



DOWNTOWN SF

PARTNERSHIP

Request for Proposals

Private Security Services

October 2026

RFP Released:	October 5, 2026
Proposals Due:	October 26, 2026

Downtown San Francisco Partnership

Overview

The Downtown Community Benefit District ("DCBD"), doing business as "Downtown SF Partnership" (DSFP), is charged with providing cleaning, public safety, marketing, and public realm improvements for approximately 70 blocks comprising San Francisco's historic Financial District, Jackson Square Historical District, Embarcadero Plaza and Ferry Building.

DSFP's mission is to lead the way in building a thriving downtown where business gets done, people feel welcome, come to explore, and make memories. DSFP advances this mission through public/private partnerships, public realm activation and placemaking, clean and safe operations, marketing, events, and support for new business development.

The recently revised DCBD Management Plan, approved by property owners, governs operations of the District. DSFP has entered into an Agreement for Administration of the Downtown Community Benefit District with the City and County of San Francisco. The selected Contractor will be required to comply with all requirements applicable to subcontractors under that agreement.

Proposal Submission

DSFP seeks Proposals from qualified professional private security contractors to provide comprehensive unarmed security and patrol services within the Downtown SF Partnership District.

The primary purpose of this RFP is to establish overnight unarmed private security coverage, currently anticipated to operate approximately 4:00 PM to 6:00 AM, seven (7) days per week. The program is intended to provide a highly visible and responsive security presence throughout the District during hours when DSFP's current daytime safety operations are not active.

Final service levels, staffing, hours, deployment, equipment, and contract structure will be determined through the selection and negotiation process.

Pertinent Dates*

- Release of RFP: October 5, 2026
- Contractor questions due: October 16, 2026
- Proposals due: October 26, 2026
- In-person presentations by vendors: TBD
- Contract awarded to service provider: TBD
- Services commence: January 1, 2027

**Each date subject to change.*

Submission Process

All Proposals will be accepted until October 26, 2026 at 12:00 PM Pacific Time. Late submissions may not be considered. All submissions must include the items identified in the Response Evaluation Criteria and Private Security Services RFP Requirements.

Proposals shall be submitted electronically in PDF format to:

*Downtown San Francisco Partnership
ATTN: Rich Mongarro, Chief Operations Officer
235 Montgomery Street
Suite 828
San Francisco, CA 94104*

The PDF version of the proposal shall be submitted via email to the following address, and should include signatures, where applicable:

*Rich Mongarro, Chief Operations Officer
rich@downtownsf.org*

DSFP will also require two (2) printed copies of proposals. If required, submission instructions will be provided before the final RFP is released.

Proposals failing to address requested items in sufficient detail to substantiate that the Proposer can meet DSFP's minimum qualifications may be deemed non-responsive and may not be considered for evaluation.

DSFP reserves the right, at its sole and absolute discretion, to reject any or all responses; accept a response as submitted; require revisions, corrections, or other changes; select one or more responses for negotiations; seek new responses from new or existing Contractors; modify the scope; or withdraw this Request for Proposals without notice.

Proposal Components

DSFP seeks proposals from qualified private security Contractors capable of providing the following service categories. Proposers shall respond to Category 1.

- Category 1: Overnight Private Security and Patrol Services (Required)

Scope of Work

The Contractor will be responsible for administering DSFP's private security program as described in this RFP, the applicable Management Plan, and Exhibit A – Scope of Services. Responsibilities will include field security, patrol, public safety response, stakeholder engagement, dispatch/communications, supervision, incident reporting, and other related services described herein.

Service Boundary Area

DSFP is located within the historic Financial District and Jackson Square areas, predominantly north of Market Street in the northeast section of San Francisco, as well as Embarcadero Center and Plaza, and The Embarcadero area between Broadway and Howard St. A portion of the District includes parcels on the south side of Market Street along Steuart and Spear Streets. See Exhibit B – District Boundaries.

DSFP may establish patrol zones, priority corridors, fixed or semi-fixed posts, hot spots, and deployment priorities within the District. These may be adjusted based on conditions, stakeholder needs, special events, emergencies, and other operational considerations.

