

DSFP Overnight Security RFP –

Questions & Answers

1. Who is the current incumbent?
 - a. None, this is a new service for the district. The existing daytime safety program runs from 5am-10pm.

2. Exhibit B (District Boundaries) and Exhibit E (Administration Agreement with the City and County of San Francisco) state that they will be included in the final RFP, but they are not attached to the October 5 document. Will DSFP issue a final or revised RFP with these exhibits? If so, when? If not, please provide the boundary map and the Administration Agreement (or a link to it).
 - a. Reissued, posted on DSFP website
 - b. <https://ctycms.com/ca-downtown-sf/docs/dsfp-overnight-private-security-rfp-v2.pdf>

3. Will DSFP's responses to proposer questions be shared with all proposers? If so, by what date and by what method?
 - a. Yes, on our website on October 19th, 2026. Answers to all submitted questions will be viewable by every proposer, only on our website downtownsf.org.

4. The Proposal Components section asks proposers to respond to Category 1 (Overnight Private Security and Patrol Services) only. However, Section V (Budget Proposal) states that the "Required Overnight Scope and Optional Daytime Scope must be priced separately," and the Response Evaluation Criteria include the "quality of optional daytime safety/security approach." Are proposers expected to submit an Optional Daytime Scope? If so, please describe its anticipated hours, staffing levels, and the duties of the existing Ambassador role that should be preserved.
 - a. No Optional Daytime proposal needed, RFP has been finalized and re-posted. This RFP will be strictly for overnight security from 1600 hrs to 0600 hrs, 7 days a week.

5. To allow a like-for-like comparison of proposals, should the base budget be priced exactly at the stated baseline (approximately 4:00 PM to 6:00 AM, seven days per week, with a minimum of two officers per shift), with any recommended adjustments to hours or deployment priced separately as alternatives?
 - a. Yes, budget should be priced as stated.
6. Must the dispatch/communications function described in Exhibit A, Section B be staffed locally in San Francisco, or is a remote dispatch center acceptable?
 - a. Remote dispatch is acceptable.
7. Will bicycle or vehicle patrols be required at the start of service, or only where later approved by DSFP? Under Section VII (Facility), does DSFP have a facility or space available for officer check-in, storage, or briefings?
 - a. Vehicle patrols will be required at start of service. Vehicle storage will not be provided by DSFP. DSFP will provide space for officer check-in, storage, and briefings.
8. Exhibit C states that the insurance requirements are based on DSFP's 2024 Operational Services RFP and are subject to review. Please confirm the final requirements, specifically: the \$10,000,000 umbrella/excess limit; the \$5,000,000 professional liability/errors and omissions limit; and whether assault and battery coverage will be required. At the proposal stage, will a letter from our insurance broker confirming the ability to obtain the required coverage satisfy the evaluation criterion for meeting DSFP's insurance requirements?
 - a. **Commercial General Liability:** Contractor shall maintain a commercial general liability insurance policy in the amount of \$5,000,000. The DCBD and the City & County of San Francisco shall be named as an additional insured on the commercial general liability policy.
 - i. **Umbrella Policy** of \$6,000,000 minimum coverage.
 - ii. **Commercial General Liability Policy Requirements** – To the extent permitted by law, the Commercial General Liability (including excess coverage) policy shall be endorsed to provide for a waiver of subrogation.
 - iii. **Crime Coverage:** Contractor shall maintain a \$250,000 crime coverage bond during the term of this Agreement. Fidelity Bond or other form of Commercial Crime Coverage is acceptable to the DCBD.

