



**Request For Proposal
Emergency Medical Services
June 28, 2024**

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PART A: PROJECT INTRODUCTION

1. Greenville Arena District Introduction

The Greenville Arena District (“GAD”), a political subdivision of the State of South Carolina, has a strong tradition of bringing high quality entertainment to Greenville since 1940. The GAD, owner and operator of Bon Secours Wellness Arena (“Arena”, “BSWA”) is governed by a nine (9) member Board of Directors, nominated by Greenville County (the “County”) Council and appointed by the Governor of South Carolina.

The BSWA is self-operated with a highly experienced full-time management team of 32 professionals, with a strong focus on customer service, safety, and security. BSWA continues to be a source of world-class sporting and live entertainment events year over year. The Arena hosts approximately 130 commercial/ticketed events each year, plus an additional 75-100 community/non-profit events annually.

With a maximum capacity of 15,500, diverse programming includes an average of 30 concerts per year, SEC Women’s Basketball Tournament, NCAA Basketball Tournament (Men’s 1st & 2nd Rounds, Women’s Regionals), Furman University Basketball (alternative home court), WWE, Disney on Ice, Cirque du Soleil, Monster Jam, Graduations, and the Greenville Swamp Rabbits Hockey of the ECHL. Annual attendance is approximately 600,000 guests.

2. Project Introduction

The GAD is seeking proposals from qualified firms to provide emergency medical services and first aid staffing at Bon Secours Wellness Arena. Services include providing first aid or emergency care for all employees, guests, and clients immediately before, during, and after Arena events. GAD will award the contract to the Proposer (Contractor, Bidder, Proposer used interchangeably throughout the RFP) that best demonstrates their ability to perform all areas described in the Service Specification section of the RFP. The GAD will award the contract based on the most advantageous outcomes for the Bon Secours Wellness Arena.

3. Proposal Submission Date

Sealed Proposals will be received until **5:00 p.m. on Friday, July 12, 2024**, at the Bon Secours Wellness Arena, 650 North Academy Street, Greenville, SC 29601. Sealed Proposals can be hand-delivered to the Administrative Offices or can be sent via US Mail. Proposals should be addressed to **Adam Lambright, Director of Finance & Administration**, GAD’s Designated Representative, for this Proposal process.



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4. Pre-Proposal Walkthrough

A mandatory pre-proposal conference will be held at Bon Secours Wellness Arena on Wednesday, July 3, 2024 at 10am. Meeting attendees may park in the “VIP Lot” on Church Street and should plan for 1.5 hour meeting. By submitting a Proposal, Proposer acknowledges that the Proposer is thoroughly familiarized with the site, existing conditions, and Proposal documents under which the work is to be performed.

5. Interpretations or Addenda

Proposers should examine the RFP carefully. Questions, and/or requests to GAD for interpretation or correction of any ambiguity, inconsistency, or error must be submitted, via email, to Adam Lambright at ALambright@BSWArena.com and Bill Buckley at WBuckley@BSWArena.com by 5:00 pm on Monday, July 8, 2024.

Proposer’s inquiries will be answered in the form of an Addendum to this RFP. All Addenda, if any, will be e-mailed to all prospective Proposers and posted on the GAD’s website www.bonsecoursarena.com (GAD Public Notices). All such Addenda shall become part of the Contract Documents and all Proposers shall be bound by such Addenda, whether or not received by them.

6. Acceptance of Proposal (Award)

Proposals will be evaluated by the GAD and its evaluation committee to identify the Proposer or Proposer Team which is the most advantageous to GAD to undertake and successfully complete the project.

Without limiting the GAD’s rights under the RFP, evaluation of each Proposal will be based on information submitted in that Proposal, and any publicly available reports and filings, reference checks as applicable, and company or court records available to GAD.

As part of the evaluation process, GAD may require, but is not obligated to, a Proposer to participate in a presentation and/or interview(s) to present its Proposal and how the



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Proposer will perform the work if selected. Presentations or interviews will be scheduled by the GAD's Procurement Officer.

7. Evaluation Criteria

The GAD will evaluate Proposals based on the following criteria with associated maximum points for each such criteria as set forth below:

<u>Criteria</u>	<u>Maximum Points</u>
The Proposer's exhibited understanding of the scope of the Work and approach to meeting and exceeding the Project goals.	30
Professional qualifications, technical capabilities, specialized knowledge and experience of project team.	25
Experience working on similar projects including public agencies, sports and entertainment venues, and general public.	25
Price Proposal	10
Other factors as determined by the committee, i.e. knowledge of local issues, industry knowledge, organization, and completeness of submission.	10
<u>Maximum Points</u>	100

Unless GAD determines the need for interviews, the Proposer with the highest score shall be deemed to have submitted the most advantageous proposal and will receive notice of an intended award of a contract, and pending successful negotiations of such contract,



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GAD will award a contract to that Proposer. Should contract negotiations fail with the first-ranked Proposer, GAD will enter into negotiations with the second-ranked Proposer, and so on, until a contract is executed, or the RFP cancelled.

