



Holiday Market Security Program Request for Proposals/Quotes

Proposals/Bids due by 12pm PST Friday, October 14, 2022
Email proposals/bids to <mailto:Lance@UnionSquareAlliance.Com>

DESCRIPTION OF NEED

The Union Square Alliance (USA), a 501 (c) (4) property-based business improvement district, is seeking proposals/quotes from qualified security firms to provide security for the holiday market activation in San Francisco's Hallidie Plaza, adjacent to the Powell Street BART entry/exit. USA is putting a security program in place to address security and concerns for public and vendor safety for the holiday market from build out to teardown. Security will actively patrol Hallidie Plaza with the objective to deter unwanted activity through a visible, uniformed presence. Security will observe and report suspicious behavior and activity, crimes in progress, and crimes committed overnight to the San Francisco Police Department with the objective to help prevent and report property damage and retail theft in the Hallidie Plaza Holiday Market. Security will also provide hospitality, hospitality information and assistance with the objective of ensuring the public safety for vendors, visitors and patrons to the Hallidie Plaza Holiday Market.

ABOUT THE UNION SQUARE ALLIANCE

The Union Square Alliance is a 27-block assessment district in downtown San Francisco containing 621 parcels and thousands of storefront and upper floor businesses. Long considered by many as "the heart of San Francisco" and a starting point for many first-time visitors, Union Square Alliance's attractions contained in this dense urban core include – the famous cable cars, historic Union Square Park, renowned restaurants, luxury hotels, and one of the largest concentrations of retail shopping on the West Coast – make it San Francisco's #1 visitor destination.

USA's mission of keeping the district's streets and public spaces clean, safe, attractive, and vibrant is accomplished through the organization's four core service areas: Clean and Safe, Marketing and Communications, Advocacy and Public Affairs, and Streetscapes and Public Realm. USA's FY22-23 assessment budget is \$6.6mil and comprised of thirteen full-time employees. For more information, visitunionsquaresf.com/about-bid.

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GENERAL

This RFP/RFQ establishes minimum requirements a bidder must meet to be eligible for consideration as well as the information to be included in the Contractor's bid response.

The selection of the Contractor will be made based on USA's evaluation and determination of the relative ability of each bidder to deliver quality service in a cost-effective manner.

The following specific criteria will be evaluated and must be addressed in the proposal. See Proposal Requirements for more detail below.

1. Management Structure & Customer Service
2. Service Provision
3. Development and Retention of Personnel
4. Oversight & Administration
5. Cost Proposal and Invoicing
6. Training
7. Computer Management and Reporting System
8. Insurance
9. Client References
10. Eligible to contract with a City of San Francisco contracted organization.

The USA is not obligated to accept the lowest bid and reserves the right to reject any and all bids or amend the scope of the project. All bidders must be licensed and have the ability to perform work in accordance with all municipal, state, and federal authorities and to the satisfaction of those authorities.

Please submit proposals via email to Lance@UnionSquareAlliance.Com. Proposals are due by noon PST Friday, October 14, 2022. Late proposals will not be accepted.

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CONTRACT TERM

The term of this contract shall be for a maximum of a 52 day to a minimum of 44-day period unless terminated by USA with 72 hours notice and 120 hours notice by contractor.

SCOPE OF WORK

Contractor shall provide unarmed, uniformed security (at a minimum of 2 guards per shift unless agreed upon by contractor and USA) to actively patrol within the boundaries of the Hallidie Plaza Holiday Market, according to a schedule agreed upon between the USA and the service provider. USA reserves the right to amend tentative schedule shown below.

Contract security personnel will provide a variety of safety and security services and implement USA's public safety objectives as outlined in the USA's Management Plan (<http://www.visitunionsquaresf.com/about-bid/about-us/reports>). The following details the duties and procedures of the Hallidie Plaza Holiday Market security personnel.

