to store uniforms and such.

Question 9: Is there a break room for staff?

Response: The City has a designated area with tables, chairs and a Café for all workers and contract workers.

Question 10: Will you need overnight staff or is this determined by the individual client using the space?
Response: That will need to be determined by the Client (Licensee).

Question 11: All metal/weapon detection and ticket scanning equipment are provided by HBGCC, correct?
Response: The Client (Licensee) is responsible for metal scanners. The City will provide scanners for the ticketing system.

Question 12: Can you provide the total number of hours worked by position?
Response: This information is not available due to being a new contract. Historically the client brings in their own event staffing.

Question 13: Is overtime allowed?
Response: Please refer to RFP Attachment B, Price Schedule, regarding total number of hours worked by position.

Question 14: Vendor – pays 100% of operating expenses as a pass-along to the client?
Response: Selected contractor shall charge client a billable rate to include operating and overhead expenses.

Question 15: Can Henry B. Gonzalez Convention Center (HBGCC) provide office space?
Response: We currently do not have office space for selected contractor(s). The Client has designed space during the event. The City may consider a shared space for awarded contractor(s) for supplies or uniforms.

Question 16: Is there a preferred flat pay rate or is it broken down by role?
Response: Flat rate for event staffing attendant.

Question 17: Can you provide the typical business-event hours?
Response: The hours vary per event which occur during the week, weekends and evenings.

Question 18: Can the City provide historical data for FY2024–FY2026, including annual staffing hours by position type, number of events staffed, and gross sales/commission volume under the current or predecessor contract(s)?
Response: Currently, the Client uses their own contractor for event services and the City does not have historical data to provide. The City periodically uses event staffing when its own staffing level is low, or additionally event support is needed. Below is breakdown of estimated hours worked:

Fiscal Year	**Estimated Hours**
2024	3,361
2025	4,737
2026* (10/1/26 – 05/31/2026)	1,114

Question 19: How many contractors does the City anticipate placing on the approved list, and how will events be assigned or allocated among approved contractors (e.g., Licensee selection, rotation, or City assignment)?
Response: The City anticipates one or more approved contractors. The Client will have options to select from depending on contractor availability.

Question 20: Please confirm the billing flow: does the selected contractor invoice event Licensees directly at the contractor's proposed hourly rates, with the City receiving the commission on gross sales? Attachment B references payment by the City for pre-approved and billed hours — under what circumstances would the City itself be the payor?
Response: The selected contractor will invoice and collect directly from the Client. Commission payment shall be made to the City within the 20th calendar day following the close of the month with a copy of the monthly sales report. At times, the City may utilize event staffing services and pay selected contractor.

Question 21: Attachment B references "total adjusted gross sales." Please define the adjustments permitted in calculating adjusted gross sales (e.g., sales taxes, credits, refunds, cancellations).
Response: Total Adjusted Gross Sales shall include the total amount of fees for services charged for the month by the selected contractor to the Client excluding applicable taxes. Credits and refunds shall be reported and deducted.

Question 22: Should the proposed hourly rate in Attachment B be inclusive of the commission percentage, or is the commission calculated separately on billed amounts?
Response: Yes, the total hourly rate should be inclusive of overhead costs and commissions.

Question 23: The Price Schedule contains a single "Event Staff Attendant" line. Should supervisor, lead, and specialty positions (e.g., handheld metal detection operators) be blended into this single hourly rate, or will the City accept a supplemental rate breakdown by position?
Response: The price schedule shall include rates for Event Staffing Attendants. Any other resources such as leads or supervisors shall be blended into the proposed single hourly rate.

Question 24: Please confirm that the services described in Section 004 — including badge and bag checks and handheld metal detection performed under the direction of HBGCC Security — do not require licensure under Texas Occupations Code Chapter 1702 (Private Security Act), given that in-house security and the San Antonio Police Department retain all security functions.
Response: Security services are not required. The City has in-house and contracted security services.

