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EXECUTIVE DIRECTOR

January 28, 2026

The Yerba Buena Gardens Conservancy (“YBGC”) is accepting proposals for its **Security Services**. We invite your firm to submit a service proposal to us no later than **5:00 pm on April 1st, 2026**. A description of our organization, the services, 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. The Conservancy provides arts, culture, recreation, and nature in beautiful, accessible, welcoming spaces for everyone through stewardship and collaboration.

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 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 (“YBGC”) REQUIREMENTS

Property and visitor **safety and security is a priority**. YBGC requires excellence from its security services contractor (“Contractor”). Contractor will 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 organization’s mission, it is YBGC’s procurement policy to competitively bid for the procurement of goods and services and to attempt to locate and purchase goods and services with Local Business Enterprise (LBE) Designation.

Below are details of the needed service including minimum qualifications, service term, staffing required, schedules, duties of each position, training, equipment, price proposal, award process, insurance, and submission deadline.

SECURITY SERVICE

Contractor to provide 24/7/365 security services and staffing (professional, bonded, uniformed) for property managed by Yerba Buena Gardens Conservancy.

PROPOSAL TIMELINE

Release of RFP	January 28 th , 2026
Site Walk (Must attend to submit a proposal)	February 25 th , 2026 @ 11:30 am
Final Submissions for Questions	March 11 th , 2026
Published Answers to Questions (on website)	March 18 th , 2026
Proposal Due Date	April 1 st , 2026 @ 5 pm
Contract Awarded	April 22 nd , 2026
Contract Start Date	July 1 st , 2026

MINIMUM QUALIFICATIONS & DISCLOSURES

- 1) Contractor to **provide photocopy of valid Private Patrol Operator License** issued by the State of California, Department of Consumer Affairs, Bureau of Security and Investigative Services (“BSIS”).
 - a. License must not be currently under probation or suspension and must continuously be in effect at the time proposals are due, prior to the contract award and, throughout the duration of the contract.
 - b. Contractor to **provide letter signed by authorized person** to bind it to this representation.

- c. Contractor to **provide copy of business entity formation documents** showing formation date.
- 2) Provide **five client references**:
 - a. Must be from five clients the Contractor provided security guard services continuously for at least two years, within last ten years.
 - b. Reference contact for at least three must be the one who served as manager that worked directly with Contractor.
- 3) Contractor must **notify YBGC of any pending lawsuits or labor disputes** that may interfere with the delivery of services.

SERVICE AGREEMENT TERM

The agreement shall be a **three-year term**, to commence on July 1, 2026 and end on June 30, 2029. The service agreement may be renewed for an additional two-year term, under the same terms and conditions set forth in the agreement, subject to YBGC Board approval. **See Price Proposal** below for details.

PROPOSAL PRICE DETAILS

Contractor to provide the billable hourly rate for Year One. Billable rate for Year Two – Year Three to include a San Francisco CPI escalator, **up to 3% per contract year**.

Year One: 7/1/26 – 6/30/27	Billable Rate per Hour	Billable Holiday Rate per Hour
Security Guard (Control, Patrol)	\$	\$
Security Supervisor	\$	\$

Year Two: 7/1/27 – 6/30/28	Billable Rate per Hour	Billable Holiday Rate per Hour
Security Guard (Control, Patrol)	\$	\$
Security Supervisor	\$	\$

Year Three: 7/1/28 – 6/30/29	Billable Rate per Hour	Billable Holiday Rate per Hour
Security Guard (Control, Patrol)	\$	\$
Security Supervisor	\$	\$

Proposal shall also include the **hourly pay range each guard and Supervisor** will be paid, and holidays observed and rates.

The billable hourly rate, shall be **inclusive of all costs** billable to YBGC as well as all wage requirements imposed on this service agreement by the City and County of San Francisco.

Questions on Prevailing Wage, Minimum Compensation Ordinance, Health Care Accountability Ordinance, or other wage related ordinance contact the Office of Labor Standards Enforcement, found here: <http://sfgov.org/olse/contact-us>

Overtime hours must be approved by YBGC prior to implementation. The Contractor will assume all costs including personnel salaries, health and welfare, transportation, vehicles, training, uniforms, and contractor equipment outlined above, and any other expense for its employees.