Terms

DSFP anticipates entering into a (2) two-year contract with the selected Contractor, with services to commence on January 1, 2027. DSFP reserves the right to terminate the Contract, with or without cause, upon proper notice as established in the final agreement.

DSFP may include options to extend the contract for additional one-year terms. Final contract duration and renewal options will be determined during negotiations.

Budget

Proposers shall provide detailed, itemized budget proposals for the Required Overnight Security Scope.

Budget submissions should include, but are not limited to:

- Staffing, including wages, payroll burden, insurance, benefits, and other labor-related costs.
- Supervision and management.
- Overhead, profit margin, and management fees.
- Equipment and vehicles.
- Uniforms and uniform maintenance.
- Training and licensing.
- Phones, radios, computers, dispatch systems, GPS, incident reporting software, and other communication devices.
- Facility, office, and/or storage costs, if applicable.
- Overtime, holiday, special event, and emergency deployment rates.
- Any other relevant costs or fees.

The selected service provider will be subject to applicable federal, state, and local ordinances, employment requirements, and government mandates. Those costs should be reflected in the budget narrative.

Deployment

The Proposal must contain a detailed deployment plan showing all proposed staffing, schedules, assignments, patrol methods, supervision, communications, and coverage for each scope proposed.

For the overnight scope, Proposers should assume an anticipated baseline service window of approximately 4:00 PM to 6:00 AM, seven (7) days per week, with a

minimum of two (2) officers per shift. Proposers may recommend adjusted hours or deployment strategies where they believe those alternatives would improve service outcomes or cost efficiency.

Selection Process

DSFP will select the Contractor which, in its sole judgment, is the most advantageous to the District and which successfully demonstrates the qualifications, resources, experience, staffing, management, and operational approach necessary to provide District services.

- RFP Selection Committee appointed will review and evaluate submitted proposals.
- Contractors submitting proposals that meet the RFP requirements may be invited to present in person to DSFP staff and/or committee members.
- DSFP may request clarifications, revised pricing, additional materials, or a best-and-final offer before selection.

Response Evaluation Criteria

Firm Qualifications

- Proposer's firm history and structure, including total staff size and composition.
- Experience providing comparable private security services in dense urban environments, Community Benefit Districts/Business Improvement Districts, municipalities, public spaces, mixed-use districts, transit environments, hospitality settings, or other relevant environments.
- Experience in San Francisco and the Bay Area.
- Capacity and resources to provide the services under this RFP.
- Clarity and appropriateness of proposed staffing structure.
- Qualifications, roles, responsibilities, and availability of proposed management and lead staff.
- Corporate and financial stability.
- Possession of all applicable licenses and permits.

Approach and Cost

- Demonstrated understanding of the scope of service and tasks to be performed.
- Quality and practicality of the proposed overnight deployment model.
- Ability to maintain reliable coverage, respond to incidents, and provide supervisory oversight.

- Experience and approach dealing professionally with District stakeholders, City officials, law enforcement, unsheltered individuals, visitors, workers, residents, and the public.
- Approach to de-escalation, lawful intervention, incident response, and appropriate law-enforcement escalation.
- Quality of optional daytime safety/security approach, including ability to preserve the hospitality and community-engagement elements of the existing Ambassador role.
- Ability to satisfy DSFP insurance requirements.
- Overall cost and value of proposal.
- Comparability of wages and benefits with local industry standards.
- Responsiveness to this RFP and ability to launch full services by the required start date.
- Demonstrated method for responding to client concerns and resolving problems quickly and appropriately.
- Quality of reporting, dispatch, communications, technology, and performance-management systems.
- Other criteria as determined at the sole discretion of DSFP.

Transparency

In the interest of transparency, information provided by Contractors may be subject to disclosure unless specifically identified as proprietary or trade secret and protected from disclosure under applicable law. Proposers should clearly mark each page or section of their Proposal claimed to contain proprietary or trade-secret information. DSFP is subject to disclosure requirements applicable to its records, including the California Public Records Act where applicable.

