

ATTACHMENT B

MINNEAPOLIS CONVENTION CENTER SCOPE OF SERVICES

It is the intent of this document to outline a general description of the Project, the extent of services required, and the relationship of this Project to other work, and the agencies or other parties that will interact with the Service Provider. The contents of this document are considered representative of the Project as a whole, but are by no means conclusive.

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I. INTRODUCTION

It is the intent of this document to outline a general description of the Project, the extent of services required, and the relationship of this Project to other work, and the departments or other parties that will interact with the Service Provider. The contents of this document are considered representative of the Project as a whole, but are by no means conclusive.

II. BACKGROUND INFORMATION

The MCC is a 1.5 Million gross square foot facility with 475,000 square feet of exhibit space, 94,000 square feet of meeting room space, a 28,000 square foot ballroom, and a 3,400-seat auditorium. The facility hosts a wide variety of events including, but not limited to public ticketed events, consumer shows, tradeshow, conferences, meetings, conventions, banquets, receptions and a variety of other events. The venue attracts customers from local, regional, national, and international locations.

The primary focus of the Convention is to serve as an impetus for economic impact in the City of Minneapolis. With this in mind, our primary booking priority is given to national and international tradeshow and conventions that bring outside revenue into the local economy. Priority is granted to events based upon expected overall economic impact.

III. SCOPE OF SERVICES

A. ESSENTIAL FUNCTIONS

Service Provider will primarily collaborate and coordinate with the MCC Guest & Security Services department, and its personnel, on a day-to-day basis to: secure and monitor MCC's and its client's assets, implement and execute crowd management plan/s, and effectively respond to emergency and non-emergency situation/s. Within this department there are two primary areas, *Guest Services* and *Security Services*, which encompasses our department's day-to-day essential functions. *Guest Services* area is primarily driven by rental space occupancy and personnel will be scheduled on an intermittent basis. *Security Services* area is NOT driven by rental space occupancy and personnel will be scheduled 24/7 within either a full-time and/or part-time capacity.

B. SERVICES PROVIDED

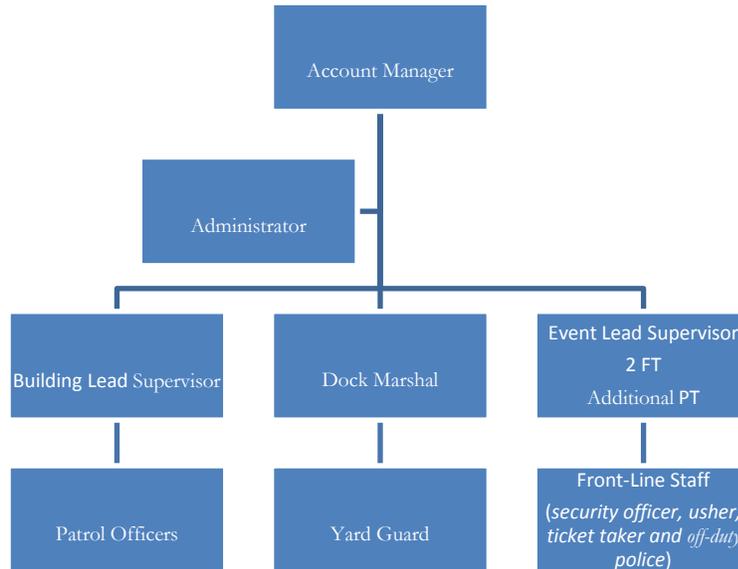
This section outlines specific functional requirements that are required by the MCC to be an effective Services Provider, and partner with Guest and Security Services, to perform and support its day-to-day operation:

Position	Essential Function
<p>Account Manager</p>	<p>Position to act as the on-site manager, and primary liaison between department management and service provider. Must demonstrate strong interpersonal, organizational and cognitive skills. Must have a minimum of 2 years of managerial, physical security and event staffing experience. Preferred operations experience working in stadiums, arenas and/or convention centers.</p>

