

YERBA BUENA GARDENS
CONSERVANCY

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October 05, 2020

The Yerba Buena Gardens Conservancy (“YBGC”) is accepting proposals for its Security Services. We invite your firm to submit a proposal no later than 11:00am on October 30, 2020. A description of Yerba Buena Gardens Conservancy, the services needed, and other pertinent information follows:

Background of the Yerba Buena Gardens Conservancy

The Conservancy is a 501(c)(3) civic nonprofit organization established in July 2019 to operate and manage Yerba Buena Gardens on behalf of the City and County of San Francisco.

Mission: Program, operate, maintain, and improve the publicly-owned open spaces, cultural facilities, and related components of San Francisco's Yerba Buena Gardens, working in conjunction with the Garden's nonprofit cultural organizations, commercial tenants and the City and County of San Francisco, for Civic and public benefit and enjoyment by the City's visitors and residents.

Structure & Governance: The Conservancy's Board of Directors is made up of a cross-section of Yerba Buena Gardens' stakeholders, community members, civic leaders, and City appointees. A small administrative staff led by Executive Director Scott Rowitz contracts for maintenance, operations, programming, and security services to sustain cost efficiencies. Oversight is by the City as landlord, auditor, and technical advisor.

YERBA BUENA GARDENS CONSERVANCY REQUIREMENTS

Yerba Buena Gardens Security is an absolute priority. YBGC expects excellence from its Security Services Contractor. The Security Services Contractor will be required to comply with all applicable YBGC requirements including, but not limited to, the Non-Discrimination in Contracts and Benefits Ordinance, Minimum Compensation Ordinance (MCO) Declaration, the First Source Hiring Ordinance, and the Health Care Accountability Ordinance. YBGC requires the same standard of compliance as is required of all [City and County of San Francisco vendors](#). In keeping with the overall mission YBGC, it is the policy of YBGC to competitively bid for the procurement of goods and services and to attempt to locate and purchase goods and services with Minority and Women Owned Businesses (MBE/WBE).

The Security Services Contractor shall provide security services and security staffing (professional, bonded, and uniformed) for Yerba Buena Gardens Central Blocks 2 and 3. (Bound by Mission Street, Folsom Street, 3rd Street, and 4th Street; and its surrounding sidewalks.) The Security Services Contractor will develop, implement, and manage a security and safety/emergency plan and protocols for Yerba Buena Gardens, that will address the security requirements needed to ensure public safety and protection of the Gardens and property. Within the plan, the Security Services Contractor will provide a certification and training program for all its staff. The plan must be approved by Yerba Buena Gardens Conservancy.

Minimum Qualifications of Security Services Contractor:

Item #	Requirement	Items to be Submitted with Bid
MQ 1	Security Services Contractor has a valid Private Patrol Operator License. 1) Must be issued by the State of California, Department of Consumer Affairs, Bureau of Security and Investigative Services (“BSIS”). 2) The Contractor’s license must not be currently under probation or suspension, and must continuously be in full force and effect at the time proposals are due, prior to the contract award and, if awarded, throughout the duration of the contract. 3) Failure to maintain this requirement shall be grounds for rescission of Notice of Intent to Award, or termination of the contract.	Photocopy of current Private Patrol Operator (PPO) License issued by California State Department of Consumer Affairs, BSIS. And a letter signed by a person authorized by your firm to bind it to this representation, certifying that your Private Patrol Operator license not currently under probation or suspension.
Item #	Requirement	Items to be Submitted with Bid
MQ 2	Contractor has Five (5) years of experience as a licensed Private Patrol Operator. 1) Five (5) years of experience in provision and management of security guard services, as a licensed Private Patrol Operator by the State of California, Department of Consumer Affairs, Bureau of Security, and Investigative Services.	Photocopy of company business entity formation documents showing formation date.

MQ 3	Contractor has provided five (5) client references, that satisfy the following: 1) Must be of five (5) clients to whom the Contractor provided security guard services continuously for at least two (2) years; must be within the last ten (10) years. 2) The reference contact person for at least three (3) of the references must be the individual who served as the client's facility or building manager.	Reference Letters
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SECURITY SERVICES CONTRACTOR SELECTION CRITERIA

YBGC intends to evaluate the proposals generally in accordance with the criteria itemized below. Minimum Qualifications (MQs) will be verified first. Following verification of the MQs, the evaluation will be conducted in three (3) phases. Under Phase 1, written proposals that meet all MQs will be scored. Under Phase 2, price proposals that meet all MQs will be scored. Then Written and Price Proposal scores will be combined, to total overall qualifying score. Top two (2) scoring firms will proceed to Phase 3, Interviews. The Phase 1, Phase 2, and Phase 3 scores will be combined and the top scoring company for each aggregate will be selected to enter service agreement negotiations.