Limitations on Contact with DSFP Representatives

Questions and communications regarding this RFP shall be directed only to:

Rich Mongarro
Chief Operating Officer
rich@downtownsf.org

Ricky Matthews
Clean & Safe Operations Manager
ricky@downtownsf.org

Unless otherwise authorized in writing, Proposers are prohibited from contacting other representatives or officials of DSFP, its Board of Directors, or staff regarding any aspect of the RFP process until award of the Contract. Violation of this no-contact requirement may result in disqualification.

DSFP Rights Regarding Selection, Negotiation, and Contract Award

DSFP retains the right to interview respondents; request clarification or additional information; check references; select any or none of the respondents for exclusive Contract negotiations; terminate negotiations at any time; enter negotiations with another respondent; and accept, reject, or require replacement of any proposed subcontractor.

Selection of a respondent for Contract negotiations will not bind DSFP to approve or execute a contract. Final selection and Contract terms may be subject to approval by DSFP's Board of Directors. DSFP reserves the right to reject any Proposal, all Proposals, or any part of a Proposal.

Claims Against DSFP

By responding to this RFP, the Proposer waives any claim against DSFP or DSFP property arising from the selection process, any informalities or defects in the process, award or non-award of the Contract, the exercise of DSFP's discretion, or other matters arising from this RFP process, to the extent permitted by law.

Personnel

All personnel used by the Contractor or approved subcontractor(s) under this program shall be employees of the Contractor or subcontractor(s), as appropriate. Contractor and subcontractor(s) shall be responsible for salaries, insurance, payroll costs, taxes, benefits, workers' compensation, and other employment-related obligations.

Contractor personnel shall be competent, careful, professional workers skilled in their respective duties. Subcontractors shall be subject to prior approval by DSFP.

The Contractor shall maintain appropriate background screening, employment, training, supervision, and conduct standards. DSFP reserves the right, subject to applicable law and the final Contract, to require removal from DSFP services of personnel who demonstrate misconduct, negligence, discourteous behavior, lack of fitness, or other inappropriate conduct.

All security personnel shall possess current licenses, registrations, permits, and certifications required by California law for their assigned duties. Proposers shall clearly state their proposed model is unarmed, and shall identify all licensing, training, insurance, and cost implications.

Fulfilling All San Francisco City and County Requirements

The selected Contractor will be required to comply with the terms of DSFP's Administration Agreement with the City and County of San Francisco and all other applicable City contracting and subcontractor requirements.

PRIVATE SECURITY SERVICES RFP REQUIREMENTS

The items below are intended to clarify Exhibit A – Scope of Services and inform Contractors of the service levels DSFP is pursuing. Final service levels, staffing, equipment, hours, and deployment will be determined as part of a contract to be negotiated with DSFP management.

I. COMPANY/BUSINESS INFORMATION

- Name, address, and relevant contact names and titles with corresponding telephone numbers and email addresses.
- Location and number of staff of local and national offices, if any.
- Name of parent company, if any.
- Number of years in business.
- Company Federal ID number.
- Legal structure, incorporation information, ownership, and corporate structure.
- Documentation of financial stability and resources, including current financial statements for the entity that will execute the Contract and any guarantors.
- List of all applicable private patrol operator, guard, firearm, and other relevant licenses and permits currently held.
- Description of commercial general liability, security professional liability/errors and omissions, automobile, workers' compensation, crime/fidelity, umbrella/excess, and other relevant policies held for comparable contracts.
- Description of any material claims made on relevant policies during the last three (3) years.

II. EXPERIENCE AND REFERENCES

- Description of Contractor's relevant experience, specifically in San Francisco and/or the Bay Area, if any.
- List of comparable security programs and at least three (3) references, including contact name, title, email address, and telephone number.
- Diagram of the organization's structure, with particular emphasis on local operations and key decision makers.
- Description of each management team position and responsibilities for executing the Contract. Include resumes for key personnel and the anticipated percentage of time each will devote to the DSFP account.
- List of organizations or properties within the DSFP District with which the Contractor currently has security contracts, if applicable. Existing contracts within the District will not automatically exclude a Contractor from consideration.