<p>Building Lead and Event Lead Supervisor</p>	<p>Supervise, instruct and direct front-line staff; security officer, usher, ticket taker and badge checker. Provide support, coordination and management; incident response, crowd control and asset protection. Must have a minimum of 1 year of supervisory experience.</p> <p>a. Building Lead: 8hrs/7days – 1st, 2nd and 3rd Shift: 168hrs</p> <p>b. Event Lead: Two (2) FT cover event hours Mon-Sun. PT supplements and covers late evening hours, overnight hours, vacations/absences and smaller size events.</p>
<p>Dock Marshal</p>	<p>Supervise, instruct and direct exterior traffic staff; yard guard and security officer at the guard shack. Provide support, coordination and management; marshaling yard parking, exhibitor move in and move out logistics, and vehicular staging along the adjacent streets near the Convention Center. Must have a minimum of 1 year of supervisory experience.</p> <p>a. One Dock Marshal must be a FT position. PT supplements and covers late evening hours, vacations/absences and smaller size exhibitor move in and move out logistics.</p> <p>Note: Must have a valid driver’s license identification to work and perform the essential functions of this position.</p>
<p>Security Guard</p>	<p>This position must be licensed according to State of Minnesota rules and regulations to be a bonded security officer. This position will perform but not limited to access-control, loss prevention, asset protection, and fire watch functions. This position is primarily part-time, event driven and intermittent. Function(s) identified within this position:</p> <p>a. Guard Shacks: <i>FT and PT hours at our guard shacks, monitor ingress/egress vehicular access to dock wells and marshaling yard, direct building and event deliveries.</i></p> <p>b. Fire-Watch Coverage: Supplemental coverage when fire suppression systems are degraded.</p> <p>c. Event Coverage: Intermittent coverage to secure and monitor client assets; merchandise, equipment and electronic devices.</p> <p>d. Parking Ramp: Intermittent coverage at our 3rd Ave parking ramp.</p> <p>e. Patrol coverage: Three (3) positions 8hrs/7days - 1st, 2nd and 3rd Shift: 504hrs</p> <p>f. South Gate Guard: This position will monitor the ingress/egress exhibitor load/unload and delivery traffic in the marshalling yard. S/he will follow written procedures and interface with the Central Alarm Station (CAS) Operator and the Account Manager/Supervisor when the Dock Marshal is not on site. 24hrs/7 days – 1st, 2nd & 3rd Shift: 168hrs a week.</p> <p>g. Yard Guard: Assist Dock Marshal w/ dock operations.</p>
<p>Police Officer</p>	<p>Off-duty Armed Police Officers to provide security for MCC clients and events. Police Officers must be from a Police Department in Minnesota and have approval from their Police Department to work off duty at the MCC. (It is MCC management’s preference that Police Officers are</p>

	<p>hired and selected from the Minneapolis Police Department First Precinct in most circumstances unless Police Officers are not available for MCC events.)</p> <ul style="list-style-type: none"> ▪ Contractor will be responsible for training, payroll, applicable insurance, and scheduling of Police Officers. All services must be built into the Police Officers hourly pay rate. ▪ Contractor may choose to hire a Police Scheduler to oversee all activities relating to Police Officer staffing needs of the MCC. Billing for this individual must be included in the hourly rate to the MCC for Police Officers. ▪ All Police wage negotiations and scheduling can be coordinated through Sgt. Melissa Banham: Melissa.banham@minneapolismn.gov
<p>Usher (<i>Ticket-Taker, Coat Check & Badge Checker</i>)</p>	<p>Position to work in a customer service and crowd management role. This position must be able to give directions to guests, answer questions, direct activity, and help with emergency procedures. Ushers will be primarily scheduled for reserved seat ticketed events, public shows and Auditorium events.</p> <ol style="list-style-type: none"> a. Ticket Taker – will accept and verify tickets, count ticket stubs for total attendance, distinguish correct tickets and credentials for show access. b. Coat Check – will provide supplemental staffing for department’s coat check services. c. Badge Checker – will monitor and check credentials (lanyards or wristbands) for access into employee and/or rental occupied locations.
<p>Administrator</p>	<p>Position will perform scheduling, administrative and HR support. Note: This position’s wages should not be an itemized additional cost, and MCC’s current price structure already encompasses these associated costs.</p>

IV. PROPOSED ON-SITE ACCOUNT CHART



A. SITE SPECIFIC EXPERIENCE

Service Provider must have at least three (3) years of experience providing special event and building security services in a Convention Center or facility similar in size and complexity.

B. SITE SPECIFIC REQUIRED WORKFORCE LEVELS:

Contractor will be required to maintain these minimum staff levels:

1. Event Staff (Peak Season: Jan-April): Maintain a minimum of one hundred twenty-five (125) sufficiently trained personnel;
2. Event Staff (Non-Peak Season: May-Dec): Maintain a minimum of seventy-five (75) sufficiently trained personnel; and
3. Building Security (year-round): Maintain a minimum of fifty-five (55) sufficiently trained personnel.

V. SCHEDULING

The MCC maintains the right to deny working privileges to any employee assigned by the Service Provider. If the MCC or its clients deems their performance as not acceptable, MCC reserves the authority to instruct, and have personnel immediately removed from their working shift, and may be subject to being removed from the account.