Active Patrol and Observe & Report

- Hallidie Plaza Holiday Market security will actively patrol the designated area on foot and preferably in pairs, according to a schedule agreed upon between the USA and the service provider.
- While on patrol, security will be watchful for unwanted behaviors and criminal activity. Security personnel will contact 911 in case of an emergency or to report a crime in progress or recently committed. Other incidences shall be reported to SFPD non-emergency.
- In addition to actively patrolling the Hallidie Plaza Holiday Market, security may be dispatched by USA Member Services or other designated on-site Hallidie Plaza Holiday Market management to promptly respond to requests for service to address non-emergency safety and security concerns in the immediate area of Hallidie Plaza.
- Security will not detain or physically contact individuals in any way unless for self-defense to protect their personal safety or the safety of others.

Addressing Low Level Crimes

- Security will firmly and courteously request compliance of persons committing crimes, including but not limited to aggressive or non-aggressive panhandling, loitering, disruptive behavior, tents and encampments and drug use. Security shall also report persons continuing to violate such laws to the San Francisco Police Department.

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- Security will firmly and courteously request compliance of persons violating the laws of pedestrian-only sidewalk throughways, including but not limited to skateboarders and scooters.
- Security will report any street performers who are excessively noisy (using amplified sound) or obstructing sidewalk passage to USA Member Services for referral to the appropriate City department.

Hospitality

- Security shall provide vendors, patrons and visitors in the Hallidie Plaza Holiday Market with welcoming messages/greetings and offer assistance in a professional manner, including but not limited to providing information and navigation assistance and patrolling.

Hallidie Plaza Holiday Market Conditions

- Security will monitor and immediately report deficient conditions, including but not limited to violation of signage ordinances and policies, broken, damaged or vandalized public or private property, or malfunctioning streetscape furniture or equipment, or trash/illegal dumping to USA Member Services.
- Security will identify and immediately report any tripping hazards on sidewalks, pedestrian zones, and public spaces to USA Member Services.

Team Communication

- Security will maintain communication with USA Member Services, Video Control Center Operators, and cleaning teams throughout their shift to address and report on safety and security concerns throughout the Hallidie Plaza Holiday Market.

Uniforms & Equipment

- Security personnel will wear a distinctive uniform identifying them as “Security”. This uniform will distinguish Security personnel as presences of authority and safety enforcement for Hallidie Plaza Holiday Market. **Security personnel will also wear body cameras** to record all activity while on duty. Security personnel will carry pepper spray, flashlights, and communication equipment (USA-provided radio) on their person.

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Active Patrol and Observe & Report

- Security will actively patrol the Hallidie Plaza Holiday Market on foot, according to a schedule and route agreed upon between the USA and the service provider.
- While on patrol, Security will be watchful for unwanted behaviors and criminal activity. Security personnel will contact 911 in case of an emergency or to report a crime in progress or recently committed. Other incidences shall be reported to SFPD non-emergency.
- In addition to actively patrolling the Hallidie Plaza Holiday Market, Security will be dispatched by USA Member Services to promptly respond to USA member requests for service to address non-emergency safety and security concerns.
- Security will not detain or physically contact individuals in any way unless for self-defense to protect their personal/physical safety or personal/physical the safety of others.

Addressing Low Level Crimes

- Security will firmly and courteously request compliance of persons committing quality of life crimes, including but not limited to aggressive or non-aggressive panhandling, loitering, disruptive behavior, tents and encampments, drug use, and irresponsible consumption of alcohol. Security shall also report persons continuing to violate such laws to the San Francisco Police Department.
- Security will firmly and courteously request compliance of persons violating the laws of pedestrian-only sidewalk throughways, including but not limited to skateboarders and scooters.
- Security will report any street performers who are excessively noisy (using amplified sound) or obstructing sidewalk passage to USA Member Services for referral to the appropriate City department.