- Description of any similar overnight downtown patrol, public-realm security, BID/CBD, transit, hospitality, or urban mixed-use security programs operated by the Contractor.

III. PROGRAM ONBOARDING, RECRUITMENT, RETENTION & TRAINING

- Describe personnel policies and practices, including pre-employment screening, hiring processes, background checks, drug testing policies, licensing verification, management-level training, officer training, and selection procedures.
- Explain how personnel will be recruited and retained, including supervisors and management-level staff, and identify incentives, benefits, scheduling practices, career pathways, and other retention strategies.
- Describe how the Contractor will ensure adequate relief staffing and rapid backfill for absences, call-offs, vacancies, emergencies, and special events.
- Describe the transition and onboarding plan needed to launch services by DSFP's required commencement date.

IV. DSFP SERVICE OBJECTIVES AND HOURS

The Contractor shall perform the private security, patrol, dispatch/communications, supervision, reporting, and related services identified in this RFP and Exhibit A – Scope of Services.

Category 1 – Required Overnight Private Security: The initial proposal shall include scope, staffing, deployment, and budget for a minimum level of service seven (7) days per week, anticipated to operate approximately 4:00 PM to 6:00 AM. The minimum number of officers will be two (2) per shift.

Contractors may present adjusted hours of operation or alternative deployment models if they believe those changes would improve performance, coverage, or value. All hours of operation and deployment plans must be approved by DSFP. Scope and budget proposals should also identify the Contractor's ability to increase services at DSFP's request.

V. BUDGET PROPOSAL

Based upon the service objectives and Exhibit A – Scope of Services, the Contractor shall provide detailed budget figures for a twelve (12) month operating period.

The Required Overnight Scope and Optional Daytime Scope must be priced separately. Each budget should provide detailed assumptions and include:

- Number and classification of personnel.
- Hourly pay rate by classification.
- Hourly bill rate by classification.
- Regular annual hours by classification.
- Supervision and account management.
- Overtime and holiday rates.
- Vehicles and patrol equipment.
- Uniforms and personal protective equipment.
- Training and licensing to include first aid/CPR/Narcan and de-escalation training.
- Communication, dispatch, reporting, and software costs.
- Office, facility, and storage costs, if applicable.
- Insurance and other labor-related expenses.
- Administrative overhead.
- Management fee and profit.
- Start-up or transition costs.
- Any other direct or indirect cost.

VI. INNOVATION

This RFP and Exhibit A identify baseline services to be provided by the Contractor. DSFP is interested in efficiencies, innovations, and recommendations that can improve program effectiveness, safety, visibility, responsiveness, accountability, and value.

Proposed innovations may include, but are not limited to, deployment strategies, patrol technology, body-worn cameras, GPS and geofencing, real-time incident management, dispatch systems, officer safety technology, crime and trend analysis, coordination with building security teams, enhanced training, specialized response resources, improved reporting methods, and scalable staffing models.

VII. FACILITY

Proposers shall describe the facility model that would support the program, including whether operations will be based from a dedicated DSFP facility, an existing Contractor facility, a mobile field model, or another arrangement.

If a facility is proposed as part of the cost, identify the space needed for officer check-in, lockers, uniform and equipment storage, dispatch/communications, briefing and training, breaks, vehicle or bicycle storage, equipment maintenance, management offices, restrooms, and other operational needs.

VIII. REPORTING AND METRICS

DSFP requires a comprehensive data collection, reporting, and evaluation system that tracks incidents, calls for service, public and stakeholder interactions, patrol activity, employee locations, response activity, referrals, and significant District conditions.

The system must be able to show specific address locations or other precise locations for safety and security incidents for DSFP management and stakeholder reporting. The Contractor shall track staffing, including number of personnel on duty, posts and zones covered, patrol frequencies, and historical information regarding personnel deployment.

At a minimum, the Contractor shall furnish weekly and monthly summaries of hours of service, calls for service, incidents, significant events, problems noted, law-enforcement contacts, safety escorts, business checks, outreach referrals, areas patrolled, response times where measurable, and an overall evaluation of performance with suggested corrective action where necessary.

