

TO: Proposal Responders

FROM: Jason Resetar

DATE: August 14, 2026

SUBJECT: Event Security – Crowd Management Q&A Responses – Addendum #1

1. May you please confirm whether you are seeking Armed or Unarmed guard services for this bid?

Unarmed.

2. Can you confirm who the current provider is for these services?

CSC

3. What was your total spend for these services for your last financial year?

As event activity and types of events vary from year to year, historical information of total hours billed, and total dollars billed is not relevant to the response to this RFP. Proposers are expected to demonstrate their expertise by providing a complete and complete bid based on their industry knowledge, and local labor experience.

4. Do you have office space available on-site for our account management team?

Yes, space is available for on-site management team.

5. Can you confirm parking options for staff members working at both venues?

Parking is available for managers and supervisors for most events. Due to limited parking availability, there are events where parking is not available.

6. Can you confirm the typical shift hours for the positions described in this RFB for both venues?

Typical shifts range from 4 to 8 hours depending on needs of events.

7. Current “Quotation Sheet” lists three roles (Event Guard, Event Security Supervisor, Event Manager). Does a non-security (non-SORA licensed) Event Staff role exist?

Yes, it does

8. What areas of the scope of service fall under this Event Staff role if it does exist, including but not limited to ticket taking, coat check, greeter, admissions/guest services ect.

Ticket Takers and Ushers.

9. What is the average staffing level by role for Atlantic City Convention Center show days?

Staffing calls range from 8 people to 100 people depending on the event.

10. What is the average staffing level by role for Boardwalk Hall show days?

Staffing calls range from 10 people to as many as 250 people depending on the event.

11. What is the duration of the annual required OVG provided customer service training?

Customer Service Training will be conducted annually in coordination with Security Vendor and will be 4 hours at minimum.

12. Can annual required OVG provided customer service training be delivered remotely (zoom, teams, skype, pre-recorded video) or must all staff attend in person annually?

No, must be in person.

13. Would Contractor be permitted to use Jim Whelan Boardwalk Hall and Atlantic City Convention Center name (while maintaining a clear legal independent contractor identity/3rd party status) in recruiting material when hiring dedicated staff for venue?

Yes, Security vendor will be able to use names of venue to recruit staff.

14. What are the average annual total billable labor hours by role (Event Guard, Event Security Supervisor, Event Manager) for the last three years?

As event activity and types of events vary from year to year, historical information of total hours billed, and total dollars billed is not relevant to the response to this RFP. Proposers are expected to demonstrate their expertise by providing a complete and complete bid based on their industry knowledge, and local labor experience.

END OF ADDENDUM #1