Question 25: What background check standard, disqualification criteria, and badging/credentialing requirements will apply to contractor staff working at the HBGCC?
Response: The contractor is responsible for assessing risk and maintaining effective background checks and drug screening policy and procedures for all employees, staff, and subcontractors responsible for performing services under the contract in accordance with all legal requirements to include an individualized assessment of any criminal history as to the following: Time involved from offense; Level of the offense; and Relation to the position. For example, regarding relation to the position, if the offense was a DUI, and the person's position includes being a primary driver, there would be a high relation to the offense. This would be one of the three considerations the contractor would take into account in their individualized review.

Question 26: What minimum staffing lead time per event should contractors anticipate, and what is the typical booking-to-event window?
Response: This depends on the Client (Licensee) and can vary from event to event.

Question 27: Beyond the 1–2 house radios provided to the contractor's supervisors; may the contractor deploy its own radio equipment for internal team coordination?
Response: Yes, the contractor may deploy its own radio equipment for internal team coordination.

Question 28: Are the three reference letters required for a proposal to be deemed responsive, or will a proposal be evaluated if full reference contact information is provided and a letter is pending?
Response: No, a proposal will not be deemed non-responsive. However, it is important to provide all requested documents for evaluation.

Question 29: Are the three reference letters required for a proposal to be responsive, or will a proposal be evaluated if full reference contact information is provided and a letter is not available?
Response: See Response to Question #28.

Question 30: Please clarify the contracted parties. Will awardee be contracted by the City as an approved vendor and also separately contract with each individual licensee for services and payment responsibility?
Response: The selected vendor(s) will be contracted with the City to provide services to its Clients (Licensee) and pay commissions to the City. The vendor(s) are required to contract with Clients (licensee) for services and payment.

Question 31: Please clarify the payment flow for this contract. Will the City pay the contractor for approved staffing hours at the hourly rates listed in Attachment B, after which the contractor remits the proposed commission percentage back to the City? Or will event licensees/customers pay the contractor directly, with the contractor remitting commission to the City?
Response: The selected contractor will invoice and collect directly from the Client. Commission payment shall be made to the City within the 20th calendar day following the close of the month with a copy of the monthly sales report.

Question 32: If awardee will be contracting with Licensees (or Licensee is responsible payment party) for event staffing services, how are payment terms, methods, conditions, and credit worthiness of the licensee determined?
Response: Selected vendor(s) are responsible for payment terms and methods with Clients (licensee).

Question 33: Will the City or Licensee place the order for staffing services?
Response: Licensee is responsible for hiring the staffing for events. The City may utilize the contract for staffing needs, as necessary.
Question 34: Will the City or Licensee issue a purchase order for each event?
Response: An invoice should be created for each event to the Client (Licensee) to pay contractor.

Question 35: Will the City or Licensee determine quantity, position roles, call times, shift lengths, ect for each event and staffing order?

Response: The Client (Licensee) will mainly be responsible for determining the staffing levels. For events paid by the City, City will determine the staffing needs depending on the complexity of the event.

Question 36: If Licensee is responsible for payment to contractor, who will approve the hours worked and billable hours for each event?
Response: The Client (Licensee) will approve.

Question 37: What timekeeping method does the City prefer: electronic portal, supervisor-approved roster, paper sign-in sheets, badge scan, or another approved method?
Response: This shall be determined by selected Contractor and Client (Licensee). For staffing requested by City and paid by City, a service request shall be made to Contractor by City. Paper sign in sheets will be required and approved by City Events Supervisor and must match the service request.

Question 38: Will the City or Licensee require invoices by event, by month, by purchase order, or by another structure?
Response: This should be invoiced per event with contracted Client (Licensee). For City requested services, bi-weekly or monthly is acceptable. A PO will be established and issued prior to any work requested and paid by City.

Question 39: What documentation must accompany each invoice to support approved staffing hours?
Response: This shall be determined by Client (Licensee) and selected contractor. For City requested services, at a minimum a paper sign in sheet with City Events Supervisor and must match the service request.

