



## Request For Proposal

<b>Solicitation Issue Date:</b> Wednesday, April 23, 2025			
<b>Solicitation Closing Date:</b> Wednesday, May 21, 2025		<b>Solicitation Closing Time</b> 4:00PM (EST)	
<b>Issued By:</b> Downtown Partnership of Baltimore			
<b>Address:</b> 20 S Charles St #600 Baltimore, MD 21201			
<b>Telephone Number:</b> 410-244-1030			
DPOB is a non-profit organization in Baltimore, MD founded in 1983 and exempt from all state, federal, and local taxes.			
Responses must be received on or before Wednesday, May 21, 2025, by 4:00 PM (EST).			
<b>Electronic Responses:</b> Please submit your Proposal to <a href="mailto:bidfers@dpob.org">bidfers@dpob.org</a> referencing "Private Security Services for DPOB RFP#2025-04" in the subject line.			
For questions/information, please email <a href="mailto:acannon@dpob.org">acannon@dpob.org</a> referencing "Private Security Services" in the subject line. Questions/information must be emailed no later than Monday, May 12, 2025. All questions received by the closing date will be answered within three (3) business days and will be made available to all respondents. Questions sent to <a href="mailto:bidfers@dpob.org">bidfers@dpob.org</a> will not be answered as this email address is not monitored on a regular basis. This is meant to receive proposals only.			
DPOB reserves the right to waive informalities or irregularities, to reject any or all proposals received, to accept the proposal deemed best for the organization, and/or request new proposals if necessary.			
Any objection to the above conditions must be clearly indicated in the proposals.			
In compliance with this RFP and to all the conditions imposed herein, the undersigned offers and agrees to furnish the services in accordance with the attached signed proposal or as mutually agreed DPOB by subsequent negotiation.			
<b>VENDOR IDENTIFICATION</b>			
Company Name:			
Address:			
Telephone:			
Email:			
Federal ID/EIN:			
<b>Print Name</b>	<b>Title</b>	<b>Authorized</b>	<b>Date</b>



		Signature	

## SCOPE OF WORK: PRIVATE SECURITY SERVICES

### Introduction

The Downtown Partnership of Baltimore (DPOB) is a nonprofit organization dedicated to enhancing the economic vitality and public safety of Downtown Baltimore. This Scope of Work (SOW) outlines the requirements, expectations, and responsibilities for contracted public safety services to be deployed within the 106-block Downtown Management Authority (DMA) Area. The primary objective is to maintain a safe and welcoming environment through professional security services, including both armed and unarmed personnel.

### Objectives

- Ensure a visible and effective security presence throughout downtown.
- Support DPOB's public safety initiatives by preventing and responding to security incidents.
- Enhance public engagement through hospitality-focused security services.
- Coordinate with local law enforcement and emergency services to improve safety.
- Maintain compliance with contractual obligations and performance expectations.

### Scope of Services

The contractor shall provide:

#### *1. Patrol & Security Presence*

- Uniformed personnel in designated areas.
- Foot, bicycle, and vehicle patrols to deter crime.



- Monitoring high-traffic and high-risk areas.

## *2. Incident Response & Reporting*

- Prompt response to incidents and emergencies.
- Assistance during medical emergencies.
- Detailed incident documentation.
- Real-time communication with DPOB and law enforcement.

## *3. Customer Service & Public Engagement*

- Professional assistance to businesses, residents, and visitors.
- Wayfinding services and safety escorts upon request.
- Hospitality-driven approach in public interactions.

## *4. Crime Prevention & Risk Mitigation*

- Identification and proactive handling of security threats.
- Response to quality-of-life issues such as vandalism and trespassing.
- Collaboration with stakeholders on crime prevention strategies.

## *5. Special Events Security*

- Provide security coverage for approximately 10 DPOB-sponsored events, ensuring compliance with City of Baltimore regulations requiring two guards per 100 attendees.
- Compliance with safety regulations.
- Coordination with event organizers to mitigate risks.

## *6. Homeless Outreach & Community Relations*

- Collaboration with DPOB's outreach team.
- Assistance in connecting individuals with social services.
- Professional, respectful interactions.



### **Bidder Qualifications**

- Licensed security company with a minimum of three years' experience.
- Possession of all required permits and credentials, including a Maryland Security Guard Agency License and handgun permits for armed guards.

