



Jacksonville Stadium of the Future Request for Proposal: Security and Event Staffing Services

Issue Date: September 10, 2026
Response Due Date: October 12, 2026, by 5 pm eastern
Project Manager: Bobby Lyle
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INTRODUCTION

Jax Stadium, LLC ("StadCo"), an affiliate of Jacksonville Jaguars, LLC, is seeking Proposals from entities providing security and event staffing services. Planning for 2028 will commence no later than Q2 of 2027, and events for which services will be required will commence in August 2028.

The Jacksonville Stadium of the Future project is a major transformation and renovation of the football-based stadium in downtown Jacksonville currently known as EverBank Stadium (as improved, the "Stadium"), the home of the National Football League's (NFL) Jacksonville Jaguars and other major events, such as the annual Florida-Georgia college football game, the Gator Bowl, Monster Jam, major sporting competitions (including soccer), massive music concerts and festivals, and private events, such as luncheons, conferences, proms and holiday parties, in a wide-array of premium spaces. These events enhance the quality of life in, and attract visitors to, Jacksonville and northeast Florida. The Stadium is the anchor of a surrounding dynamic and evolving sports and entertainment district.

The newly reimagined Stadium, which is slated to open in August 2028, will be a state-of-the-art stadium with the capacity and requisite modern amenities and features necessary to host a myriad of events. The Stadium will consist of approximately 1.88 million square feet of overall renovated and expanded space, incorporating wider 360-degree concourses with views of the St. John's River and downtown, upgraded technology, new premium concessions (including field seats and suites), amenities, and increased vertical transportation capacity. A new heat-reducing shade canopy will be erected over the Stadium, along with new plaza areas, revolutionizing the Stadium experience while highlighting all that is unique about Jacksonville.

StadCo is issuing this Request for Proposals ("RFP") to entities providing security and event staffing services (each, a "Responding Firm") via the Jacksonville Jaguars website and an advertisement in the Jacksonville Daily Record for the purpose of soliciting Proposals to provide security and event staffing services for the Stadium. StadCo is managing the RFP process for this scope.



During the solicitation, evaluation, and selection process related to this RFP, any oral or written communication regarding the procurement of the security and event staffing services contemplated by this RFP between a Responding Firm, its employees, agents, or representatives, and StadCo, the City, its members, employees, agents, legal counsel, or representatives, is strictly prohibited, except for communications with the persons named herein. Nothing in the foregoing shall be deemed to prohibit communications required by law or communications made at meetings called or requested by StadCo for the purpose of discussing any aspect of this RFP or a Responding Firm's Proposal.

The selected Responding Firm will serve as a strategic partner and work collaboratively with StadCo and the Stadium's stakeholders (including any facility manager, public safety representatives, housekeeping vendor, concessionaire and others) to ensure a safe, secure, and welcoming environment for guests, employees, players, coaches, officials, vendors, and other stakeholders, consistent with the coordination requirements in Exhibit A.

I. SCOPE OF SECURITY AND EVENT STAFFING SERVICES

The selected Responding Firm will deliver first-class, top-of-market security and event staffing services through trained staff to support the Stadium's event security and guest-service operations, including 100-foot perimeter enforcement; security screening and bag checks; access control and credential validation; field, interior, and restricted-area security; special response, escort, parking, and mobile bicycle teams; guest services, including ticket scanning, wayfinding, guest assistance, and ADA support; premium-area services, including suite attendants, club lounge hosts, and VIP check-in; and specialty roles, including secondary inspection, field intrusion, access control, and crowd management. Detailed requirements are set out in [Exhibit A](#).

Responding Firms must demonstrate the ability to supply quality, reliable staff at scale, including non-armed, licensed security personnel, with flexibility to adjust staffing levels based on event type and attendance. Responding Firms must include detailed resource-sharing plans describing how any workers providing shared services across multiple clients will be compensated, managed, insured, and transported, and from where workers will be sourced.

Add Alternate

Responding Firms may also separately bid, in addition to event-based staffing, on the following Add Alternates: (i) 24/7 Stadium and amphitheater security coverage (i.e., management of visitors and the fire panel at each building and the surrounding plazas); and (ii) daily post/standing-guard security at the Miller Electric Center and/or One Tower Court. Provide separate pricing, staffing assumptions, and coverage hours for each Add Alternate.