8. Proposal Format

Proposals must be submitted in two parts, a Technical Proposal, and a Price Proposal. Three (3) copies of each part shall be submitted marked “Medical Services Contract – Technical Proposal” and “Medical Services Contract – Price Proposal”. Proposals must also include “Other Requirements” as described in Section C.

a. Technical Proposal

- Description of Proposer – provide a brief company overview including history, size, number of employees, affiliated companies, etc.
- Experience of Proposer – List relevant company experience within the past five (5) years, including current contracts and references. In particular, identify any experience on contracts similar in scope and size to the services sought under this RFP.
- Contract Organization – Identify and explain the specific organization of the proposed project team, including key personnel and how this project fits in with other areas of your company’s operation.
- Experience of Key Personnel – Briefly summarize the experience of key personnel and managers who would be working on this contract. Manager/Supervisor must be named in the proposal and the manager must have at least three (3) years of relevant experience. GAD reserves the right to interview and approve the manager.
- Medical Services Work Plan – Present a general plan of approach for meeting the medical services specifications.
 1. Organize tasks and job duties to be performed.
 2. Approximate number of medical staff, supervisors, and event managers assigned to different tasks.
 3. Provide a detailed description of your training program.
 4. Staffing Deployment Sheets.
 5. Staff protocols, procedures and policies, and job descriptions.



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6. Equipment and vehicles to be utilized – provide a detailed list.

b. Price Proposal

Based on the anticipated scope of work and the staffing plan for a sold-out concert, please provide a detailed per-event labor staffing which includes hourly rates outlined and budget. The contractor’s schedule will be based on the Arena’s event calendar and will include nights, weekends, and holidays. The chart below is a guide, however, Proposer may substitute the chart to present the information in a more suitable format.

Classification	Base Hourly Pay Rate	Holiday Hourly Pay Rate (If Applicable)
Emergency Medical Technician – Intermediate (EMT-I)		
Emergency Medical Technician – Paramedic (EMT-P)		
Stand-by Ambulance (minimum of Advanced Life Support Capabilities)		
Any Other Applicable Rates (List)		



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c. Other Requirements

Proposals shall be signed by an authorized representative of the Contractor. All information requested must be submitted to include the following:

- Proposer must provide evidence/documentation at the time of award, that they are licensed in the State of South Carolina to provide Emergency Medical Technicians.
- A Certificate of Insurance entailing all coverage for the Proposer in the State of South Carolina.

9. Selection, Award, and Execution

GAD intends to award the Proposer offering the most advantageous Proposal.

GAD's evaluation committee shall review and evaluate the proposals. The evaluation committee shall complete evaluation forms giving consideration to information provided in the proposals.

The evaluation committee may elect to interview firms short listed, but reserves the right to award the contract based upon the review and ranking of proposals. If the GAD chooses to short-list and interview for this project, 15 additional points per evaluator will be allocated for this phase, and these points will be added to the totals from the initial review phase.

10. Contract Negotiation

Contract negotiations shall be conducted for performance of the contract at terms that are fair and reasonable. Should the evaluation committee be unable to negotiate a contract, negotiations shall be formally terminated with the highest ranked Proposer, and the Selection team shall have the option to commence negotiations.



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PART B: SPECIFICATIONS & GENERAL INFORMATION

1. Personnel and Ambulance Service

- Proposer will provide all personnel, equipment, and supplies to perform medical services and stand-by ambulance service in accordance with the highest industry standards for concerts, family shows, conferences, meetings, sporting events, and other events as solely determined by GAD.
- All employees should be properly trained and certified as Emergency Medical Technicians or greater.
- The Proposer will provide the appropriate number of staff and supervisors for the emergency medical and first services of the building. The staff provided should be the same reoccurring and consistent staff for the building.
- Positions should be staffed by trained, qualified, and competent professional personnel. A position description sheet should be written detailing the requirements associated with each role in the stadium.
- Services included but are not limited to:
 - First Aid
 - Victims of trauma or acute illness
 - Victims of trauma or acute illness before or during transportation of the victims to a health care facility via ambulance or other means.
- Proposer will assign a competent, full-time management employee to be the liaison with GAD's Director of Safety and Security. If at any time GAD determines in its sole discretion that Proposer's management employee is not acceptable for any lawful reason, Proposer will assign a new person within five (5) calendar days.
- Proposer will use its best efforts to recruit and employ employees who will be proficient and productive in their jobs and courteous to patrons, and to others working in the Arena.
- The Proposer and the onsite personnel will report to and take directions from the GAD's Director of Safety & Security, and/or their designee. Staffing requests, event times, pre and post times and duties will be communicated to the Proposer in writing. Such information will be given to the Proposer as soon as possible. GAD retains the right to make adjustments in the number of staff requested, times, locations, and duties five (5) days prior to the actual commencement of coverage.