Point Scale:

Phase 1 – Written Proposal - 35 points

Phase 2 – Price - 25 points

Phase 3 – Interview - 40 points

Total Possible Points: 100 points

Phase 1 – Written Proposal Evaluation (35 points):

Item #	Written Proposal Criteria	Points
1	Quality, organization, completeness of proposal; including sample reports (compliance with RFP instructions)	5
2	Proposal demonstrates that the Security Services Contractor has a commitment and focus within its business practices to minority and women in the Contractor's hiring, training and ongoing operating processes.	5
3	Proposal demonstrates that the Security Services Contractor has a high-quality system & practice of daily guard supervision & monitoring	5
4	Proposal demonstrates that the Security Services Contractor has a high-quality system of Security Guard recruitment, hiring, development, retention, and high quality training program and processes.	5
6	Proposal demonstrates effective quality assurance policies and procedures in place to evaluate & ensure guard performance, including but not limited to, training, periodic performance evaluations & guard discipline	5
7	Scenario responses	5
8	Security Services Contractor's past security provider experience and performance (reference feedback)	5

FINAL WRITTEN SCORE	35
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Phase 2 – Price Proposal Evaluation (25 points):

YBGC intends to award this service agreement to the firm that it considers will provide the *best* overall security services. The proposal price shall be inclusive of all costs billable to YBGC. The Security Services Contractor will assume all costs including: personnel salaries, health and welfare, transportation, vehicles, training, uniforms and equipment (as outlined below), and any other expense for its employees. No charges to YBGC are to be made for Security Services Contractor’s employee trainings. Security Services Contractor agrees to include YBGC employees is applicable trainings. All overtime hours worked must be approved by YBGC prior to implementation. The proposal price shall outline the hourly rate paid to individual control and patrol security guards. The proposal price shall also be inclusive of all wage requirements imposed on this service agreement by the City and County of San Francisco. Any questions about Prevailing Wage, Minimum Compensation Ordinance, Health Care Accountability Ordinance, or any other wage related ordinance please contact the Office of Labor Standards Enforcement at the appropriate number, found here: <http://sfgov.org/olse/contact-us>

The Security Services Contractor shall carefully review all requirements of this RFP and the City and County of San Francisco ordinances prior to the preparation of its price proposal. The Security Services Contractor’s price proposal must be submitted electronically to General Manager Bri Maughan at bmaughan@ybgardens.org. Non-compliance of this requirement will immediately disqualify the Security Services Contractor candidate. In addition to submitting proposal price, please also include the hourly pay range within that individual security guards will be paid.

The lowest price proposal will receive the full fifteen (25) points. The others will receive a proportionate total based on the price score formula:

Lowest Agg. Price Proposal / Contractor’s Agg. Price x maximum points (25)

IE: \$10,000 / \$15,000 x 25 = 17 points

Phase 3 – Interview Evaluation (40 points):

The YBGC interview panel will consist of the Executive Director, General Manager, Operations Director; and two other Yerba Buena community representatives. The selection panel will consist of the Executive Director, General Manager, and two other Yerba Buena community representatives. Once the final Security Service Contractor candidate is determined by the selection panel, it will be submitted to the Board of Directors for final approval. The top three Security Service Contractors receiving the *highest* combined scores for Phases 1 and 2 will be invited to participate in Phase 3, an interview. YBGC will determine the format, the scoring criteria to be used during the interview, and the composition of the Security Services Contractor’s team to participate in the interview. YBGC reserves the right to limit participation in the interviews to Security Services Contractor’s lead team members and to exclude team members (ie: sub-consultants). The interview may consist of a presentation and/or standard questions asked of each Security Services Contractor. The selection panel will evaluate each Security Services Contractor based on each Security Services Contractor’s presentation and/or

responses. After the interview evaluation, the YBGC selection panel will combine all scores (Phases 1, 2, 3) of each short-listed Security Services Contractor as their final score and use the scores for selection of the Security Services Contractor.

No site visit is scheduled for this RFP, but prospective Contractors are strongly encouraged to conduct site visits on their own prior to the submission deadline. Yerba Buena Gardens is open to the public daily from 6:00am to 10:00pm.

SCOPE OF SERVICES

Below, is the scope of services expected of the Security Services Contractor. This is a comprehensive scope, but will evolve over time. It is the expectation of YBGC that the Security Services Contractor remain an active learner of best practices in the security industry, and remain fluid and grow with YBGC as the property evolves.

ACCOUNT MANAGER

Security Services Contractor to provide an account manager who shall serve as security team leader and main point of contact with YBGC. The Security Manager shall be responsible for, but not limited to: team communications, scheduling, reporting, security event management, project planning and implementation.