II. RESPONDING FIRM REQUIREMENTS

- Demonstrated success and vision for creating and providing a best-in-class fan experience while also creating a safe and secure environment.
- Proven experience in staffing for large-scale or mega sporting or entertainment events.
- Proven experience operating at a high level at an NFL Stadium.
- Must have performance history, at a large venue or stadium, where security performance was ranked in top 10 consistently among other NFL stadiums and at a 7 or above on the Voice of the Fan.
- Proven experience operating security procedures in accordance with the NFL Best Practices for stadium security.
- Proven experience operating guest experience procedures in accordance with the NFL Best Practices for Fan Code of Conduct.
- Ability to recruit, retain, train, and manage a diverse pool of event staff.
- A desire to embrace Stadium service standards.
- Demonstrated ability to comply with all federal, state, and local employment laws.
- The Responding Firm must register with and use the E-Verify system to verify the work authorization of all employees performing work under the contract and must require each subcontractor to do the same for its employees, in accordance with s. 448.095, Florida Statutes.
- The Responding Firm must certify that it is not listed on the Scrutinized Companies with Activities in Sudan List, the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, or the Scrutinized Companies that Boycott Israel List, and that it is not engaged in a boycott of Israel, to the extent applicable under ss. 287.135 and 215.473, Florida Statutes. [Drafting note: Confirm applicability for contracts meeting the statutory dollar thresholds.]
- Commitment to safety, ADA compliance, and exceptional guest service.
- Capacity to provide an experienced, high-functioning account management team that coordinates directly and works cohesively with Stadium operators.
- Experience operating within the requirements of working within a Safety Act designated building as to relates to document submission and best practices.



III. TRAINING AND STANDARDS

Each Responding Firm must commit to aligning its training program with the Stadium's security and guest-service standards, including onboarding and new-hire and returning team member training, pre-event and position-specific training, service-oriented coaching, uniform compliance, and documentation of training decks and rosters in accordance with NFL Best Practices for Stadium Security and SAFETY Act Resiliency. The selected Responding Firm must provide all NFL- and StadCo-required training to its staff before and during each event. Detailed training requirements are set out in [Exhibit A](#).

IV. STAFFING EXPECTATIONS

- Ability to staff events with up to 70,000 guests. Typical Stadium events have 50% security and 50% guest services staff members.
- Ability to provide flexible staffing numbers ranging from 1 to 900 staff members, including for events on consecutive days or multiple events on the same day. Staff members must have appropriate background checks.
- Ability to provide Florida state licensed security staff for all security positions.
- Provide dedicated, trained resources for specialty roles, e.g., elevator and escalator operators, secondary screening specialists, for the Stadium as part of the staffing plan.
- Minimum staffing guarantees for NFL games, concerts and other major Stadium events.
- Contingency plans for no-shows or last-minute changes and for drawing staff from the region as needed
- Adoptive innovative technology, including to process for timekeeping, scheduling, and check-in and to incident management and reporting.
- Multilingual staff availability.



V. PROPOSAL CONTENTS/REQUIREMENTS

This RFP is open to Responding Firms that can deliver the security and event staffing services described above. Notice of the RFP will be included in the Jacksonville Daily Record and on the Jaguars Stadium of the Future website.

Proposals should be organized to provide the following information:

A. Responding Firm Information

Provide basic information about the Responding Firm, including its name (including any previous company names), headquarters and local addresses (if applicable), website, and primary contact's name and contact information. Also provide the Responding Firm's background, size, years in business, and information for the key personnel who would be directly responsible for this project, including their names and contact information. Explain how the Responding Firm meets each of the requirements in Section II above. If the Responding Firm has a SAFETY Act designation or certification, please indicate which one.

In addition, provide a summary, in three pages or less, describing why the Responding Firm is the most qualified to provide the Services. Discuss the Responding Firm's approach to staffing and managing overall security and to providing regular updates to StadCo, including updates in the event of an emergency. List and describe any special software, equipment, or other tools that the Responding Firm uses.

Describe the communications tools and reporting forms the Responding Firm will use for post-event debriefings, including how debrief materials will be shared with StadCo.