INSURANCE

Awardee will be required to comply with YBGC and the City and County of San Francisco insurance and indemnification language. **Insurance language provided upon request.**

SCOPE OF SERVICES

This is a comprehensive scope but will evolve over time. It is the expectation of YBGC that the Contractor remain an active learner of best practices in the security industry and remain fluid and grow with YBGC as it evolves. 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. Within the plan approved by YBGC, Contractor will provide a certification and training program for all of their employees.

COMPANY KEY EMPLOYEES

Contractor to **identify key employees** and/or subcontractors that will be used at YBGC.

ACCOUNT MANAGER

Contractor to provide an account manager who shall oversee team and be point of contact for YBGC Services Manager. The Contractor's Account Manager will be responsible for, but not limited to, team compliance with applicable labor laws and YBGC security and safety procedures, communications, scheduling (ensure shifts are filled), reporting, project planning and implementation. Account Manager must learn the Conservancy's partner organizations and public service organizations such as: YBP, SF SAFE, SF HOT, Health Right 360, etc. List subject to change as YBGC as the community evolves.

TRAININGS

Contractor to provide continuous employee training and shall be reviewed annually. Trainings shall include all appropriate trainings including but not limited to:

- Active shooter
- Basic workplace safety
- Bomb threat
- Code Adam (Lost Child)

- Customer and client service
- De-escalation and situational awareness (how to give a situation the urgency/sensitivity it requires)
- Emergency response
- First Aid/AED/CPR/Naxalone
- Radio etiquette and tactical communications
- Reporting
- 3 trainings a year for organizations at Yerba Buena Gardens on security, safety, and control access

No charges to YBGC are to be made for Contractor's employee trainings. Contractor agrees to include YBGC employees in applicable trainings at no additional cost to YBGC. YBGC will include Contractor employees in applicable trainings.

EQUIPMENT

Below is a list of equipment and which entity is responsible for providing said equipment.

CONTRACTOR RESPONSIBILITIES

Contractor will provide **YBGC branded** uniforms for all its employees as listed below, to be approved by YBGC prior to production:

- Back belts, for safe moving
- Belts (Security/Tactical)
- Black Pants (BDU)
- Black Boots
- Designated site cell phones
- Heavy Jacket
- Light Jacket/Windbreaker
- Personal Protective Equipment
- Polo Shirt
- Rain Gear
- Vest (as requested)

CONTRACTOR REPORTING SOFTWARE

Contractor agrees to use an industry-leading security management reporting software, such as TrackTik, or similar industry quality security management reporting software. Contractor agrees to customize the software based on Gardens' activity, events, and needs. System should be able to provide, but not limited to, data on guard locations, approved tour checkpoints, Gardens activities, condition reports, incident reports, photos of findings, etc.; and be able to extrapolate data into a daily, monthly, and annual report format. Upon request, Contractor must provide YBGC with data collected in system by guards while on duty. The data delivery schedule and format will be agreed upon by both the Contractor, YBGC, and Gardens activities, and are subject to change. System and process to remain fluid and evolve with Gardens.

YBGC RESPONSIBILITIES

YBGC will provide the following equipment to be utilized by the on-site team. Contractor will report on the condition of equipment regularly for YBGC to maintain.

- Barricades
- CCTV hardware and software solution
- Flashlights
- Umbrellas
- PPE – gloves, masks, hand sanitizer
- Hats (YBGC branded, only YBGC branded headwear will be permitted during working hours)
- Keys and key fobs
- Proper safe handling equipment for bios, needles, deceased animals, etc.
- Radios and communications network
- Safety cones
- Signs and fixtures
- YBGC policy and procedures, literature, and appropriate operation manuals

SHIFT SCHEDULES

As a minimum requirement, schedule is to consist of the following shifts:

Day: 7:00a – 3:30p

Swing: 3:00 – 11:30p

Graveyard: 11:00p – 7:30a

The expectation is that the team is on time and in uniform at the time of the shift start until the end of the shift. The hours of the above shifts and guard count per shift are to remain fluid and evolve over time depending on Gardens activities and needs. At its discretion, YBGC may adjust the hours of the shifts, and/or incorporate additional shifts. Schedule to be developed and maintained by the Contractor and provided and approved by YBGC on a weekly basis. Changes to the schedule must be approved by YBGC prior to implementation.