- b. **Commercial Automobile Liability:** Where the services to be provided under this Agreement involve or require the use of any type of vehicle by Contractor, they shall provide comprehensive business or commercial automobile liability coverage, including non-owned and hired automobile liability, in the amount of \$1,000,000.
 - i. **Commercial Automobile Liability Policy Requirements.** To the extent permitted by law, the Commercial Automobile Liability (including excess coverage) policy shall be endorsed to provide for a waiver of subrogation.
- c. **Workers' Compensation:** Contractor acknowledges the State of California requires every employer to be insured against liability for workers' compensation or to undertake self-insurance in accordance with the provisions of the Labor Code. If Contractor has employees, a copy of the certificate evidencing such insurance, a letter of self-insurance, or a copy of the Certificate of Consent to Self-Insure shall be provide to DCBD prior to commencement of work.
 - i. **Workers' Compensation Policy Requirements.** To the extent permitted by law, Contractor's Workers' Compensation (including excess coverage) and Employer Liability

d. A letter from your insurance broker will suffice for the proposal.

- 9. The RFP requires compliance with the Administration Agreement and all applicable City contracting and subcontractor requirements. Will the selected contractor be subject to the San Francisco Minimum Compensation Ordinance, the Health Care Accountability Ordinance, or any other City labor or contracting requirements that should be reflected in our budget?
 - a. Contractor will be subject to both the San Francisco Minimum Compensation Ordinance and the Health Care Accountability Ordinance, as well as all applicable City and County of San Francisco requirements.
- 10. Section V requests a 12-month budget, and the anticipated term is two years. Should the 12-month budget cover calendar year 2027? Should proposers include a proposed rate adjustment for the second year?
 - a. Yes, budget should cover calendar year 2027, and a proposed rate adjustment for the second year is optional but recommended.

11. Section I requests current financial statements. Are internally prepared statements acceptable, or are reviewed or audited statements required? May these be submitted as confidential under the Transparency section?
- a. Reviewed and audited statements are recommended, and may be submitted as confidential.
12. Is there a page limit, required format, or required section order for the proposal? Is there a maximum file size for the emailed PDF? If the two (2) printed copies are required, when and where should they be delivered?
- a. There is no page limit or maximum file size, but should be submitted as PDF. Hard copies must be submitted to the DSFP office by October 26, 2026, at 12PM:
 - i. 235 Montgomery St
Suite 828
San Francisco, CA 94104
13. When does DSFP anticipate scheduling in-person presentations and awarding the contract? This will help us plan recruitment and onboarding for the January 1, 2027 start date.
- a. DSFP anticipates scheduling presentations during the week of November 2, 2026.
 - b. DSFP anticipates awarding the contract by November 6, 2026, but this is subject to change.
14. When was the current contract awarded, and could you please provide a copy of the contract?
- a. N/A
15. What is the current contract term (including any renewal options), and what was the initial start date?
- a. N/A
16. If subcontractors are currently being utilized, please provide details regarding the scope of services they perform, the number of subcontractors engaged, and whether subcontracting is permitted or restricted under the current contract.
- a. N/A
17. What was the total amount spent on the contract over the past 12 months, and what was the most recent monthly spend?

a. N/A

18. What are the current bill rates for each labor classification?

a. N/A

19. Are there any separately billable items or reimbursable expenses (e.g., vehicles, equipment, or supplies)?

a. N/A

20. Is the current contract utilizing patrol vehicles? If so, how many?

a. N/A

21. Have there been any significant changes from the previous contract to the current one (e.g., increased/decreased hours, changes in staffing levels, armed vs. unarmed services, additional sites, or expanded scope)?

a. N/A

22. Are there any anticipated services or requirements not identified in the RFP that the successful contractor should be prepared to provide (e.g., seasonal coverage, special events, or future site additions)?

a. None at this time.

23. Did the current contract include liquidated damages or performance penalties? If so, could you please provide details?

a. N/A

24. Has the current contract experienced any extensions, amendments, renewals, or changes in scope since the original award? If so, please provide details.

a. N/A

25. Are there any known upcoming changes to the facilities, locations, operating hours, or security needs that may impact service requirements during the contract term.

a. Not at this time.