TRAININGS

The Security Services Contractor will provide personnel training, to include but limited to: radio and tactical communications and etiquette, emergency response, de-escalation and situational awareness, active shooter, bomb threat, work place safety, and other City required security trainings, and any auxiliary trainings determined and agreed upon between YBGC and Contractor.

SCHEDULE

The security schedule is to be developed by the Security Services Contractor and approved by YBGC. The Security schedule is to be provided to YBGC on a weekly basis. Any changes to the schedule must be approved by YBGC prior to implementation.

EQUIPMENT

The Security Services Contractor will provide YBGC branded uniforms for all its employees. Uniform style and color and accessories must be approved by YBGC. The Security Services Contractor must provide a patrol data tracking system for all security guards to be utilized while onsite at Yerba Buena Gardens. System should be able to provide, but not limited to, data on guard locations, approved hot-spot (detex) locations, Gardens activities, condition reports, incident reports, and photos of findings, etc.; and be able to extrapolate said data into a daily, monthly, and annual reporting format. Upon request, the Security Services Contractor must provide YBGC with any data collected in system by guards while onsite at Yerba Buena Gardens. Security Services Contractor and YBGC will determine data delivery and format. The data delivery schedule and format are subject to change and are also determined by activities and

events at Yerba Buena Gardens. This system must remain fluid and evolve as Yerba Buena Gardens evolves over time.

TRACKING AND ANALYTICS

YBGC expects a comprehensive patrol reporting software that can be customized to the property's needs. Security Services Contractor agrees to use an industry-leading security company management software, TrakTik, or similar industry quality security management system, as its security patrol software. Security Services Contractor agrees to customize the software based on YBGC's activity, events, and needs.

EQUIPMENT

Below is a list of security and property equipment, and which entity is responsible to provide said equipment;

Security Services Contractor Responsibility:

- 1) Uniforms (branded to meet YBGC requirements):
 - a. Heavy Jacket
 - b. Windbreaker
 - c. Vest
 - d. Collared Shirt
 - e. Pants (BDU)
 - f. Boots
 - g. Belt
 - h. Rain Gear
 - i. Back belts, for safe moving
 - j. Personal Protective Equipment
 - k. Patrol cell phones
- 2) TrakTik Patrol Reporting Hardware & Software; or similar industry quality security management system

YBGC Responsibility:

- 1) Flashlights
- 2) Keys and Key Fobs
- 3) Ball Caps (YBGC brand)
- 4) CCTV Hardware and Software Solution
- 5) Radios and Comms Network
- 6) Barricades
- 7) Signs and Fixtures
- 8) Cones
- 9) Tongs/grapplers and related disposal equipment for bios, needles, deceased animals, etc.
- 10) Needle containers and related needle management protocols
- 11) All YBGC policy and procedures literature and manuals

GUARD JOB SUMMARY

Under the direct supervision of the Security Services Contractor, the Supervising Security Officer, the field personnel are to protect the assigned people and property of Yerba Buena Gardens and its contracted clients; reasonably acting to prevent or minimize negative incidents before they occur, observing activities and involvements as they occur, and reporting observations and results immediately after they occur.

GUARD DUTIES AND RESPONSIBILITIES

General Duties of Patrol Guards:

- Protect the people, data, and client property assigned.
- Maintain high visibility and accessibility to the public, and greet all YBGC visitors in a friendly and respectful manner. Get to know YBGC regular visitors and their activities.
- Enforce established YBGC policies and procedures in a respectful and restrained manner.
- Observe and report activities, conditions, incidents, and involvements as they occur in and about assigned locations.
- Reasonable effort should be made to resolve egregious violations of YBGC policy.
- Crowd observation and reporting on the site during hours of operations.
- Remain alert while actively watching and listening for hazards and/or potential incidents.
- Promptly report observations and results as prescribed to Security Services Contractor Security Supervisor and YBGC.

Specific Duties of Control Guards:

On top of Patrol Guard duties (as outlined below), the Control Guard will be responsible for the following:

- Guard to be stationed in YBG Control Room.
- Point of Contact for all YBG Patrol Guards.
- Manages all Security equipment, including but limited to, radios, key sets, flash lights, PPE.
- Facilitates COVID-19 Health Questions to all incoming YBG personnel.
- Facilitates equipment check-out system for YBG personnel, including sub-vendors and contractors.
- When YBGC staff is not on the property, Control Guard acts as main Point of Contact for YBGC and the office.
 - Answers phones, accepts deliveries, etc.
- Monitors and enters data into TrakTik, or similar security management software.
- Monitors YBG surveillance system, Fire Life Safety System, elevators, loading dock deliveries.
- Acts as YBGC Security liaison between YBGC and City agencies such as the San Francisco Police Department, San Francisco Fire Department, YBGC tenant building alarm companies, and elevator maintenance and monitoring company.