GUARD DUTIES & RESPONSIBILITIES

Under the direct supervision of the Contractor, **General Duties** of Guards will be to:

- Enforce rules of City and County of San Francisco's Recreation and Park Code
- Protect the people, data, and client property as assigned.
- Maintain high visibility and accessibility to the public and act as a visual deterrent for potentially unpermitted activities.
- Approach all situations and incidents with the urgency and sensitivity each requires.
- Reasonably act to prevent or minimize negative incidents before they occur.
- Remain alert and proactively watch and listen for hazards and/or potential incidents.
- Identify, prevent if possible, and report unhealthy, unsafe/illegal conditions.
- Proactively provide customer service and greet visitors in a friendly respectful manner.
- Learn and proactively engage with YBGC regular visitors and their activities.

- Crowd control, promptly observe and report activities, conditions, incidents, and involvements as they occur in and about assigned locations.
- Accepts personal responsibility for the sign-out log, and for use and return of assigned access keys and radios. **Contractor responsible for cost of replacement of shift equipment lost by its employees.**
- Learn, respectfully enforce, and be able to discuss Gardens policies and procedures. This includes, but is not limited to: observing, greeting, providing customer service, and advising, and escorting those who Gardens rules violator(s) from the property, and calling for police or other emergency services for additional support.
- Effectively resolve visitor queries regarding Gardens policies only. Other queries to be directed to YBGC.
- Proactively resolve violations of YBGC rules and policies by monitoring, reporting, and establishing their presence.
- Provides building and/or other restricted-area access to authorized personnel.
- Opens, closes, secures Gardens facilities such as public restrooms, children's play circle, elevators, loading dock, and other Gardens restricted indoor facilities.
- Posts and retrieves signs, notices and warnings to the public
- Move equipment, tilt carts, café furniture, barricades, safety cones, etc. as needed.
- Assist in maintaining the cleanliness of the Gardens as needed.
- Identify and report missing or faulty keys, locks, equipment, furniture, signs or other client property.
- Assists civil authorities (police, fire, medical) and victims of accident, illness, or crime.
- Maintains a neat, professional and personal appearance, while conforming to Contractor and YBGC dress code, rules of conduct, and approved policies and procedures.
- Attends trainings, all-hands meetings, and other meetings as needed.
- Learn Conservancy's partner organizations and public service organizations, such as: YBP, SF SAFE, SF HOT, Health Right 360, etc. List subject to change as YBGC and surrounding community evolve.
- Able to lift up to 50 lbs.
- Proficient with technology; utilizing technology as part of their daily tasks including but not limited to radios, cellphones, and reporting software.
- Assist YBGC with other duties as assigned.

Patrol Guards:

In addition to general duties, **Patrol Guards** will:

- Adhere to the patrol security schedule and complete all tasks as outlined.
- Always maintain communication with Control and YBGC while on duty.
- Learn and refine report writing to maintain activity and incident report accuracy.
- Patrol and monitor properties managed by YBGC.
- Secure perimeters from unauthorized intrusion.
- Secure and reaffirm secured status of buildings, facilities, keys, equipment, furnishings, and other assigned properties.

- Report all critical activities to YBGC management following the Critical Incident Report Structure (CIRCS).
- Security Point of Contact for YBGC personnel, tenants, and the public. And when YBGC is not in office, for office: Provide customer service, answer phones, accept deliveries, etc.
- Monitor YBG surveillance system, Fire Life Safety Systems, elevators, loading dock deliveries, and exterior of tenant facilities.
- When needed, act as YBGC Security liaison between YBGC and City agencies such as SF Police Department, SF Fire Department, YBGC tenant building alarm companies, and elevator maintenance and monitoring company, etc. Communicate with said agencies, companies, and security departments as needed.