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2. Status of Proposer Employees

- All persons working at the Bon Secours Wellness Arena under the terms of Contract shall be considered an employee of the Proposer. GAD intends to contract for services as described herein and shall in no way be considered as Employer of those individuals working for the Proposer under the terms of the contract.
- Unless approved by the GAD, the Proposer will not sub-contract.
- Employees of the Proposer shall adhere to all established security procedures at the Arena.
- Each employee must have an independent criminal background check conducted prior to being issued a credential for access to Bon Secours Wellness Arena.

3. Rates

- GAD intends for the Proposer to have flexibility in proposing their structure of rates. GAD and any of the Bon Secours Wellness Arena licenses operating under this Contract shall be expected to pay the Proposer. In addition to the legal requirement to compensate your employees under the terms and conditions of the American Employment Standards Act, you should further detail in your response to this Request for Proposal any premium pay above the standard hourly rate. Because Bon Secours Wellness Arena operates a 365-day a year business, with events potentially occurring on any day of the year, the Proposer should state in the response any additional pay expected for holidays or other days.

4. Other Licensee Service Agreements

- On occasion, the GAD licensees may be contracted with, or permitted to use, another agency service for a particular event. It is anticipated this will occur infrequently.

5. Employee Appearance and Behavior

- GAD reserves the right to designate the proper appearance of Proposer employees. GAD reserves the right to have the Proposer immediately remove or discharge any employee for dishonesty, incompetence, drunkenness, drug use, or violation of any reasonable rule and regulations governing the operation of the Bon Secours Wellness Arena.



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6. Safety and Health Measure

- Proposer and their employees shall at all times comply with the health and safety rules and regulations as required by the laws of OSHA, GAD, and other governing body (where applicable).

7. Parking

- GAD shall make ambulance parking available to the Proposer free of charge. Staff coming in personal vehicles will need to park in the VIP parking lot.

8. Term

- Three (3) year term beginning on July 1, 2024 with an option for GAD to renew the Contract for one (1) year at the end of each term. Either party may terminate the agreement with a 90-day written notice.

9. Indemnification

- Proposer agrees that it shall indemnify and hold harmless GAD, Bon Secours Wellness Arena and all of their officers, employees, clients, and agents from and against all liabilities, damages, claims, demands, and legal fees (whether incurred in third party actions or actions between the parties) arising out of or in connections with Proposer's obligations under the agreement or acts of omissions of Proposer of any of its officers, directors, or employees, and shall defend GAD and Bon Secours Wellness Arena in any suite, action proceeding, including appeals, for personal injury to or death of any person or persons, any loss of, or damage to property or other claims arising there from, provided, however, that Proposer shall have no obligation to indemnify, defend and hold harmless GAD or Bon Secours Wellness Arena to the extent that liabilities are incurred or arise solely of the acts or omission of GAD and the Bon Secours Wellness Arena.

10. Insurance

- Proposer shall not commence any work until all of the prescribed insurance has been obtained. Such insurance and format must be approved by GAD.
 - Workers Compensation: Provide all necessary certificates indicating registration and approval under the Worker's Compensation Act and comply with all State and Federal requirements.
 - Comprehensive General Liability: Should include Comprehensive Automobile Liability, including owned, hired and non-owned coverage and coverage for premises and operations while Proposer is on-site in the sum



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of \$1,000,000 (one million dollars) Combined Single limit of Liability for each occurrence.

- Personal Property Insurance: Include coverage on Proposer's equipment and GAD equipment in the care, custody and control of the Proposer in the amount of \$1,000,000 (one million dollars).
- The insurance must be written by an insurance company licensed to do business in the USA and South Carolina.
- GAD shall be named as Additional Insured under all coverage.

11. Rights Reserved by GAD

- GAD reserves the discretionary right:
 - To reject Proposals containing omissions or otherwise failing to comply with specifications of Request for Proposal.
 - To reject all proposals when GAD determines that such a procedure would be in the best interest of GAD.
 - To waive technical or insubstantial irregularities in the proposal of any Proposer when not shown to have resulted in any unfair advantage to any Proposer.
 - To reject proposals containing conditions and/or contingencies, which, in GAD's judgement, make the proposal indefinite or incomplete.
 - To reject all proposals and re-issue a Request for Proposal.
 - To select a proposal other than the lowest price if GAD deems such a decision to be in the best interest of the Bon Secours Wellness Arena.
 - To negotiate a Proposal price with a Proposer when such a process is deemed to be in the best interest of GAD.
 - To disqualify any proposal upon evidence of collusion or other unlawful practices the Proposer.
 - To negotiate minor changes in the proposal with the Proposer.
 - To request an on-site interview with all, some, or none of the Proposer after the proposals are received.