B. Experience and References

Provide the Responding Firm's experience during the last five years and the proposed staff's experience on similar projects, including the items below. Provide no more than five relevant projects or case studies, with up to one page for each project (five pages total).

- Venue name and location
- Venue owner or owner representative's name, title, address, and phone number
- Venue description (number of events, size)
- Name of the Responding Firm's project manager and members of the project team
- Scope of services provided

C. Personnel and Training

Identify the individuals who will be part of the project team (including management staff) and their proposed allocation as a percentage of their overall capacity. Provide an organizational chart with



the names and titles of proposed staff who will provide daily services. Include a biography or resume highlighting relevant experience for every person identified on the chart, as well as the position with the Responding Firm that each individual currently holds.

Provide an overview of initial onboarding and continuing training programs for staff. Include how staff are sourced and trained, and provide a comprehensive retention plan. Provide any data on how much turnover the Responding Firm typically experiences in similarly sized venues and marketplaces.

D. Pricing Structure

Provide a full breakdown of proposed fees, hourly rates, overtime, premium-event surcharges, supervisor rates, holiday rates, and any additional fees, including separate pricing for each Add Alternate described in Section I. Please include any annual or other price increases or adjustments. Provide pricing assuming a five year and ten year term.

E. Project Schedule and Work Plan

Prepare a work plan, starting no later than Q2 of 2027 and working backward from August 1, 2028, describing how the Responding Firm would approach assessment and planning for the opening of the Stadium.

F. Local Business Participation

Describe your presence in the local marketplace.

Describe your approach to maximizing local community (local trade contractors, suppliers, vendors, and labor) participation, including Jacksonville Small and Emerging Businesses (JSEBs).

Please see the following additional information regarding the JSEB program:

- Information on the JSEB program which includes a JSEB eligible supplier portal:
www.coj.net/departments/jacksonville-small-emerging-business.aspx
- Further information on workshops for JSEBs below:
www.jea.com/about/procurement/jacksonville_small_emerging_business_program

G. Equal Opportunity Employer

StadCo is an equal opportunity employer. The Responding Firm must adhere to a policy of equal employment opportunity. Provide information regarding the Responding Firm's efforts to recruit, hire, promote, and provide advancement opportunities to employees. These efforts must be undertaken regardless of race, color, religion, ancestry, sex, age, disability, national origin, sexual orientation, gender identity, familial status, marital status, or any other protected class.



H. Insurance

Provide information on the Responding Firm's proposed insurance coverage for the security and event staffing services, including professional liability, employers' liability, general liability, cyber liability, workers' compensation and crime. Provide information on the Responding Firm's ability to provide a performance bond, in a form acceptable to StadCo, to protect against loss due to the inability or refusal of the Responding Firm to perform its obligations.

I. Claims

List any active or pending litigation and any claims against the Responding Firm or its owners in which the Responding Firm is named. Provide an explanation as necessary.

VI. PRE-PROPOSAL MEETING AND SITE VISIT (OPTIONAL)

An optional preproposal meeting and site visit will be available on September 11, 2026 at [1 pm] eastern at the Stadium. If you are interested in attending, please contact Bobby Lyle at lyleb@nfl.jaguars.com, and he will provide information regarding logistics to attend.

VII. SELECTION

StadCo will establish a selection committee that will review the Proposals and rank at least the top three Proposals submitted by Responding Firms that the committee deems most highly qualified to perform the required security and event staffing services. In determining whether a Responding Firm is qualified, the selection committee shall consider factors including, but not limited to:

- The Responding Firm's information, relevant experience and references (up to 20 points);
- The Responding Firm's proposed work plan, staffing proposal and training plan (up to 30 points);
- Whether the Responding Firm has experience engaging small or minority businesses in this type of project (up to 5 points);
- Location and ability to provide support personnel in the event of an emergency (up to 10 points);
- Recent, current, and projected workloads of the Responding Firm (up to 10 points);
- The volume of work previously awarded to the Responding Firm by StadCo and the Responding Firm's familiarity with the Jacksonville sports and entertainment district (up to 5 points); and
- Pricing (up to 10 points).