Question 40: If one respondent proposes a lower hourly rate but a lower commission percentage, and another proposes a higher hourly rate but a higher commission percentage, how will the City compare the proposals for the Price score?
Response: The minimum commission acceptable shall be 15%. The City will analyze proposed hourly rates and proposed commission combined.

Question 41: Will the City evaluate the Price score based only on the proposed hourly billing rates, or will the City also consider the proposed commission percentage/revenue to the City?
Response: The City will analyze proposed hourly rates and proposed commission combined.

Question 42: Can the City provide an example format of the required monthly statement of sales and commissions and will the City require commission reporting by event only, or by event, invoice, date, position, and approved hours?
Response: This will be discussed and finalized with the recommended contractor(s) during the contract negotiation phase.

Question 43: Please clarify whether all listed roles will be paid at the same "Event Staff Attendant" hourly billing rate, including parking attendants, badge/bag checkers, metal detector operators, ticket scanners, ushers, elevator operators, wayfinding/greeters, and event safety control staff.
Response: The Event Staff Attendant will be paid the same rate for the roles outlined in the solicitation.

Question 44: How much advance notice does the City or Licensee typically provide for staffing requests, and what is the expected process for last-minute additions or reductions?

Response: We expect the advance notice to be at least two weeks out for most events. However, Client (Licensee) response time may vary. For last-minute additions we expect that the selected contractor can provide additional staffing when given 24-hour notice. For reductions; same day reductions shall be determined between selected contractor and Client (Licensee).

Question 45: The scope includes handheld metal detecting operators and event safety control staff, while the uniform requirement prohibits use of the word "SECURITY." Please clarify whether the contractor is expected to provide licensed security services, or only guest-service/event-screening staff under the direction of HBGCC Security.
Response: Contractor is not expected to provide licensed security services.

Question 46: Will the City provide written post orders and prohibited item policies for badge check, bag check, and metal detector assignments?
Response: The City will provide policies for the building when contractor is hired by the Client (Licensee). The City will provide applicable policies and procedures if the contractor work is requested and paid by the City.

Question 47: Does the City have preferred uniform colors, shirt style, pants style, outerwear requirements, or badge format?
Response: No, however the uniform must reflect a professional image and the City must approve it.

Question 48: Please confirm that the proposed minimum annual percentage payable to the City is a contractual commission/revenue-share obligation of the selected contractor, and not a tax, surcharge, or separately collected fee imposed on event licensees, customers, or end users. Please also clarify whether the contractor may identify this amount as a separate line item on customer invoices, or whether it must be incorporated into the proposed hourly billing rate.
Response: The proposed commission payable to the City is a revenue-share obligation by contractor to the City and must be considered into the hourly rate billed to the client, not a separate breakdown to the Client (Licensee). The contractor shall not disclose the City's commission.

Question 49: The RFP states that successful respondents will be placed on an "exclusive list of approved contractors." Please define this term.

1. Does "exclusive list" mean that event organizers must obtain all covered staffing services only from vendors on the approved list?
2. Will the City award this contract to one vendor or potentially multiple vendors?
3. If multiple vendors are selected, how will individual events be assigned?
4. Will the event licensee be permitted to select any vendor from the approved list, or will the Convention Center make or approve the selection?
5. Will work be assigned through rotation, customer preference, competitive quotes, availability, performance, pricing, or another process?
6. May an approved contractor decline an event without penalty or negative effect on future assignments?
7. Will there be any minimum or maximum percentage of events assigned to each approved contractor?

Response: Multiple vendors may be selected so that Licensee has a choice in which vendor they want to use. The City will not assign vendor to Licensee if multiple vendors are assigned. Vendor is expected to provide services to customers of the Facility.

Question 50: How will existing staffing arrangements and contracts that extend beyond the effective date of this contract be handled? Please specifically clarify:

- Events already contracted for 2027 or later
- Existing elevator-operator or elevator-monitor agreements
- Multi-year agreements between event organizers and current vendors
- Events for which deposits have already been paid
- Events that have already published or budgeted vendor staffing rates

Will these arrangements be grandfathered through completion, or must they be transferred to a contractor selected under this RFP?