Hospitality

- Security shall provide vendors, patrons, residents and visitors to the Hallidie Plaza Holiday Market with welcoming messages and offer assistance in a professional manner, including but not limited to providing information and navigation assistance

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Street and Hallidie Plaza Conditions

- Security will monitor and immediately report deficient conditions, including but not limited to violation of signage ordinances and policies, broken, damaged or vandalized public or private property, or malfunctioning plaza furniture or equipment, or trash/illegal dumping to USA Member Services.
- Security will identify and immediately report any tripping hazards on sidewalks, pedestrian zones, and public spaces to USA Member Services.
- Security will report any street performers who are excessively noisy (using amplified sound) or obstructing sidewalk passage to USA Member Services for referral to the appropriate City department.

Incident Reporting

- Security will document all incidences, interactions, activities, and accomplishments by completing a detailed daily Incident Report (Appendix C).

Contractor shall coordinate with various other USA contract service providers to effectively perform all required duties. Contractor shall provide appropriate and necessary management and supervision for all Contractor's employees and shall be solely responsible for instituting and invoking disciplinary action of employees not in compliance with Contractor's rules and regulations, as well as any other policy established by the contracting parties.

Contractor shall develop general procedures as well as site-specific responsibility. General procedures and site-specific responsibilities shall be prepared prior to the commencement of the contract and must be reviewed and approved by Union Square Alliance's management within ten (10) days from commencement of Contractor's services to Union Square Alliance. All security officers will be required to read and verify they understand the general procedures and site-specific responsibilities at a minimum. Contractor shall ensure hiring, training and administration of motivated and professional employees that meet or exceed both Contractor's and Union Square Alliance's standards.

Contractor is responsible for the daily personal appearance of security personnel. Contractor shall provide seasonal uniforms and weather-appropriate protective clothing necessary to support continuous performance of contract requirements. USA reserves the right to require specific uniform requirements and contractor agrees to pay for those uniforms as a pass-through line item addition to the contract.

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MINIMUM QUALIFICATIONS

- Eligible to contract with City of San Francisco contracted organization (see Appendix E).
- Compliant with all BSIS regulations in the State of California.

PROPOSAL REQUIREMENTS

Bidder is to address the following subjects in the response. Ensure to include any attachments you reference in your responses.

1. Company Overview

Please provide us a brief narrative about who your company is and what sets it apart from other security companies.

2. Management Structure & Customer Service

Describe in detail how your firm will be organized to manage this project. Indicate by position or title the person who will have the overall responsibility for the USA's account. Indicate the support staff available to this project manager by function. Bidder must supply an Organization Chart depicting the structure of the local servicing office and regional support.

3. Service Provision

Describe how you will provide the services outlined in the Scope of Work including projected timeline, strategies, and examples and ideas (if appropriate). Include how you will work with USA and what you might need from the USA to provide the services outlined in the Scope of Work.

4. Development and Retention of Personnel

Describe methods and initiatives designed to promote employee development and retention.

5. Oversight & Administration

Outline administrative controls, plans and process to monitor and assure contract compliance of security services. Include methods of quality control, contract administration, audits, management inspection programs, conduct and job performance standards, corrective action planning and follow-up reporting.

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6. Equipment Cost, Hourly Cost and Project Cost Proposal and Invoicing

Provide billing rates for each of the following (or equivalent positions). Include overtime policies, holiday policies and rates. Please provide Total Project Cost based upon tentative schedule. See Scheduling in Appendix below:

- Security Personnel (minimum 2 per shift unless agreed upon by USA and Contractor)
- Field Supervisor (if applicable)
- Account Manager
- Body cameras

Proposed invoicing frequency, procedures and applicable discounts.

7. Training

Describe in detail the training programs in place to support this project. Include the following:

- Pre-Assignment Training
- Job and Task Specific Training (OJT)
- Formal Continuous Training
- Annual Retraining and Recertification

8. Computer Management and Reporting System

Describe productivity and technology applications utilized to enhance and improve business processes, integration of scheduling, payroll and billing systems or other benefits of computerization. Summarize how such systems will benefit the USBID.