StadCo will negotiate a contract with the most qualified Responding Firm at compensation that StadCo determines is fair, competitive, and reasonable. Selection will not be based solely on price,



but on the selection committee's determination of which Proposal represents the best value. StadCo shall commence negotiations with the top-ranked Responding Firm. The top-ranked Responding Firm will be expected to enter into a contract expeditiously. If a contract cannot be successfully negotiated within a reasonable time, StadCo may terminate those negotiations and may undertake negotiations with the next-ranked Responding Firm, and so forth, until a successful contract is negotiated. StadCo reserves the right to waive any minor irregularity if it is in its best interests.

VIII. SUBMISSION OF PROPOSALS

All Proposals shall be received until the time noted in Section IX below. Proposals shall be submitted electronically via email to Bobby Lyle at lyleb@nfl.jaguars.com and Megha Parekh at parekhm@nfl.jaguars.com.

All Responding Firms shall comply with all federal, state, and local laws and codes. All Proposals shall be valid for acceptance for a period of at least sixty (60) days from the date of Proposal opening in strict accordance with this RFP.

IX. REQUEST FOR CLARIFICATIONS

Responding Firms shall promptly notify StadCo in writing of any ambiguity, discrepancy, or omission discovered in the RFP, or if there is any doubt as to its meaning. All inquiries shall be submitted in writing to Bobby Lyle. Failure to provide timely notice of any ambiguity, discrepancy, or omission and to seek clarification regarding it shall result in the Responding Firm's waiver of any claim that may result therefrom.

Oral explanations or answers shall not be valid, and any communication or explanation that is not in writing shall not be binding on StadCo. Revisions, clarifications, and additional information will be issued to all Responding Firms by an addendum to this RFP. No questions will be accepted after the date noted below. Responding Firms with questions after the date noted above should provide clarifications in an attachment to the Proposal Form, with the cost of such work included in the Proposal.

Qualifications and clarifications to the RFP Documents may be allowed as an attachment to the Proposal Form, but in no event shall Responding Firms provide qualifications or clarifications that reduce or leave out any scope of work identified in the RFP Documents. Such qualifications or clarifications could cause StadCo to reject such Proposal at its sole discretion.

X. SELECTION PROCESS

By submitting a response to this RFP, each Responding Firm acknowledges and agrees that all materials prepared for submittal to StadCo, any presentation, and all related costs and travel



expenses are the Responding Firm's sole responsibility, and that StadCo shall not, under any circumstances, be responsible for any cost or expense incurred by the Responding Firm. StadCo shall be allowed to keep any and all materials supplied by Responding Firms in response to this RFP.

StadCo reserves the right to accept or reject any or all responses, to amend or alter the selection process in any way, to postpone the solicitation and selection process for its own convenience at any time, to assign any work or security and event staffing services subject to this RFP, to delegate or assign its performance, and to waive any defects in any responses submitted.

StadCo reserves the right to cancel this RFP at any time and for any reason and to reject all Proposals. StadCo shall have no liability to any Responding Firm arising out of such cancellation or rejection.

Addenda may be issued in response to changes in the RFP. It is the responsibility of the Responding Firm to ensure awareness of all addenda issued for this solicitation.

XI. SELECTION SCHEDULE

The RFP issuance, review of Proposals, and award schedule are anticipated as follows. All times are project time (US Eastern).

Estimated Schedule of Events	Date
a. RFP Issue Date	September 10, 2026
b. Pre-proposal conference and site visit (optional)	September 25, 2026
c. Deadline for written questions	September 22, 2026
d. Issue responses to questions	September 25, 2026
e. Proposals due	October 12, 2026
f. Interviews (if any)	October 2026
g. Select Top-Ranked Responding Firm (tentative)	October 31, 2026



XII. PROTEST PROCEDURES

StadCo has adopted procurement protest procedures that will govern any protests relating to the selection of a Responding Firm for the Project. A copy of the protest procedures is attached as Exhibit B.

XIII. CONVICTED VENDOR

A person or affiliate who has been placed on the State of Florida convicted vendor list following a conviction for a public entity crime may not submit a proposal on a contract to provide any goods or services to a public entity; may not submit a proposal on a contract with a public entity for the construction or repair of a public building or public work; may not submit proposals on leases of real property to a public entity; may not be awarded or perform work as a contractor, supplier, subcontractor, or consultant under a contract with any public entity; and may not transact business with any public entity in excess of the threshold amount provided in s. 287.017 for CATEGORY TWO for a period of 36 months from the date of being placed on the convicted vendor list.

