City Council – Action Request Form

Date: May 14, 2024

To: Mayor, Mayor Pro Tempore, and Members of the City Council

Ben Rowe, Assistant City Manager

From: Robert Mulhearn, Public Assembly Facilities Director

Darren Redfield, Purchasing Director

Council Action Requested:

Resolution Awarding Contract for Crowd Management Services at Public Assembly Facilities

Strategic Focus Area: Service Excellence

Strategic Objective: Ensure Service Delivery Efficiency and Effectiveness

Strategic Plan Action Item: No

Key Work Item: No

Summary of Information:

The Public Assembly Facilities Department requires an experienced crowd management vendor to provide fully equipped, highly qualified, crowd control and security personnel to ensure a safe and lawful environment for those attending events at the Fairgrounds, Fairgrounds Arena, Bowman Gray Stadium, and other venues as needed. The vendor must provide these services for sporting events, concerts, stage plays, trade shows, and special events on an as-needed basis.

City/County Purchasing advertised a Request for Proposals (RFP) for Crowd Control Services and on April 16, 2024, proposals were received from Show Pros Entertainment Services (Charlotte, NC) and from Rhino Sports and Entertainment (Winston-Salem, NC).

Terms of the bid document specified detailed criteria upon which each proposal received would be rated, and an evaluation panel of City staff reviewed the proposals received to select the one most qualified to meet the requirements of the RFP.

Rhino Sports and Entertainment did not plan to subcontract any work, but Show Pros Entertainment Services intends to subcontract 10% of the work to More2Staffing, LLC (Burlington, NC), a HUB-certified minority (black) company. The panel assigned the highest score to Show Pros Entertainment Services. See Exhibit A for the evaluation criteria and detailed scoring.

Committee Action:			
Committee	FC 5-14-2024	Action	Approval
For	Unanimous	Against	
Remarks:		•	

It is recommended that a contract for Crowd Control Services at the City's Public Assembly Facilities be awarded to Show Pros Entertainment Services, the highest scoring proposer, in the estimated annual amount of \$300,000, with the option to extend for four additional years, for a total potential estimated value of \$1,500,000. Funding for FY2024-25 and any subsequent annual extensions is subject to future budget appropriations.

Terms of the RFP provide the right for the City to renew the contract for as many as four additional annual terms, provided the City and Contractor agree and funds are made available for this purpose. If the Contract is extended, prices may be adjusted at the beginning of each annual period by an amount not-to-exceed the latest available Consumer Price Index for All Urban Consumers.

M/WBE comment: The bid opportunity was advertised on the City's website and bid invitations were sent to 31 companies, including four local businesses. There are no known M/WBE businesses who provide these services. See Exhibit B for a complete list of businesses notified and Exhibit C for Workforce Demographics.