Response: Events that are already contracted may be considered and excluded with proof of a signed contract.

Question 51: May event organizers continue to use:

- Their own employees
- Volunteers
- Association or nonprofit personnel
- Exhibitor employees
- General-service contractors
- Registration contractors
- Security contractors
- Other outside staffing organizations

Please identify which duties, if any, must be performed exclusively by an approved contractor. Please also clarify whether volunteers or event personnel may perform badge checking, ticket scanning, wayfinding, room monitoring, elevator monitoring, registration support, or other duties included in the RFP's scope.

Response: The Client (Licensee) may provide use their own staffing or volunteers for registration and issuance of event credentials/badges, directional assistance. The selected Contractor shall provide event staffing for badge checking before entering contracted space, ticket scanning, room monitoring, elevator monitoring, or other event related services requested by the Client (Licensee).

Question 52: The RFP states that the Convention Center will provide one or two house radios for supervisors. Please clarify whether the Convention Center will also provide any of the following:

- Office or command-post space
- Storage space
- Desks, tables, chairs, or office furniture
- Telephone service
- Internet or Wi-Fi access
- Electrical service
- Parking or parking validation
- Staff credentials
- Loading-dock access
- Keys or restricted area access
- Radio chargers or additional communication equipment
- Training rooms
- Signage or staff check-in areas

If these items are not provided, may the contractor charge the event organizer for the related costs?

Response: Office space may be requested from Licensee for individual events. If Licensee assigns space the Convention Center will provide tables and chairs in that space. Convention

Center will not provide telephone services, electrical services, parking, signage or staff credentials. Convention Center will provide chargers for the radios assigned. Training Rooms may be provided when building activity allows. Staff check in-areas can be assigned event to event. The Client (Licensee) is responsible for contracting Wi-Fi services with the Convention Center's exclusive provider.

Question 53: The RFP requires an assigned full-time staff member who is available for meetings, site visits, and related activities. Please clarify:

1. Must this individual work onsite at the Convention Center Monday through Friday?
2. Is "full-time" defined as full-time employment with the contractor, full-time dedication to the Convention Center account, or simply continuous availability?
3. What hours and response times will be required?
4. May the responsibility be shared among multiple qualified managers?
5. Are planning meetings, weekly production meetings, site visits, training sessions, and virtual meetings considered non-billable?
6. Is there a limit on the number of non-billable meetings or administrative hours the contractor may be required to provide?
7. Will the contractor be allowed to include these administrative costs within its hourly rates?

The RFP says that the pre-event meeting with the licensee and HBGCC staff cannot be billed to the City, but it does not clearly address whether other meetings and administrative requirements are billable.

Response: These are not billable hours. These meetings include but are not limited to site visits, pre-cons, weekly event review meetings. It is continuous availability and can be shared among multiple qualified managers.

Question 54: The RFP states that commission will be based on gross sales. Please provide a complete definition of "gross sales." Please clarify whether commission applies to:

- Hourly event-staffing charges
- Supervisors and managers
- Administrative or consulting fees
- Direct exhibitor orders
- Registration staff
- EMT, paramedic, or EMS services
- Off-duty law-enforcement services
- Coordination fees
- Overtime and holiday premiums
- Mandatory minimum-hour charges
- Cancellation charges
- No-show or late-request charges
- Parking and transportation
- Meals and lodging
- Employee or contractor reimbursements
- Evolve or similar screening-equipment rentals
- Metal-detection equipment
- Radios and communication equipment
- Ticket scanners
- Stanchions, counters, clickers, wristbands, and supplies
- Subcontracted services
- Pass-through expenses
- Credit-card processing fees

- Taxes and governmental surcharges
- Other miscellaneous or reimbursable expenses

Please state whether commission is calculated before or after refunds, credits, discounts, chargebacks, taxes, and pass-through expenses.