Reported metrics should be available to DSFP through a web-based platform or another method acceptable to DSFP that allows DSFP staff to review data as needed.

Exhibit A – Scope of Services

The Contractor will be responsible for administering DSFP's Private Security Services Program as set forth in this RFP and the applicable Downtown Community Benefit District Management Plan.

A. REQUIRED OVERNIGHT PRIVATE SECURITY SERVICES

The primary objective of the overnight program is to provide a visible, professional, mobile security presence throughout the District when DSFP's regular daytime safety operations are not active. The program should deter illegal and unwanted activity, respond to observed and reported incidents, support workers, residents, visitors, and businesses, and appropriately coordinate with law enforcement and emergency services.

Overnight Security Scope of Service

- Circulate throughout the DSFP District within assigned zones to serve as a visible deterrent to illegal and unwanted activity.
- Conduct patrols on foot and, where approved, by bicycle, vehicle, or other appropriate transportation method to maximize District coverage and visibility.
- Respond to calls for service from DSFP, authorized stakeholders, property security teams, businesses, and other designated sources.
- Observe, assess, and appropriately respond to criminal, suspicious, disruptive, or unsafe activity within the legal authority of private security personnel.
- Immediately contact 911, law enforcement, fire, emergency medical services, or other appropriate agencies when conditions warrant formal intervention.
- Serve as an additional set of trained eyes and ears for law enforcement and other public agencies operating in the District.
- Conduct proactive checks at businesses, building entrances, plazas, alleys, parking facilities, transit interfaces, and other priority locations identified by DSFP.
- Identify conditions that warrant police, medical, fire, sanitation, outreach, or other public-agency intervention and initiate or facilitate the appropriate request for service.
- Address trespassing, aggressive behavior, public intoxication, unlawful activity, vandalism, property crime concerns, and other non-emergency security or quality-of-life conditions through lawful, trained, and professional intervention.
- Use de-escalation techniques and seek voluntary compliance where appropriate and safe.
- Maintain professional, respectful interactions with unsheltered individuals and coordinate with outreach, medical, behavioral-health, or public-agency resources when those services are more appropriate than a security response.

- Provide personal safety escorts upon request within parameters established by DSFP, including escorts between places of business, transit locations, parking garages, or other approved destinations.
- Provide basic directions and public assistance when appropriate.
- Document incidents, contacts, observed conditions, enforcement actions, referrals, and other reportable activities in real time or as soon as operationally practicable.
- Promptly notify DSFP of serious incidents, significant trends, high-priority concerns, or events likely to affect District operations or stakeholders.
- Coordinate with responding law enforcement or emergency personnel and preserve incident scenes when appropriate.
- Maintain communications with dispatch and supervisors throughout the shift and comply with approved post orders, patrol routes, response protocols, and escalation procedures.

B. DISPATCH / COMMUNICATIONS SUPPORT

An efficient and effective dispatch or communications function that accurately receives and routes service requests is foundational to the proposed program. The Contractor shall demonstrate in its Proposal how calls for service will be received, assigned, tracked, escalated, and closed.

- Process, enter, evaluate, and close service requests using an approved software platform.
- Provide quality assurance to ensure metrics and incident information are accurate and timely.
- Monitor status and location of personnel through GPS-aided software or another reliable system.
- Maintain regular communications with field personnel and supervisors.
- Ensure personnel check in at the start of shift and check out at the end of shift, and promptly identify uncovered posts or staffing gaps.
- Maintain professional telephone, email, text, application-based, or other communications with DSFP and authorized stakeholders.
- Maintain accurate daily equipment, patrol, incident, and activity logs.
- Assist with weekly and monthly reporting and evaluation of program metrics.

C. FIELD SUPERVISION AND MANAGEMENT

- Provide active field supervision during all contracted service hours.

- Ensure work is executed according to approved post orders, deployment plans, schedules, legal requirements, training, and quality standards.
- Monitor officer safety, response activity, attendance, break coverage, conduct, reporting, and performance.
- Maintain an on-call management escalation process for urgent issues.
- Work closely with DSFP representatives on deployment changes, hot spots, special events, stakeholder concerns, and performance improvements.
- Provide sufficient management presence in the field to maintain quality and accountability.