26. **Patrol method.** Exhibit A says patrols will be on foot and, where approved, by bicycle, vehicle, or other means. Does DSFP require or prefer a particular mix? If vehicles are acceptable, are there requirements for vehicle type, markings, or fuel type (for example, electric or hybrid)?

a. Vehicles are the preferred method of patrol. There are no particular requirements at this time, but will be subject to DSFP approval.

27. Parking and storage. Will DSFP provide a place to park patrol vehicles and store bicycles or other equipment when not in use? If not, should proposers include parking and storage costs in the budget?

- a. Vehicle storage will not be provided by DSFP. DSFP will provide space for officer check-in, storage, and briefings.

28. Officer equipment. May officers carry pepper spray (OC) and/or tasers? Is there other equipment DSFP wants included or excluded, such as batons, handcuffs, or body-worn cameras?

- a. Officers may not have any of this equipment at this time. Body-worn cameras may be considered before start of the contract.

29. Billing rates. Section V asks for hourly bill rates by classification, plus overtime and holiday rates, equipment, training, and other costs. Should the hourly bill rate cover regular hours only, with overtime, holiday, equipment, and training shown separately? Or would DSFP prefer a single blended rate that includes these costs? Also, which holidays should we assume will be billed at the holiday rate?

- a. A single blended rate with itemized line items for overtime, holiday, equipment and training is preferred.
- b. Services are required on all holidays, and these are the holidays that can be billed at a holiday rate:
 - i. New Year's Day
 - ii. Martin Luther King Day
 - iii. Memorial Day
 - iv. Juneteenth
 - v. Independence Day
 - vi. Labor Day
 - vii. Thanksgiving Day
 - viii. Christmas Day

30. Reporting systems. Does DSFP's daytime program use a reporting or dispatch platform that the overnight program should integrate with or match?

- a. DSFP will require metrics to be collected through DSFP's current platform.

31. Incident data. Can DSFP share any data on overnight incidents, calls for service, or known problem locations to help us size the deployment?

- a. This is a brand new program. DSFP does not have statistical data at this time.

32. **Budget.** Is there a budget range or not-to-exceed amount for the overnight program?
- a. Final budget range will be determined upon review of proposals.
33. What email address should be used to submit the electronic proposal?
- a. rich@downtownsf.org
34. Union Status: Is the current security contract union or non-union?
- a. N/A
35. Alternative Proposals: Would we be permitted to submit two proposals—one that strictly follows the requested scope of work and another that includes our recommendations for optimizing security coverage and operations?
- a. Yes, additional proposals may be submitted
36. What is the current bill rates DSFP is paying for security services today?
- a. N/A
37. What is the preferred uniform type/style?
- a. Most uniform styles will be considered, with final approval coming from DSFP
38. What are the main security challenges DSFP is experiencing in the various zones?
- a. This is a new program, we do not have exact metrics. The main concerns will be unhoused issues, trespassing, public disturbances, public safety night-to-night especially after large downtown events.
39. What is the anticipated start date?
- a. January 1, 2027
40. If there is an incumbent, does DSFP have a preference to retain incumbent employees that are in good standing and meet the hiring criteria of the Proposer?
- a. N/A
41. Any equipment/vehicles provided by DSFP?
- a. No

42. Would DSFP consider rate adjustments if unforeseen changes in regulations or union status occur that have an impact on vendor's costs?
- a. Yes, DSFP would consider this.
43. Are there restroom facilities near all of the posts during all shifts?
- a. There will be an available bathroom at the office base.
44. For inclement weather, is there shelter available for the security professionals?
- a. Vehicle patrols are the preferred method, therefore providing shelter from weather.
45. How many vehicles are required for bidders to include in their pricing?
- a. One vehicle minimum is required for the program.
46. Do the Security Professionals work in tandem or work individually in various zones?
- a. Various patrol styles will be considered based on need.
47. How many Security Professionals to a vehicle?
- a. Various patrol styles will be considered based on need.
48. Will vehicles be direct billed or in an all-inclusive rate?
- a. Vehicle costs should be included in the bill rate
49. Does DSFP have a preference to the make and model of vehicles?
- a. No preference
50. What is the estimated mileage for vehicles?
- a. Unknown at this time
51. How much notice will be provided to the contractor in the event the DSFP requests additional security professionals for either special events or to cover a daytime Safety Ambassador shift?
- a. There will be no need to cover ambassador shifts. If DSFP requests additional service hours, it will be relayed to contractor no less than 3 days before.
52. Typically, how often are "As-Needed" requests made?
- a. Unknown, this is a new program.