Response: Total Adjusted Gross Sales shall include the total amount of fees for services outlined in the RFP that are charged to the Client (Licensee) excluding applicable taxes. Credits and refunds shall be reported and deducted.

Question 55: Will services ordered directly by exhibitors, decorators, general-service contractors, or other third parties be subject to the City commission? If so:

1. Must those orders be reported under the related event?
2. Who is responsible for collecting unpaid exhibitor balances?
3. Is commission owed before the contractor has received payment?
4. Are bad debts, refunds, disputed charges, or chargebacks excluded from gross sales?

May the contractor establish separate direct-order rates, minimums, cancellation policies, and payment terms?

Response: The intent of the RFP is for the selected contractor(s) to work directly with the Client (Licensee), not decorators, exhibitors, general contractors, or any other third parties. The contractor may establish its own cancelation policies, minimums, and payment terms. Unresolved bad debts may be discussed during the negotiation phase of the agreement.

Question 56: The RFP states that commission payments are due monthly but does not identify the required payment method. Please clarify:

1. How must monthly commission payments be submitted to the City?
2. Will ACH, check, electronic portal, or credit card be accepted?
3. If credit cards are accepted, will a processing or convenience fee apply?
4. What supporting documentation must accompany the monthly report?
5. Will the City have audit rights regarding contractor invoices, payroll, bank records, or other financial information?
6. How long must supporting records be retained?
7. How will commission adjustments, credits, and billing disputes be handled after a monthly statement has been submitted?

Response: The monthly commission will vary depending on the volume of the events and may be submitted via ACH, or check payable to the City. Further details to address audits, retention and commission adjustments, and will be outlined the agreement and negotiated with the selected contractor.

Question 57: Will the Convention Center, City, event coordinator, licensee, or another entity have approval or control over:

- Hourly rates
- Rate increases during the contract term
- Four-hour or other minimums
- Overtime and holiday rates
- Supervisor charges
- Supervisor-to-staff ratios
- Break and lunch-relief staffing
- Number and placement of personnel
- Staff arrival and dismissal times
- Overnight staffing
- Parking expenses

- Equipment charges
- Administrative fees
- Emergency or short-notice staffing
- Cancellation charges
- Pass-through costs
- Client-requested additions or reductions

Please identify who has final authority when the licensee's requested staffing plan differs from the Convention Center's recommendation or requirement.

Response: The proposed hourly rates and rate increase shall be submitted as part of RFP Attachment B – Price Schedule and approved by the City. The proposed hourly rate should be a flat fee and shall be inclusive of overtime and holiday, supervisory, and all other overhead and administrative fees. The selected contractor and Client (Licensee) shall work together to determine the staffing needs of the event including placement of staff, arrival times, lunch/break relief. Cancelations, minimums, additions and reductions policies shall be determined by the selected contractor.

Question 58: Will the Convention Center, City, event coordinator, licensee, or another entity have approval or control over:

- Hourly rates
- Rate increases during the contract term
- Four-hour or other minimums
- Overtime and holiday rates
- Supervisor charges
- Supervisor-to-staff ratios
- Break and lunch-relief staffing
- Number and placement of personnel
- Staff arrival and dismissal times
- Overnight staffing
- Parking expenses
- Equipment charges
- Administrative fees
- Emergency or short-notice staffing
- Cancellation charges
- Pass-through costs
- Client-requested additions or reductions

Please identify who has final authority when the licensee's requested staffing plan differs from the Convention Center's recommendation or requirement.

Response: See response to question #57.

Question 59: How will the Convention Center communicate whether a staffing position is: Plea

- Mandatory under venue policy
- Recommended for safety or operational reasons
- Optional at the licensee's discretion
- Requested solely by the event organizer

Will the contractor be protected from liability when a licensee declines staffing recommended by the contractor or Convention Center?

Will the City require the licensee to sign a written acknowledgment when recommended coverage is declined?

Response: The selected contractor and Client (Licensee) shall work together to determine the staffing needs of the event. Not all events will require event staffing. The Client (Licensee) must comply with all City requirements outlined in the City's Licensee agreement.