An entity placed on the State of Florida discriminatory vendor list may not submit a Proposal or transact business with a public entity, as provided in s. 287.134, Florida Statutes.



XIV. ATTACHMENTS

EXHIBIT A – Scope of Security and Event Staffing Services

EXHIBIT B – Procurement Protest Procedures



Exhibit A

Scope of Security and Event Staffing Services

Provide security and event staffing services for events at the Stadium, including:

- NFL preseason, regular season, and postseason games
- College football games
- Concerts and entertainment events
- Sporting events
- Corporate events and private functions
- Community and civic events
- Other activities relating to the Stadium, as requested.

Responsibilities include:

1. Access Control Management
 - Staff all designated ingress and egress points.
 - Verify credentials and access permissions.
 - Operate magnetometers and security screening equipment.
 - Conduct bag inspections and prohibited item screening in accordance with NFL and Stadium requirements.
 - Manage employee, vendor, media, and contractor entry points.
 - Assist with credential enforcement and restricted-area access controls.
2. Perimeter Security
 - Monitor the exterior and secondary perimeters of the Stadium.
 - Support vehicle screening plans and vehicular access points, including parking lots and screening plans.
 - Identify and report suspicious activity.
 - Maintain secure boundaries around restricted zones.
3. Interior Security
 - Patrol concourses, seating areas, clubs, suites, and premium spaces.
 - Monitor crowd behavior and enforce Stadium policies.



- Respond to guest disturbances and policy violations.
- Assist with guest safety concerns and lost persons.

4. Field and Restricted Area Security

- Secure field-level and player-access areas.
- Monitor locker room corridors and operational zones.
- Enforce credential requirements.
- Support team, league, and event-specific security protocols.

5. Crowd Management

- Crowd monitoring and behavioral observation.
- De-escalation and conflict resolution.
- Queue management.
- Entry and exit flow management.
- Emergency evacuation and shelter-in-place assistance.
- Patron assistance and wayfinding.

Personnel must maintain a customer-service-oriented approach while ensuring compliance with Stadium rules and safety requirements.

6. Emergency Response Support

- Medical emergencies.
- Fire and life safety incidents.
- Severe weather events.
- Active threat situations.
- Suspicious packages.
- Missing children and vulnerable persons.
- Emergency evacuations and shelter-in-place events.
- Incident reporting.
- Immediate notification protocols.
- Participation in creation and implementation of emergency response plans.
- Coordination with first responders and emergency management personnel.

7. Security Command Center Support. Provide staffing support for the Stadium Security Operations Center as requested. Functions may include:



- Monitoring CCTV systems.
- Incident intake and dispatch coordination.
- Radio communications support.
- Access control system monitoring.
- Documentation and reporting.

Personnel assigned to command center functions must possess appropriate technical skills and training and the ability to work cohesively with all Stadium partners.

Staffing Requirements

- Provide sufficient staffing levels to support all scheduled events.
- Maintain a qualified reserve staffing pool.
- Provide supervisors for each operational area at an acceptable ratio.
- Designate an on-site manager for every major event.
- Designate a dedicated account manager.
- Provide dedicated, trained personnel for specialty roles, including elevator and escalator operators and secondary screening specialists, for the Stadium as part of the staffing plan.

All security personnel must:

- Meet all applicable state licensing requirements.
- Pass criminal background screenings as frequently as required.
- Pass drug screening requirements as frequently as required.
- Be legally authorized to work in the United States.
- Demonstrate strong communication and customer service skills.
- Successfully complete all required Stadium, NFL, and team security training.

Preferred qualifications include:

- Event security experience.
- Sports and entertainment venue experience.



- Military, law enforcement, or security experience.
- FEMA/NIMS training certifications.

Training Requirements

The Responding Firm shall develop and administer training programs covering:

- Stadium security procedures.
- Customer service standards.
- Crowd management.
- Conflict resolution and de-escalation.
- Emergency response procedures.
- Active threat response.
- Incident reporting.
- Workplace harassment and discrimination awareness.
- NFL security policies and protocols.
- Provide all NFL- and StadCo-required training to its staff before and during each event.
- Human trafficking awareness.
- Alcohol management and guest conduct policies.