53. Typically, how many Security Professionals would be needed for “As-Needed” requests?

- a. Unknown, this is a new program.

54. How long would Security Professionals be needed for “As-Needed” requests?

- a. Unknown, this is a new program.

55. What are DSFP’s Payment Terms? (ex. 30 days?)

- a. Net 30 days

56. How are the evaluation criteria weighted?

- a. RFP proposal review and overall budget will be primary criteria for advancing in the process. Top candidates will then be invited to in-person presentation to selection team.

57. Should bidders propose their pricing based on the minimum requirement of 2 Security Professionals, from 4pm – 6am, 7 nights a week? (196 hours per week)

- a. Yes. Additional pricing formats may be considered.

58. Does DSFP have their own dispatch center that the overnight security will utilize and respond to?

- a. DSFP will provide space for officer check-in, storage, and briefings. Overnight dispatch will not be part of the program to start, but may be added later.

59. It is noted in the RFP that “Outreach referrals” is one of the duties of the Security Professionals. Can DSFP elaborate on what those referrals would entail and what responsibilities the Security Professionals would have?

- a. When moving, assisting, or speaking with unhoused individuals, we would expect the guards to have knowledge of homeless services in San Francisco that the guards could refer people to.

60. It is noted in the RFP that “Escorts” is one of the duties of the Security Professionals. Can DSFP elaborate on what type of Escorts would be performed and what responsibilities the Security Professionals would have?

- a. While on patrol, if the guards encounter members of the public that request a safety escort from one location to another, within the district,

the guards would offer a walking escort to ensure they arrived safely at their destination.

61. Can bidders get a copy of the Administration Agreement with the City and County of San Francisco to review in advance?

a. This has been added in Exhibit E of the finalized, posted RFP.

62. What is DSFP's Use of Force expectation of the awarded contractor when Security Professionals respond to incidents?

a. DSFP has zero expectations of use of force, but recognizes that guards may need to defend themselves in some situation. Force should only be utilized to prevent injury or bodily harm to the guard or other. SFPD should be called for any emergency situations. Guards/officers will be unarmed and are expected to observe and report incidents as they occur.

63. What measurable service levels does DSFP expect for response time, patrol frequency, business checks, escorts, calls for service, and report completion?

a. DSFP expects quick, efficient responses to any calls for service. Guards should understand how to prioritize calls for service and arrive in a safe, controlled manner.

64. Does "throughout the District" mean continuous coverage in each operating area, or periodic/mobile coverage based on priority and demand?

a. Various patrol styles and deployments will be considered and piloted during the program. Vehicle patrols are the preferred method to start.

65. What is the handoff protocol between the daytime Ambassador program and overnight security, including unresolved issues, calls, equipment, and stakeholder communication?

a. Clean and Safe services will be on duty from 0500hrs to 2200hrs 7 days a week. The contractor will be able to check in with on-site dispatch and management team upon start of their shifts.

66. Does DSFP currently have access to existing camera coverage within the District, including cameras operated by DSFP, participating properties, or other authorized partners? If so, can the selected contractor securely integrate with or remotely monitor those feeds as part of the overnight security program?

- a. DSFP has a small and growing camera network within the district. These cameras may be used to assist with patrols.

67. Will DSFP provide the draft contract, or its key terms, before proposals are due?

- a. Contract will be written and provided to the selected vendor once contract terms are finalized.

68. Would contract extensions beyond the initial two-year term be by mutual written agreement of both parties? How would pricing for extension years be set?