9. Insurance

The successful bidder shall carry and maintain, with respect to any work or service to be performed in and around the USA. Insurance written by a responsible insurance Company, to provide for the following:

- Workers' Compensation as required by applicable statute and Employer's Liability Insurance.
- Commercial General Liability Insurance
- Excess-umbrella Insurance (if any)

Include a sample Certificate of Insurance including limits with your response.

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10. Client References

Provide at least three (3) client references whose footprint is comparable in size, profile and security service hours to the USA. Include Company name, address, contact person and contact number and how long that company has been a client with the bidder.

11. Eligible to contract with a City of San Francisco contracted organization

Please confirm you are compliant with the USA's contract with the City of San Francisco, as applicable (see Appendix E).

**Proposals/Bids due by 12pm PST Friday, October 14
Email proposals/bids to Lance@UnionSquareAlliance.com**

Late submittals will not be accepted. All proposals are to be emailed, in a non-editable format, to Lance@UnionSquareAlliance.com by the above date and time. Any questions regarding this RFP should also be addressed to the above individual by email only.

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Hallidie Plaza Holiday Market Map



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Proposed/Tentative Security Scheduling

Up To 14-Day Build-Out Beginning November 12, 2022 - Tentative							
Time	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
6am - 2:00pm	2 Guards*	2 Guards*	2 Guards*	2 Guards*	2 Guards*	2 Guards*	2 Guards*
2pm - 10:00pm	2 Guards**	2 Guards**	2 Guards**	2 Guards**	2 Guards**	2 Guards**	2 Guards**
10:00pm - 6:00am	2 Guards	2 Guards	2 Guards	2 Guards	2 Guards	2 Guards	2 Guards

*Shift and Number of Guards TBD

**Number of Guards TBD

30-Day Active Market Beginning November 25, 2022							
Time	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
6am - 2:00pm	2 Guards	2 Guards	2 Guards	2 Guards	2 Guards	2 Guards	2 Guards
2pm - 10:00pm	2 Guards	2 Guards	2 Guards	2 Guards	2 Guards	2 Guards	2 Guards
10:00pm - 6:00am	2 Guards	2 Guards	2 Guards	2 Guards	2 Guards	2 Guards	2 Guards

7-Day Build-OUT Beginning December 24, 2022							
Time	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
6am - 2:00pm	2 Guards	2 Guards	2 Guards	2 Guards	2 Guards	2 Guards	2 Guards
2pm - 10:00pm	2 Guards**	2 Guards**	2 Guards**	2 Guards**	2 Guards**	2 Guards**	2 Guards**
10:00pm - 6:00am	2 Guards	2 Guards	2 Guards	2 Guards	2 Guards	2 Guards	2 Guards

**Number of Guards TBD

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Hallidie Plaza Holiday Market Security Incident Report

DATE:	START TIME:	END TIME:
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Security Guard Name: _____

Activity Observed, Reported, Addressed	Observed	Reported	Addressed
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Insert the number of incidents in the appropriate box

Aggressive Panhandling			
Assault			
Burglary			
DUI			
Human Trafficking			
Illegal Dumping			
Indecent Exposure			
Mentally Disturbed			
Narcotic Use			
Noise Violation / Disturbing the Peace			
Open Container			
Property Damage			
Public Intoxication			
Selling w/o Permit			
Shop Lifting			
Sit/Lie Violation			
Theft			
Threats			
Trespassing			
Vandalism			

Misc:			
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[USA Contract with City and County of San Francisco](#)

USA is contracted with the City and County of San Francisco to administer services with assessment funds as promulgated in the [USA Management Plan](#). Pursuant to the contract with the City, certain obligations of the USA under the City Agreement apply to parties with which the USA contracts. As such, eligible contract service providers must adhere to all of the covenants and obligations of the USA under the City Agreement to the extent applicable to the contractor and/or the performance of the Security services.

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