



City of San Antonio

Agenda Memorandum

File Number: 16-4994

Agenda Item Number: 4.

Agenda Date: 10/13/2016

In Control: City Council A Session

DEPARTMENT: Finance

DEPARTMENT HEAD: Troy Elliott

COUNCIL DISTRICTS IMPACTED: CityWide

SUBJECT:

Annual Contract for Event Attendant Services at Alamodome

SUMMARY:

This ordinance authorizes acceptance of a contract with Staff Pro, Inc. to provide event attendant services for the Convention and Sports Facilities Department for events held at the Alamodome for an estimated annual average cost of \$1,200,000.00. Funding for this contract is available through the FY 2017 Community & Visitor Facilities Fund Operating Budget.

BACKGROUND INFORMATION:

Submitted for Council consideration and action is a proposal submitted by Staff Pro, Inc. to provide event attendant services for the Convention and Sports Facilities Department for events held at Alamodome on an as-needed basis.

The City issued a Request for Competitive Sealed Proposals for “Annual Contract for Event Attendant Services at Alamodome” (RFCSP 6100007393) on April 21, 2016, with a submission deadline of May 27, 2016. Six proposals were received. A total of three proposals were deemed non-responsive; one proposal was deemed non-responsive by the Economic Development Department due to respondent's failure to meet the Small Business Economic Development Advocacy subcontracting requirement. One proposal was deemed non-responsive due to respondent submitting exceptions to the price schedule and one respondent was deemed non-responsive for submitting an incomplete price schedule. Staff Pro, Inc. was selected based on the City's

standard RFCSP evaluation process.

The evaluation committee consisted of representatives from the Office of the City Manager and Convention and Sports Facilities Department. The Finance Department, Purchasing Division, facilitated by ensuring compliance with City procurement policies and procedures. The proposals were evaluated based on the firm's qualifications, experience, service quality, previous performance, proposed plan and price schedule. Additional categories of consideration included references and financial qualifications.

The evaluation of each proposal response was based on a total of 100 points; 30 points allotted for experience, background, qualifications; 20 points allotted for proposed plan; and 40 points allotted for respondent's price schedule. Five preference points were allotted for the Small Business Economic Development Advocacy Program, SBE Prime Contractor Program Affirmative Procurement Initiative, and five points for the Small Business Economic Development Advocacy Program, Mentorship Incentive Program.

The evaluation committee met on June 13, 2016 to evaluate the three responsive proposals received. After committee review and discussion, individual technical scores were submitted and presented. The selection committee recommended interviewing the three respondents. The interviews were held on September 2, 2016. Following the interviews, individual scores were resubmitted. After scores were finalized by the selection committee, the pricing scores and the SBEDA scores were revealed. Staff Pro, Inc. received the highest ranking and was recommended for award by the evaluation committee.

The initial term of the agreement shall be upon Council award through August 14, 2021. One additional five-year renewal at the City's option shall also be authorized by this ordinance.

ISSUE:

This contract will provide event attendant services for the Convention and Sports Facilities Department for events held at the Alamodome on an as-needed basis. The contractor shall provide uniformed event attendants to aid patrons by providing directional guidance between entry points and seating areas, or other patron use areas. Event attendants shall provide assistance during emergency situations and assist guests with ticketing issues and general questions regarding facility services and directions. Other services include, but are not limited to, greeting guests courteously upon arrival and departure, receiving tickets from guests, verifying correct event date at entrance, responding to guest inquiries and requests for assistance, attending the information booth, wheelchair escorting and maintaining assigned areas for cleanliness. Due to the nature of the events held at this facility such as concerts, with national or international stars or professional sporting events, the contractor must be able to provide as many as 300 or more event attendant staff at a single event.

This contract will be awarded in compliance with the Small Business Economic Development Advocacy (SBEDA) Program, which requires contracts be reviewed by a Goal Setting Committee to establish a requirement and/or incentive unique to the particular contract in an effort to maximize the amount of small, minority, and women-owned business participation on the contract. The Goal Setting Committee applied the Small Business Enterprise Prime Contract Program with **five (5)** evaluation preference points. Goal Setting Committee also set a **15%** Minority/Women Owned Business Enterprise (M/WBE) subcontracting goal and Staff Pro, Inc. has committed to **15%** M/WBE subcontractor participation.

In addition, respondents certifying their commitment to serve as mentors in the City of San Antonio's Mentor Protégé Program received 5 evaluation criteria percentage points. Staff Pro, Inc. received 5 points for agreeing to enlist as a mentor in the Mentor Protégé Program.

This contract is an exception to the Local Preference Program.

The Veteran-Owned Small Business Preference Program does not apply to non-professional service contracts, so no preference was applied to this contract.

ALTERNATIVES:

Should this contract not be approved, the Convention and Sports Facilities Department would be required to continue using a pool of temporary employees in which availability has been inconsistent. The department does not have the staff to perform these services in-house. This contract will provide for a stable pool of reliable staff to perform event attendant services.

FISCAL IMPACT:

This ordinance authorizes a contract with Staff Pro, Inc. to provide event attendant services for the Convention and Sports Facilities Department for events held at the Alamodome for an estimated annual average cost of \$1,200,000.00. Funding for this contract is available through the FY 2017 Community & Visitor Facilities Fund Operating Budget.

RECOMMENDATION:

Staff recommends approval of the contract with Staff Pro, Inc., to provide the Convention and Sports Facilities Department with event attendant services for events held at the Alamodome on an as-needed basis for an estimated average annual cost of \$1,200,000.00.

This contract is procured by means of Request for Competitive Sealed Proposal and a Contracts Disclosure Form is required.