- a. The proposed budget should cover calendar year 2027, and a proposed rate adjustment for the second year is optional but recommended. Extension year proposals may be included as well.

69. What notice period is contemplated for DSFP's right to terminate with or without cause? Will the contractor have a reciprocal termination right?

- a. DSFP and/or the contractor will have a 60 day termination right with or without cause.

70. Is the proposed contract form negotiable after selection?

- a. Yes, the selected vendor will immediately go into contract negotiations with DSFP until it is agreed upon by both parties.

71. Will the contract permit annual price adjustments and pass-through of increases in statutory or ordinance-mandated wages and benefits during the term?

- a. Yes, budgets will be reviewed each year to ensure that cost of living increases and benefits are appropriate.

72. Does DSFP expect officers to administer Narcan, or only to be trained in it?

- a. DSFP expects the officers to administer Narcan, according to their training, as needed.

73. What is the process for DSFP to request removal of personnel, and is there a review or cure period?

- a. This will be discussed and finalized during the contract process.

74. Page 2 of the RFP states: ***“DSFP will also require two (2) printed copies of proposals. If required, submission instructions will be provided before the final RFP is released.”*** Given that the proposal submission deadline is October 26, 2026, could you please clarify when the final RFP is expected to be released and how

prospective bidders will receive it? Alternatively, if this language was included in error, could you confirm whether electronic submission via email is sufficient or whether bidders must also submit two (2) printed copies?

- a. Two (2) printed copies of the proposal will be required to be submitted along with electronic versions. The RFP has been finalized and is currently on the DSFP website.

75. Based on Exhibit A – Scope of Services, we understand that two (2) security officers are required per shift from 4:00 PM to 6:00 AM, seven (7) days per week, to conduct foot patrols and, where authorized, bicycle or vehicle patrols. Could you please confirm whether DSFP anticipates a combination of foot and vehicle patrols? If vehicle patrols are required, must each officer be assigned a separate patrol vehicle, or may both officers operate using a single shared patrol vehicle?

- a. Vehicle patrols are preferred. Walking, bicycle, & scooter patrols are acceptable as well.
- b. One vehicle minimum is required.

76. Page 11 of the RFP, under the "Budget Proposal" section, states that the ***“Optional Daytime Scope must be priced separately.”*** Since the primary scope outlined in the RFP covers overnight security services, could DSFP provide additional details regarding the optional daytime scope, including anticipated coverage hours, staffing requirements, and specific duties? Additionally, would DSFP consider providing a standardized budget template or pricing schedule to facilitate consistent proposal submissions and evaluations? Given that the RFP references multiple patrol methods, including foot, bicycle, and vehicle patrols, bidders may otherwise adopt different pricing structures and assumptions, resulting in variations in their estimated annual contract costs. A standardized pricing format would help ensure consistency and transparency throughout the evaluation process.

- a. No Optional Daytime proposal needed, RFP corrected.
- b. Each contractor can submit the pricing format that they are accustomed to providing for the purpose of overall budget, and this budget will be negotiated during final contract preparations.

77. Exhibit A – Scope of Services, under "Field Supervision and Management," requires the contractor to ***“provide active field supervision during all contracted service hours.”*** Could you please clarify whether DSFP requires a dedicated field supervisor to remain continuously on duty throughout the entire 4:00 PM to 6:00 AM service period, or whether this requirement may be satisfied through periodic on-site

supervisory visits, routine field inspections, and 24/7 supervisory availability? Additionally, if continuous on-site supervision is required, should the field supervisor be provided in addition to the two (2) security officers assigned per shift?

- a. Contractor can have field supervision included as part of the deployed in-service staffing for the district, or periodic supervisor check-ins and site visits are acceptable. Officers must have access either in person or by phone, to supervisory personnel at all times while on their posts.

78. Could you please clarify whether prevailing wage or living wage requirements apply to this contract? If so, we would appreciate receiving the applicable wage determinations, classifications, or references to the governing regulations to ensure accurate labor cost calculations and full compliance.