Question 60: The RFP requires proposal terms to remain valid throughout the contract but does not clearly explain rate adjustments. Please clarify:

1. Must proposed staffing rates remain unchanged through September 30, 2029?
2. Are annual increases permitted for wages, insurance, parking, inflation, regulatory changes, or other increased costs?
3. May rates be renegotiated during either one-year renewal period?
4. How will increases imposed by third parties, governmental entities, or subcontractors be handled?
5. Will an increase in the City's minimum wage, insurance requirements, or other mandatory costs permit a corresponding rate adjustment?

Response: Please refer to RFP Attachment B – Price Schedule. Respondents may propose different rates per contract year. Please refer the RFP Attachment B – Price Sched paragraphs which states the following:

Contractor should contemplate and incorporate into its rates all future increases in the federal minimum wage and other costs of doing business.

The hourly billing rate shall be the rate paid for any particular hour of the day on any given day of the week, including nights, holidays and weekends. All overtime costs shall be the responsibility of Contractor and City will not pay any rate higher than the hourly rates indicated below.

All contractors must use the Price Schedule in the exact format as shown below. Any deviations or exceptions, such as the inclusion of contingent price increases OR failure to provide pricing for entire contract term, will result in the rejection of the proposal from consideration.

Question 61: Does the approved contractor requirement apply only to the positions expressly listed in the Scope of Service, or also to related services such as:

- Registration personnel
- Coat check
- Lead retrieval
- Cashiers
- Computer operators
- Shipping-room personnel
- Command-post staff
- Crisis-management staff
- EMT or EMS personnel
- Off-duty police coordination
- Equipment rentals
- Temporary security screening systems

Please identify which services fall inside the contract and which may be contracted separately.

Response: These services are not required in the contract, only the services outlined in the Scope of Services.

Question 62: The RFP does not establish procedures for schedule changes. Please clarify:

- Minimum shift length
- Required advance notice for staffing orders
- Required notice for increases or reductions
- Cancellation deadlines
- Charges for late cancellations
- Charges when staff have already reported
- Treatment of weather closures or force-majeure events
- Responsibility for costs when an event runs longer than scheduled
- Authority to release staff early
- Treatment of split shifts and overnight shifts
- Approval process for overtime

Response: This shall be determined by the selected Contractor and client.

Question 63: Because the RFP does not guarantee any amount of business, please provide historical information for the most recent three years, including:

- Number of events using covered staffing services
- Total staffing hours
- Total gross sales
- Average number of staff per event
- Number of elevator-operator hours
- Number of badge-checker and door-monitor hours
- Number of ticket-scanner hours
- Number of overnight hours
- Revenue from direct exhibitor orders
- Amount of commission paid to the City
- Number of events handled by each existing vendor

This information is necessary to evaluate staffing capacity, administrative requirements, insurance costs, and the financial effect of the commission.

Response: Please refer to response to question 18.

Question 64: The RFP requires subcontractors to carry the same insurance coverage as the prime contractor. Please clarify whether this applies to every individual independent contractor working an event or only to incorporated subcontracting companies.

This is important because the required policies include workers' compensation, employers' liability, commercial auto, general liability, and professional liability. Requiring every individual event worker to independently maintain all listed policies could materially affect the staffing model and pricing.

Response: Independent Contractors are considered subcontractors. All subcontractors are required to provide the exact same insurance requirements as the PRIME contractor. If the sub or subs are unable to provide a particular policy or several policies then the PRIME can add them to their insurance as additional insureds or require the subs to provide the required insurance requirements. We are not contracted with the sub(s). Our contract is with the PRIME.

________________________________ Original Signature of Person Authorized to Sign Bid/Contract (Please Sign) ________________________________ Signer's Name (Please Print) ________________________________ Vendor Name ________________________________ Vendor Address ________________________________ City ________________________________ State, Zip code	________________________________ Procurement Administrator Finance Department, Procurement Division