D. TRAINING & DEVELOPMENT

Professional training and development shall be provided to all management, supervisors, and security personnel to ensure high-quality service. Particular attention shall be given to onboarding and account-specific training regarding District operations, public interactions, legal responsibilities, and safety procedures.

The Contractor shall provide initial and ongoing training that includes, at minimum:

- Policies regarding personal conduct, attitude, ethics, and etiquette.
- Uniform maintenance and professional appearance.
- Hospitality-centric customer service skills.
- Personal safety policies and procedures and emergency procedures.
- CPR/First Aid, including Narcan training where appropriate.
- Community sensitivity and multicultural awareness.
- De-escalation and crisis-intervention techniques, including interactions involving disruptive emotional behavior, persons with serious mental illness, unsheltered individuals, and aggressive behavior.
- Private security legal authority, limitations, detention/arrest standards where applicable, and legal responsibilities.
- Use-of-force policy, reporting, and review, if applicable to the proposed service model.
- Daily procedures, scheduling, assignments, patrol expectations, and post orders.
- Radio and communications device use and etiquette.
- Equipment use and maintenance.
- Bicycle and vehicle safety, as applicable.
- Data collection, incident report writing, and emergency reporting procedures.
- Program activity reporting and quality assurance.
- Chain of command and escalation procedures.
- Employee Code of Conduct and Rules and Regulations.

- Classroom and field training covering downtown geography, priority locations, points of interest, businesses, services, and stakeholder needs.
- History and purpose of Downtown SF Partnership and the Community Benefit District.
- DSFP events, amenities, and special-event procedures.
- Disaster readiness, including protests, natural disasters, major emergencies, and other unusual occurrences.
- Coordination with SFPD, SFFD, 911/DEM, City agencies, building security teams, outreach providers, and other appropriate partners.

Exhibit B – District Boundaries

The final RFP should include the current Downtown SF Partnership District boundary map. The service area generally encompasses the Financial District and Jackson Square, including the applicable parcels identified in the current DCBD Management Plan.



Exhibit C – Insurance Requirements

The following requirements are based on DSFP's 2024 Operational Services RFP and should be reviewed with DSFP counsel and insurance advisors before the final security RFP is issued.

- Commercial General Liability: \$5,000,000. DCBD to be named as an additional insured.
- Umbrella / Excess Liability: \$10,000,000 minimum coverage.
- Crime Coverage: \$250,000 crime coverage bond, Fidelity Bond, or other acceptable commercial crime coverage.
- Commercial Automobile Liability: \$1,000,000, including non-owned and hired automobile liability, where vehicles are used.
- Workers' Compensation: Statutory workers' compensation coverage and applicable employer liability coverage.
- Professional Liability / Errors and Omissions: \$5,000,000 per claim, subject to confirmation that this coverage and amount are appropriate for private security services.
- Waiver of subrogation endorsements where required by DSFP and permitted by law.

All policies shall remain in force for the term required by the final Contract. The selected Contractor will be required to provide certificates and endorsements acceptable to DSFP before commencement of work.

Because this RFP involves private security services, DSFP may require additional security-specific insurance, higher limits, assault and battery coverage, firearms coverage if armed services are proposed, cyber/privacy coverage for security technology, or other coverage based on the selected service model.

Exhibit D – Authorization to Obtain Reference Checks

RELEASE OF LIABILITY

The Proposer hereby releases all individuals, entities, and firms from claims and losses that may arise from such individuals, entities, or firms providing information, comments, or conclusions in response to inquiries that DSFP may make regarding the qualifications of any individual or firm seeking to be selected as a Contractor or subcontractor in connection with this RFP, to the extent permitted by law.

Signature of Proposer: _____

Date: _____

Exhibit E – Administration Agreement with the City and County of San Francisco

The final RFP should attach or provide the then-current link to DSFP's Agreement for Administration of the Downtown Community Benefit District with the City and County of San Francisco.