- a. Contractors is required to abide by the San Francisco Minimum Compensation Ordinance as well as all applicable City and County of San Francisco requirements.

79. What is your definition of responsiveness in relation to security services?

- a. This is what we want to hear from our contractors. How a contractor assesses responsiveness is one of the key metrics in selection.

80. How should security personnel prioritize competing requests, such as an urgent safety incident, a welfare concern, or an escort request?

- a. This is what we want to hear from our contractor. Determining how your organization prioritizes calls for service will greatly impact our selection criteria.

81. Is there a dedicated POC from the City that will disseminate information during incident responses?

- a. This is not a City of San Francisco contract. If a critical incident occurs, the appropriate city department on-scene will be the POC. The primary POC for all other incidents and day-to-days dissemination of information will be the Downtown SF Partnership.

82. Is this going through the City of San Francisco dispatch 24/7?

- a. This is not a City of San Francisco contract. Contractors will utilize their own dispatch services in conjunction with DSFP's dispatch services.

83. Is the expectation that events will be covered in the security services to be provided?

- a. The security services will not be covering events as of now. This may change later on during the course of the contract, which would require amending the service agreement.

84. What is the existing process for notification to vendors?

- a. This is a new program. For our other service providers, for our other contractors, notification is by email, text or phone call.

85. What process should security personnel use to contact medical, behavioral-health, outreach, or public-agency responders? Will a designated city contact be available during service hours?

- a. Contractor is expected to provide training to their staff regarding responses to mental health crisis intervention. In San Francisco, most calls for these types of incidents will be handled through 311 or 911 services.

86. Pg 17- "Coordination with SFPD" Is this a 24-hour response system? Is there an established program/expectation to be implemented?

- a. Staff will be expected to contact SFPD as needed by 311 or 911 on a case-by-case basis. There is no established program set up at this time.

87. In Zone 3, what is the expectation for the parks?

Are we clearing the park of transients?

- i. Sue Bierman Park
- ii. Ferry Park
- a. Guards/officers will conduct patrols of the parks in the zone and handle any quality of life incidents. There is expected to be major renovation construction going on in the park for approximately one year which will limit access to these parks.

88. What reporting frequency, incident categories, and real-time crime or threat-intelligence capabilities does DSFP expect the contractor to provide?

- a. These will be discussed during the presentation portion of the RFP process. Contractors are expected to have some form of reporting structure in place internally. We are expecting the contractor to provide

reporting capabilities and to describe in the RFP response how they plan to evaluate overall program performance.

89. What is the existing process for venues or stakeholders to request service, and may the contractor recommend or help establish the notification process?

a. Currently stakeholders contact by phone, email or service request on our website. We would coordinate with the selected vendor to streamline the process.

90. What advance notice is expected for requests for additional officers or event-related coverage, and are those services included in the base scope or handled separately?

a. This is a new program. Additional service needs will be relayed to contractor with at least 3 days notice.

91. Which specific San Francisco policies, ordinances, or use-of-force standards must the contractor follow?

a. Contractors is required to abide by the San Francisco Minimum Compensation Ordinance as well as all applicable City and County of San Francisco requirements regarding benefits. This is not a contract with the City and County of San Francisco.

92. What specific performance indicators or outcomes will the City use to define and measure the success of this operation?

a. This is not a City contract. The contractor will be reporting to the Downtown SF Partnership and specific KPI's will be discussed during the presentation stage. We are relying on contractors to discuss their experiences with similar programs and deployments.

93. Will there be an opportunity to collaborate with the existing vendor to ensure continuity of service through day/night shifts?

a. This is a new program.

94. What privacy, data ownership, retention, and access requirements apply to incident reports, GPS data, or camera footage?

a. These will be discussed during the proposal presentation if the contractor is selected to move forward.

95. What systems, communication channels, site access, or operational information will the City provide to the contractor?

- a. The City of San Francisco will not be providing any of the above items.