### **Staffing & Training Requirements**

- Licensed, uniformed, professionally trained personnel.
- Training in de-escalation, conflict resolution, and emergency response.
- Ongoing professional development.
- Full deployment of qualified personnel, including a full-time ranked supervisor.
- 24-hour emergency contact number for DPOB access.
- Professional appearance and conduct.
- Thorough background checks for all personnel.
- All personnel assigned to DPOB must be approved by DPOB, which reserves the right to reject any individual deemed unsuitable.

### **Equipment & Technology**

- Communication devices (radios, mobile phones) that are compatible with DPOB's reporting tools (Salesforce and Zello) are required and must be actively used while on patrol.
- Real-time reporting tools.
- Surveillance technology where applicable.

### **Key Deliverables**

- Daily reporting to designated DPOB locations for briefings.
- Use of designated communication platforms for coordination.
- Maintenance of visibility and focus on public safety.



- Assistance, safety escorts, and response to service calls.
- Submission of hourly progress reports by supervisors.
- Adherence to staggered break schedules and professional conduct.

#### **Performance Metrics & Reporting**

- Monthly and annual reports must include details on patrol logs, incidents, response times, community engagements, use-of-force occurrences, and staffing levels.
- DPOB will conduct regular evaluations of both company and individual personnel performance.
- Periodic meeting attendance to discuss results and activity with DPOB.



# RFP Responses to Vendor Questions

## 1. Officer Requirements

- **How many officers are being requested?**

A minimum of **4 Armed Officers** and **4 Unarmed Officers** are required.

## 2. Days and Hours of Operation

- **What are the operational days and hours?**

Service is required **7 days a week**.

General guidance for scheduling is as follows:

- **Monday–Friday:** 8:00 AM – 3:30 PM and 1:30 PM – 10:00 PM
- **Saturday:** 1:30 PM – 10:00 PM
- **Sunday:** 11:30 AM – 8:00 PM

Weekly hours may vary depending on events. Provide an hourly rate with your proposal.

## 3. Patrol Types

- **Will patrols be on foot, bike, or vehicle?**

The dominant patrol method will be **on foot**.

Use of **bicycles or vehicles** is optional and must be **approved by DPOB** via a deployment plan.

## 4. Supervisor Requirement

- **Is a Full-Time Supervisor required, and who provides it?**

Yes, a **Full-Time Ranked Supervisor** must be **provided by the selected vendor**.

## 5. Real-Time Reporting & Technology

- **What reporting system will be used?**

DPOB will use **Salesforce** and its internal databases.

Daily action reports must be submitted using a **DPOB-provided template**.

Vendors may not substitute their own reporting systems.



## 6. Reports

- **Are hourly progress reports required?**

Yes, officers must submit **hourly progress updates**, consistent with Salesforce logging.

- **Who determines security guard post assignments and dispatching?**

- DPOB assigns post locations and shift deployments.
- A DPOB dispatcher at the operation's base handles real-time dispatch.

## 7. Special Events

- **How will special events be communicated?**

- An **annual events calendar** will be provided.
- Large events: **30 days' notice minimum**
- Small events: **Daily or 2 weeks' notice**

- **What is the event staffing expectation?**

- Events vary from 25 people to several thousand.
- DPOB-provided security is often supplemental.

- **Is historical event coverage data available?**

- No historical event data is available for public sharing.

## 8. Uniform Requirements

- **What uniforms must officers wear?**

Tactical or Professional styled uniforms. Uniforms must include:

- Matching shirt and pants with **company name/logo**
- **Clearly identifiable name badge**
- **Black boots or sneakers**
- **DPOB patch** (provided)

## 9. Contract Term

- **What is the start date and duration of the contract?**



- Start Date: **July 1, 2025**
- Initial Term: **1 year**, with a **6-month performance review**
- Upon satisfactory performance: First right of refusal for two **1-year contract extensions**
- Maximum term: **3 years**, after which rebidding is required

#### **10. Financial Proposal**

- **When should the financial proposal be submitted?**  
The **financial proposal should be submitted together** with the technical proposal.
- **Will there be a pre-bid conference or site walkthrough?**
  - **No pre-bid conference or site walkthrough** is scheduled.
- **Is there a required format for the RFP response?**
  - No specific format is required. Vendors are encouraged to use a format that **clearly outlines both the technical and financial components** of their proposal.