Rivertown Business Improvement Zone (RBIZ) Supplemental Safety and Security

Request for Proposals: September 1, 2026

- Pre-proposal Meeting: **September 8, 1:15 p.m.**
- RFP Questions Deadline: **September 9, 12:00 p.m.**
- Submission Deadline: **September 11, 12:00 p.m.**
- **Email address for all questions and submittal: proposals@downtowndetroit.org**

DDP reserves the right to disqualify any Respondent for communications related to this RFP that are not presented during the pre-proposal meeting or to any individual or individuals.

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Part I: RFP Overview

1.1 Invitation

The Downtown Detroit Partnership ("DDP"), on behalf of the Rivertown Business Improvement Zone ("Rivertown BIZ"), is pleased to invite you to submit a Proposal in response to this Request for Proposals ("RFP"). The DDP is seeking a Vendor for supplemental security services, a trusted partner to deliver high-quality public realm security services throughout the Rivertown BIZ Zone. The DDP and Rivertown BIZ intend to utilize contract private security officers to greet guests and patrol the public areas within the Rivertown BIZ Zone. The purpose is to deter crime, to support the physical safety of residents, workers and visitors, and the safety of their property, and to create a welcoming and enjoyable environment for all that supports property values and investment.

The Services to be performed are defined and outlined below, along with the anticipated dates for execution of a contract with the Vendor, if one or more is selected pursuant to this RFP, a form of which is attached hereto (the "Contract" or "Contract Draft"), and the anticipated Contract Term.

This RFP is a qualifications-based selection process. The RFP committee consisting of DDP staff and Rivertown BIZ board members or their representatives will evaluate the Proposals and, subject to the responses to this RFP, the DDP will select a Vendor or Vendors to provide the Services, subject to approval of the Rivertown BIZ Board of Directors.

The Vendor will commence the Services upon execution of the Contract by and between the Vendor and the DDP. The DDP will contract with the Vendor for the Services in its role as Administrator of the Rivertown BIZ. The attached Contract is a draft form subject to further review and revision by the DDP prior to execution. The DDP shall not be bound to the terms of any aspect of the Contract Draft, and the final acceptance of any successful proposal shall be subject to, and contingent upon, the negotiation between the parties of a Contract in form and substance acceptable to the DDP. **Nevertheless, you should review the Contract Draft and be familiar with all the terms and conditions set forth therein prior to submitting your proposal. Any requested exceptions and/or revisions must be noted in your Proposal.**

The DDP reserves the right, in its discretion, from time to time, to postpone the date for submission and opening of proposals. In the event of a postponement, **potential vendors who have submitted a Statement of Interest to proposals@downtowndetroit.org will be notified by email to the email address provided in the Statement of Interest.** Any proposal submitted prior to such notice may be withdrawn without prejudice.

1.2 RFP Summary

1.2.1 <u>In General.</u> The purpose of the RFP is to demonstrate the background, qualifications, competence, and capability of the security company ("Vendor") to undertake the greeting and hospitality services and public safety services for the Rivertown BIZ. This summary of terms, deadlines and requirements specific to the RFP is set forth for your immediate reference and convenience only. It does not set forth all of the requirements of this RFP but should be read in conjunction with the General Requirements, the Submission Requirements, and the Appendices to the RFP.

1.2.1.1 Vendor Information and Qualifications

1.2.1.1.1 Type of Vendor: Licensed provider of security services for DDP on behalf of the Rivertown BIZ.

1.2.1.1.2 Vendor Team: The Vendor shall retain, supervise, and coordinate the activities of as few or as many Subcontractors as necessary to provide all the Services described herein (the lead Vendor and Subcontractors, shall be collectively referred to as the "Vendor Team"). The DDP shall award one or more contracts for management and oversight of all functions described in the Scope of Services (Appendix A) of the RFP. An interested party may partner with other firms that offer complementary services in order to provide the full spectrum of services required. If a partnership is established, Vendor must indicate a primary contracting entity and designate the other(s) as a subcontractor(s) in its proposal.

1.2.1.1.3 Minimum Qualifications Required: The DDP will only consider proposals from Vendors or Vendor Teams that collectively demonstrate the following experience:

1. A minimum of five (5) years' experience operating security in public spaces in an urban business improvement district/zone, airport, major shopping mall or campus used by the general public, and
2. Demonstrated experience utilizing technology in its operation of security required in Qualification 1.
3. Duly licensed by the State of Michigan or the ability to perform work in accordance with all governing local authorities and to the satisfaction of those authorities.