The Responding Firm must maintain training records and make them available upon request.

Technology and Reporting

The Responding Firm shall:

- Utilize electronic scheduling and attendance tracking systems.
- Provide incident reporting capabilities.
- Maintain documentation of staffing and deployment.
- Track training compliance.
- Produce post-event reports.
- Use communications tools and reporting forms for post-event debriefings and provide completed debrief materials to StadCo.
 - Staffing summaries.

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- Incident logs.
- Significant event summaries.
- Operational recommendations.
- Trends and risk assessments.

Coordination Requirements

The selected Responding Firm must work in coordination with:

- Team and Stadium Security Department
- NFL Security
- Local law enforcement agencies
- Fire and EMS agencies
- Emergency management organizations
- Stadium Operations
- Guest Experience teams
- Risk Management personnel
- Facility manager, concessionaire, housekeeping vendor, and any other service providers supporting the Stadium.
- Promoters and venue hirers.

The Responding Firm must participate in:

- Pre-event planning meetings
- Post-event debriefings
- Emergency exercises and drills
- NFL security assessments and reviews

Performance Standards

The Responding Firm shall establish measurable performance standards including:

- Staffing fulfillment rates



- On-time attendance
- Incident response times
- Training completion rates
- Employee retention rates
- Guest service metrics
- Safety performance indicators

StadCo reserves the right to conduct audits and performance reviews.

Deliverables

The selected Responding Firm shall provide:

- Event staffing plans
- Annual staffing projections
- Training curriculum and records
- Incident reports
- After-action reports
- Security deployment plans
- Emergency staffing plans
- Monthly performance reports
- Annual operational review

In addition, if applicable, provide staffing information relating to the add alternates described above.



Exhibit B

Bid Protest Procedures

I. Purpose; Background

- A. These procurement protest procedures ("Procedures") shall govern bid protests for the procurement of goods and/or services pursuant to this RFP.
- B. In accordance with these Procedures, a Protestant may timely file a written Notice of Protest seeking to challenge StadCo decisions of the types set forth in Sections III.A and B (below).

II. Definitions. For the purpose of these Procedures, the following definitions are provided:

- A. "Hearing Officer" means the person chosen by StadCo to serve as the hearing officer for any and all protests brought pursuant to these Procedures.
- B. "Notice of Protest" means the notice sent by a Protestant to the person set forth in Section IV.A, which notice shall clearly identify and explain the factual and legal basis for any relief sought by the Protestant in accordance with these Procedures.
- C. "Solicitation" means an invitation to bid or a request for proposals or qualifications.
- D. "Posting" means the notification of a Solicitation, decision or other matters relating to procurement on a centralized Internet website or as may be consistent with § 126.102(m) of the Jacksonville Ordinance Code.
- E. "Proposal" means a competitive bid, a multi-step competitive bid, or a competitive proposal.
- F. "Protestant" means any person or entity that is adversely affected by a StadCo decision concerning a Solicitation, Solicitation documents, award, or any other process or procedure prescribed herein.

III. Timely Notice Of Protest

- A. **Proposal Specifications and Requirements.** A Protestant shall have 10 business days after the Posting of a Solicitation, or 48 hours after the posted date and time of a pre-bid or pre-proposal conference, or 48 hours after the Posting of an addendum, in which to file a Notice of Protest to challenge the requirements, terms or conditions contained in a Solicitation or addendum, including any provisions establishing: (i) the basis for making the award in question; (ii) evaluation criteria; (iii) equipment, product, or material specifications; (iv) proposed project schedule; (v) statements regarding participation goals or other equal opportunity measures; or (vi) other general Proposal or project requirements.



- B. Recommendations of Award or Rejection. A Protester shall have 48 hours after the earlier of the Posting or written notification of a decision by StadCo to (i) reject a Proposal; (ii) award a contract; or (iii) short-list bidders or proposers in which to file a written Notice of Protest.
- C. Computation of Time. The computation of the time limitations or periods contained herein shall be governed by and shall be pursuant to Florida Rule of Civil Procedure 1.090(a). Failure to file a written Notice of Protest within the applicable time limitation or period shall constitute a waiver of any right, remedy, or relief available hereunder.