A. EVENT STAFF LEVELS AND SCHEDULE

Will be determined and coordinated by Guest and Security Services management and coordinator personnel. Service Provider is responsible for providing the required staff to ensure a safe and enjoyable environment for all staff and guests. Service Provider's

administrative and onsite management personnel will be trained to access and export event staffing orders from our web-based Event Business Management Software (EBMS) system.

B. BUILDING STAFF LEVELS AND SCHEDULE

Will be coordinated and scheduled by the Service Provider, and will consult with Guest and Security Services management for final approval to support our 24/7 coverage need.

C. MINIMUM STAFF AND SCHEDULING NOTIFICATION

On occasion, MCC may require short notice scheduling. Personnel may be scheduled based on the following minimum notification:

1. For 1 employee – 8 hour notice;
2. For 2-4 employees – 24 hour notice;
3. For five 5-10 employees – 48 hour notice; and
4. For more than 11 employees – 5 to 7 business days.

D. SHIFTS

Will be coordinated and determined by the Service Provider. Service Provider maintains discretion on how shifts are organized and allocated. Personnel may not leave their assigned post, until an authorized representative of the Service Provider, Guest and Security Services and/or their duly appointed designee.

VI. GUEST AND SECURITY SERVICES DEPARTMENT CHART

In the absence of the department Manager, department Sr. Supervisors will maintain full authority, and management to exercise the provisions of this Scope of Services.



VII. SITE SPECIFIC TRAINING REQUIREMENT

In addition to the minimal *Standard* training outlined in the **RFP section IV. Proposal Format para. 14. Standard Training**. Service Provider will adhere to a *Site Specific* training program to ensure personnel are sufficiently knowledgeable of general building policies and procedures, building familiarity, customer service, security and safety protocols including response to all manner of emergencies (i.e. medical, evacuation, fire, severe weather, bomb threat and/or handling a suspicious package), Security Command Center familiarization and routine security activities associated with this site.

Employees must complete their *Standard* and *Site* specific training requirements prior to being scheduled and working at the MCC. Training documentation must be provided to Guest and Security Services Management showing evidence of completion, showing the subject area and hours of training for each employee. Guest and Security Services Management reserves the right to audit Service Provider’s training programs and documentation at any time. Using untrained staff at the MCC will result in performance fines and excessive occurrences may result on the City exercising its contractual authority among **Attachment A, RFP Terms & Conditions, para. 21. Termination, Default and Remedies**.

The following table outlines the subject areas and hourly requirements for positions at this site:

SITE SPECIFIC TRAINING TABLE

Building Lead and Patrol Officer	Event Staff (*Exterior Staff)	Account Manager & Administrator
<ul style="list-style-type: none"> ▪ Building Orientation ▪ MCC Impact Training ▪ Emergency Procedures ▪ Floor response and procedures ▪ Security Command Center familiarization ▪ Minimum of 52 training hours 	<ul style="list-style-type: none"> ▪ Building Orientation ▪ MCC Impact Training ▪ Emergency Procedures ▪ Fire Watch Guidelines ▪ *Marshaling Yard ▪ *Parking Ramp ▪ Minimum of 10 training hours 	<ul style="list-style-type: none"> ▪ Building Orientation ▪ MCC Impact Training ▪ Emergency Procedures ▪ EBMS overview ▪ Money transport ▪ Minimum of 4 training hours

VIII. SITE SPECIFIC UNIFORMS

Service Provider must provide a standard uniform to all employees working at the MCC site. Below is the following list of uniform requirements that are specific to this site:

1. Outerwear uniform jacket, pants, hat and shirt for fall and winter seasons;
2. Short and long sleeve hard-line uniform shirt;
3. Sport coat and tie soft-line uniform;
4. Polo soft line uniform shirt;
5. Black pants and shoes; and
6. Please indicate if customized uniform shirts are optional.

A picture identification card will be considered part of the employee's uniform and must be worn at all times while working at the MCC site.

X. SITE SPECIFIC SUPPLIES AND EQUIPMENT

Service Provider must provide all generally applicable supplies and equipment, but are not limited to the following:

- General office supplies for administrator and security personnel
- Flashlights
- Pen and notepad
- Uniforms
- Hand held wands (*minimum of 12 must remain onsite.*)
- Ear Plugs
- Latex Gloves
- Hand Stamps
- Clickers

XI. MCC PROVIDES

MCC will provide two (2) City-owned desktop computers, and Microsoft Outlook email accounts will be created for the Account Manager and Administrator. Two (2) cubicle spaces and mustering office will be allocated to the Service Provider. Service Provider will be responsible for all furnishings for the muster office. In addition, forty (40) City-owned portable digital radios will be allocated to the Service Provider for exclusive operational and communication use within the facility. Service Provider will be responsible and liable for any associated damage/s, lost and repair/s to the portable digital radios and desktop computers.