1.2.2 RFP Schedule.

Release RFP	September 1, 2026
Submit Statement of Interest and Pre-Proposal RSVP	September 4, 2026
Pre-Proposal Meeting (virtual)	September 8 at 1:15 pm
Deadline for Receipt of Questions	September 9 at noon
Questions and Responses Posted at downtowndetroit.org	No later than September 10 at noon. DDP may post on a rolling basis
Addendum Release (If required)	TBD
PROPOSAL DUE to PROPOSALS@DOWNTOWNDETROIT.ORG	September 11 at 12 noon
Interviews (if required – please hold the time)	September 16, 1 to 5 pm
Contract Award	October, 2026

1.2.3 Proposal Submission and Questions. Questions on the RFP and proposal submissions shall be directed to proposals@downtowndetroit.org.

1.2.4 Statement of Interest. All interested respondents (each, a "Respondent") are encouraged to submit a brief Statement of Interest and any preliminary questions via email to proposals@downtowndetroit.org (indicate "RIVERTOWN BIZ SUPPLEMENTAL SECURITY RFP" in subject line). Interested respondents who **submit a Statement of Interest by September 4** will receive electronic notifications regarding this RFP process if any are issued.

1.2.5 Pre-proposal Meeting (RSVP REQUESTED). A pre-proposal meeting will be held on September 8 at 1:15 p.m. **Please RSVP with the name of your company, representative or representatives attending, and their email addresses to proposals@downtowndetroit.org**. Responses to all preliminary questions and a list of firms attending the meeting will be provided to all firms that submit a Statement of Interest. No site walkthrough will be held.

All Respondents are required to independently visit the Rivertown BIZ Zone as indicated in (Appendix A) to familiarize themselves with site conditions and limitations. Respondents MAY NOT request a guided tour or any information besides that conducted during the Pre-Proposal Meeting. Submissions shall indicate knowledge and acceptance of site conditions, scope of work, and quality of work required. Attendance at the Pre-proposal Meeting, while not mandatory, is strongly encouraged.

1.2.6 Questions. Any questions regarding this RFP should be submitted via email to by September 9 at noon. Respondents may not contact other executives, managers, employees, or vendors of the DDP or Rivertown BIZ regarding the RFP and/or Security Services.proposals@downtowndetroit.org

1.2.7 Responses. Responses to this RFP are due by September 11 at 12 noon. All responses must be submitted electronically to and must be received by the response deadline. Late and incomplete submittals may be rejected at the sole discretion of the DDP. You will receive an automated message that your email has been received. Early responses are encouraged to allow for any technology issues.proposals@downtowndetroit.org

1.2.8 Selection. The DDP, with the RFP Committee, will evaluate each Respondent's Submission based on the criteria as set forth herein. The DDP may request additional information, clarifications, and/or an interview with one or more Respondents' Vendor Teams before entering a Contract for Services. The selected Respondent, if any, will be the Respondent whose proposal is most advantageous to the goals of the Rivertown BIZ.

1.2.8.1 Selection Criteria: Criteria on which the DDP will base its selection may include, without limitation, the following:

1.2.8.1.1 Evidence that the Vendor Team retains the capacity to perform the full Scope of Services and has the experience described herein;

1.2.8.1.2 Relevance of the Vendor Team's experience and reference submissions from current and former projects, with clear evidence of high quality service delivery, excellence, and creativity in contexts similar to the Scope of Services detailed herein; and

1.2.8.1.3 Qualifications of the Vendor Team in the following areas:

1. Background and experience in performing requested services
2. Capability to deliver integrated services in and across geographic regions
3. Availability of resources and how engagement will be sourced
4. Recruiting staff and purchasing equipment and supplies with the objective of supporting locally-based employees and companies
5. Demonstrated ability to perform outdoor public space security services including hiring, training, coordinating, scheduling, and management of professional staff, procurement of equipment and supplies, monitoring, reporting and general attention to detail
6. Working in highly visible public environments with accountability to multiple stakeholders
7. Providing services with a high level of customer service, including national best practices of monitoring and reporting
8. Devising innovative solutions to proactively address problems and flexibility in redesigning programs to be responsive to changing conditions over time
9. Implementing programs that recruit and train Detroit residents
10. Track record of innovation and ability to drive continuous improvement
11. Demonstrated record of excellent customer service with the ability to respond to client concerns and ability to resolve problems quickly, creatively and effectively
12. Demonstration of quality management program
13. The terms under which the Respondent will commit its personnel and, as applicable, the personnel of the proposed Vendor Team members, without transfers or changes
14. Evidence of the Respondent's fiscal and corporate solvency with the ability to deliver services throughout the Contract Term, if requested
15. Understanding of the mission and goals of the Rivertown BIZ, the DDP, and their stakeholders
16. Quality and thoroughness of Submittal
17. Best financial value for the DDP and Rivertown BIZ
18. Work in City of Detroit and collaboration with the Detroit Police Department and the Greater Downtown safety community