IV. Form and Content of Notices of Protest. A Notice of Protest shall: (A) identify the Solicitation, decision, award or rejection in question by number and title or any other language sufficient to enable the Hearing Officer to identify the same; (B) state the timeliness of the Notice of Protest; (C) state Protester's standing to protest; and (D) state with particularity the issues, all material facts and authority upon which the protest is based. The issues raised and the information contained in the Notice of Protest, and any supplemental documentation permitted by Section V, shall be the only issues and information the Protester may present for consideration before the Hearing Officer.

V. Request For Extension To File Supplemental Protest Documentation. A Protester may, in its Notice of Protest, request an extension of three (3) business days after the date its Notice of Protest is timely received, in which to provide supplemental protest documentation. In any such request, Protester shall specify the reason for such request. The decision to grant an extension shall be in the sole discretion of the Hearing Officer and will only be valid if granted in writing. Failure to request an extension or to timely submit supplemental protest documentation shall constitute a waiver of any right to the same.

VI. Delivery of Notices of Protest

- A. Notices of Protest shall be sent to: Jax Stadium, LLC, 1 Tower Court, Jacksonville, FL 32202, Attention: Legal. The timely filing of a Notice of Protest shall be accomplished when actually received by StadCo within the applicable time limitation or period set forth in Section III.
- B. The responsibility and burden of proof that a Notice of Protest has been timely and properly received shall rest with the Protester, regardless as to the method of delivery employed. StadCo shall not be responsible for lost or improperly delivered notices, and the Protester shall exercise the highest standard of diligence to insure that StadCo receives any Notice of Protest.

VII. Protest Process



- A. Upon receipt of a timely filed Notice of Protest, the Hearing Officer shall schedule and provide notice of the time, date and place that the protest hearing will occur. The Protester, StadCo, and those persons or entities that may be directly affected by the resolution of the protest shall be given notice of the protest hearing. The Notice of Protest and any supplemental protest documentation shall be made available to them upon a written request for the same.
- B. The protest hearing will be heard before the Hearing Officer, and may be attended by representatives of StadCo, the Protester, and other persons or entities that will be directly affected by the resolution of the protest.
- C. If applicable, when a Notice of Protest is filed, the Hearing Officer shall have the discretion to direct that the Proposals in question not be opened pending the resolution of the protest.
- D. StadCo shall have the discretion to proceed with the Solicitation or contract award process in question, or to suspend the same, pending the resolution of the protest. To the extent StadCo decides to exercise not to suspend the Solicitation or contract award process, StadCo shall set forth in writing [to the Protester] the particular facts and circumstances upon which such decision is based.

VIII. Protest Hearing Rules And Procedures

- A. Protest hearings shall occur before the Hearing Officer, and shall begin with a general statement by the Hearing Officer of the rules and procedures prescribed herein, followed by a general statement of the facts by a representative of StadCo. The Protester, limited solely to its owners, officers, employees and legal counsel, will then be offered the opportunity to present its case based solely upon the issues and information contained in the Notice of Protest and any timely submitted supplemental protest documentation. Those persons or entities that may be directly affected by the resolution of the protest will be permitted to present information before the Hearing Officer, which will be followed by a statement and the presentation of additional information from StadCo (if any).
- B. The Protester must establish by the preponderance of the evidence that the protest should be granted based upon the law, facts and information presented. The Hearing Officer may ask questions of any party at any time during the hearing.
- C. The burden of proof shall rest with the Protester. The standard of proof for protest hearings shall be whether a StadCo recommendation or decision was clearly erroneous, arbitrary or capricious, fraudulent, or otherwise without any basis in fact or law. In any protest hearing challenging a decision to reject all Proposals, the standard of review shall be whether the decision is illegal, arbitrary, dishonest, or fraudulent.



- D. The formal rules of evidence pursuant to the Florida Evidence Code may be relaxed at the sole discretion of the Hearing Officer. Hearsay evidence may be admissible and used to supplement or explain other evidence.
- E. The written decision of the Hearing Officer shall be Posted and shall represent final administrative action.
- F. If a court of competent jurisdiction declares any provision of these Procedures to be unconstitutional, invalid, or otherwise unenforceable, then all remaining provisions shall be severable, valid and enforceable regardless of the invalidity of any other provision.