Control Guards:

On top of general and patrol duties (as outlined above), **Control Guards** will:

- Be stationed in YBGC Control Room as needed.
- Always maintain proactive monitoring of cameras.
- Lead all shift guards to ensure adherence of security schedule and duties.
- Manage and facilitate check-in/out system for all Security and shift equipment and inventories, including but limited to, radios, key sets, flashlights, PPE, etc. for YBGC and sub-contracted personnel and contractors.
- Maintains records of inventory for all equipment.
- Maintains Control-Room policies and procedures as well as cleanliness.
- Communicates and escalates issues to YBGC Service Manager.
- Maintain communication with patrol guards to ensure accurate reporting of all activities. Maintain and enter data into TrackTik, or similar software.

Supervisor (As requested):

On top of general, patrol, and control duties (as outlined above), **Supervisor** will:

- Lead the on-site team in trainings and ensuring YBGC standards/polices are met.
- Maintains records of trainings and certifications required for the team.
- Retains flexible work schedule to review and check in on all shifts at the discretion of YBGC management and event schedule
- Ensures that the scheduled shifts and post orders are followed.
- Maintain the Control room and equipment in excellent working condition.
- Inventories all equipment and their condition including but not limited to radios, lockers, flashlights, uniforms, etc.
- Reviews all reports for quality control and ensures the reports are complete.
- Evaluates team members periodically and generates an annual report.
- Collaborate with YBGC team on effective trainings for on-site security team.
- Works with YBGC management on reviewing security policies and procedures for improvement.
- Liaison between the on-site team and YBGC management.
- Maintains Control-Room policies and procedures as well as cleanliness.

SITE WALK

To complete Request for Proposal, Contractor must attend the Site Walk on **Wednesday February 25th, 2026 at 11:30 am**. Site Walk will cover the extent of property and will review the operations. **This site walk is mandatory in order for your proposal to be considered.**

VENDOR QUESTIONNAIRE

In response to this Request for Proposal, please provide the following information in as much detail as possible:

1. Describe your company's experience in providing security services to organizations in the non-profit sector – particularly for areas with open, accessible, public space.
2. Describe how your company approaches site security and emergency response procedures.
3. Describe the use of technology in its role for security.
4. Provide your company's experience in operating surveillance systems, life-safety systems, phone systems, and intercom/communication systems.
5. Describe the type of events your security company has worked on.
6. Describe your hiring process and training procedures.
7. Provide a transition plan from the prior service provider to your team.

REQUEST FOR INFORMATION

Contractor to carefully review RFP requirements and the City and County of San Francisco ordinances. After the site walk, all questions shall be submitted to Matthew Chu by **March 11th, 2026**. All questions will be compiled and answered by **March 18th, 2026**. The questions and answers will be posted to <https://yerbabuenagardens.org/about/requests-for-proposals/>.

For information, please contact:

Matthew Chu / 415-613-9474 / mchu@ybgardens.org

CONTRACT AWARD

YBGC will award the service agreement to the Contractor it considers will provide the **best overall service**. YBGC will consider the following priorities in the evaluation and selection process:

1. Best price reasonably attainable (25 pts)
2. Vendor performance and reference review (15 pts)

3. Proposal Presentation (5 pts.)
4. Local Business Enterprise (LBE) Designation. (5 pts.)

RFP responses will be reviewed by a selection panel appointed by the Executive Director.

Prior to the award of this contract, and at any time during the service agreement term or extension thereof, YBGC may make such investigation as it deems necessary to determine the conditions under which work is to be performed. YBGC will take into consideration Contractor's experience and industry reputation, location, and sufficient personnel and equipment to properly perform all services called for under the contract, and Contractor's ability to demonstrate its capabilities, including evidence that it possesses adequate facilities and financial resources to fully comply with the requirements of the service agreement.

SUBMISSION OF PROPOSAL

Email one PDF proposal to Matthew Chu by: **5:00 pm on April 1st, 2026**

Non-compliance of this requirement will immediately disqualify a candidate; the candidate will be deemed non-responsive, and the proposal will be rejected. **After a proposal has been submitted, no modifications to the proposal will be allowed.** YBGC reserves the right to reject any proposal on which the information submitted fails to satisfy YBGC. Failure to disclose or falsify statements may result in immediate disqualification from receiving further consideration and/or cancellation of award of a service agreement.

Sincerely,



Seve Ghose
Executive Director