Specific Duties of Patrol Guards:

- Patrols/monitors properties managed by Yerba Buena Gardens Conservancy.
- Securing the perimeter of the Gardens from unauthorized intrusion.

- While patrolling, reports normal and unusual observations, actions and results encountered to the Control Officer for recording into the Daily Activity Report (DAR). Control Officer to report egregious activities directly to YBGC via YBGC preferred avenue of correspondence (i.e.: phone, text, email).
- Secures and periodically reaffirms the secured status of buildings, storage areas, facilities, keys, equipment, furnishings and other assigned properties.
- Officer to learn and be adept at Gardens policies and procedures, and enforce, in a respectful and restrained manner, established policies and procedures. This includes, but is not limited to: observing, warning, and evicting violators, escorting the violator(s) from the property, and calling for police or security back-up.
- Effective resolution of visitor queries regarding Gardens policies only. All other queries to be directed to YBGC.
- While patrolling, remains highly visible and accessible to the public, and greets all Gardens visitors in a friendly and respectful manner.
- Identifies, prevents if possible, and reports unhealthy, unsafe, illegal or unsavory conditions.
- Identifies and reports missing or faulty keys, locks, equipment, furniture, signs or other client property.
- Prepares Condition Reports, Incident Reports, Pass-Down Log entries, and other forms; and reports findings as required according to established YBGC policies and procedures.
- Maintains Control-Room policies and procedures, including the assignment of employee shift equipment and inventory, and return of access keys and radios, and equipment.
- Maintains the development of the Daily Activity Report, answering phones, monitoring cameras, greeting guests, communicating via radio, etc.
- Accepts personal responsibility for the sign-out log, use and return of assigned access keys and radios.
- Observes, reports the actions of, and assists civil authorities (police, fire, medical) and victims of accident, illness, or crime.
- Maintains a neat and professional personal appearance, while conforming to Security Services Contractor's and YBGC' dress code, rules of conduct, and approved policies and procedures.
- Prevents trespassing, and provides building, storage-room, and other restricted-area access to authorized personnel, monitoring, and reporting their presence and activities as required.
- Prepares, posts and retrieves signs, notices and warnings to the public, and contacts company, appropriate city agencies (ie: police department, fire department, and related first responders), and the security departments of other firms when needs arise.
- Escorts/protects assigned personnel and members of the public for safety and security reasons.
- Moves and places equipment, tilt carts, furniture, barricades, caution cones and stanchions, as deemed appropriate by YBGC.
- Complete at least 2 security detex tours per shift.
- Attends inter-shift, training, and other meetings as required.

CONTRACT AWARD

YBGC may make such investigation, as it deems necessary, prior to the award of this contract to determine the conditions under which work is to be performed. YBGC will take into

consideration, but not be limited to: Security Services Contractor experience and industry reputation, location, and sufficient personnel and equipment to properly perform all services called for under the contract. The Security Services Contractor must be able to demonstrate its capabilities, including evidence that it possesses adequate facilities and financial resources to fully comply with the requirements of the service agreement, prior to award and at any time during the service agreement term or any extension thereof. YBGC reserves the right to inspect Security Services Contractor's place of business prior to award or at any time during the contract term or any extension thereof, to aid YBGC in determining Security Services Contractor's capabilities and qualifications. YBGC reserves the right to reject any proposal on which the information submitted by Security Services Contractor fails to satisfy YBGC and is unable to supply the information and documentation within the period of time requested. YBGC reserves the right to terminate these contracts if information requested from and submitted by Proposer fails to satisfy YBGC is unable to provide the information and/or documentation within the period requested. Failure to disclose or falsify statements may result in immediate disqualification of the proposal from receiving further consideration, cancellation of award, or termination of a service agreement.

Final awardee will be required to comply with Yerba Buena Gardens Conservancy and City and County of San Francisco insurance and indemnification language. Insurance language will be provided to any bidder upon request.

QUESTIONS

Contact General Manager Bri Maughan at 415-707-3901, bmaughan@ybgardens.org.

SUBMISSION OF PROPOSAL

Please know that a proposal submitted after 11:00 am on October 30, 2020 will be deemed non-responsive and will be rejected. After a proposal has been submitted, no modifications to the proposal will be allowed.

Thank you, we look forward to reviewing your proposal.

Sincerely,
Scott Rowitz
Scott Rowitz
Executive Director

Bri Maughan
Bri Maughan
General Manager