1.2.9 <u>Contract Information.</u> The DDP may at its sole discretion decline to make an award or award all or a part of the scope of work to one or more Vendor and is in no way bound to award the work to one Vendor or to the lowest price response. The anticipated contract execution date is on or about October 15, 2026. The anticipated contract period is for three years, to be evaluated for renewal on a yearly basis.

Part II: General Requirements

2.1 Budget and Services to be Performed

This RFP is for the provision of Supplemental Security Services throughout the Rivertown BIZ in the City of Detroit, Michigan. The Vendor shall perform the Services as described in the Scope of Services (Appendix A) in the Rivertown BIZ Zone (Appendix B) pursuant to the terms of the proposed Contract (Appendix D). Prior to submitting your Submission, please be sure to review and fully understand the Scope of Services and the proposed Contract.

The Rivertown BIZ launched April 1, 2026, and it is in start-up mode. The Rivertown BIZ Board of Directors, with DDP, is actively defining the initial Scope of Services for the Rivertown BIZ Safety Project. **The initial budget to deliver the Scope of Services through June 30, 2027 is $225,000 (two hundred twenty-five thousand dollars)**, plus approximately $20,000 for a Safety Technology Assessment and Implementation Pilot Project.

The Scope of Services requires the design, implementation, maintenance and refinement of Supplemental Security Services in the Rivertown BIZ. Areas are generally depicted in Appendix B but may be modified from time to time.

The Scope of Services requires coordination with the Detroit Riverfront Conservancy (DRFC) and The Right Productions, Inc. (TRP). Vendor is not the primary security firm responsible for patrolling public spaces managed by DRFC and TRP as indicated in Appendix B.

The Scope of Services requires coordination with members of the Greater Downtown Safety Committee and Rivertown BIZ property owners with DDP's Chief Safety and Security Officer, Mike Bruggeman, as the primary point of contact. The Vendor is not responsible for entering private properties to patrol them but is required to perform visual checks from the public right of way.

Complementary Rivertown BIZ Projects that are outside the Scope of Services but require collaboration with DDP, the Rivertown BIZ, and other DDP vendors, are the BIZ Ambassadors who clean the Zone daily, engage in homeless outreach with on-staff social workers, and include specially trained Hospitality Ambassadors.

Security for special events is not included in base services.

The Scope of Services will also entail ongoing monitoring, reporting and program adjustments in order to provide the best program and customer service to the Rivertown BIZ and its stakeholders.

Proposals are strongly encouraged to incorporate a visible security presence in the Rivertown BIZ, technology for remote surveillance and stakeholder communications, a demonstrated ability to identify and respond to situations during hours when Vendor does not have officers deployed in the Rivertown BIZ, an understanding of existing safety infrastructure, both physical assets and collaboration with Project Lighthouse, Project Greenlight, and the Greater Downtown safety community, offer dynamic deployment that is proactively adjusted with seasonality and anticipated Rivertown BIZ visitorship, and proactive recommendations for

incremental infrastructure improvements. The identification of opportunities to grow the budget and recommended targets are welcomed.

2.2 Staffing

2.2.1 Personnel. The Vendor shall, at its own expense, employ all personnel and retain all Subcontractors (including the Subcontractors on the Vendor Team, if any) as required to perform the Services, and shall be solely responsible for their work, compensation, direction and conduct during the Contract Term. The Vendor and its Subcontractors will be expected to cooperate fully with the DDP and Rivertown BIZ personnel and representatives. Respondents must submit resumes of its personnel and those of its Subcontractors who will supervise the delivery of the Services. The Respondent, if selected, will be expected to use substantially the same personnel and Subcontractors described in the Submission to perform the Services. All personnel selected by the Vendor as required under the Contract shall be employees Vendor or approved Subcontractors of the Vendor, not employees of DDP or the Rivertown BIZ.

2.2.2 Subcontractors. To the extent that the Vendor is authorized under the Contract to enter into subcontracts for specialized services in connection with the performance of the Services, such authorization shall be subject to the prior written approval by the DDP of such Subcontractor (other than members of the Vendor Team which have been previously approved).

The Vendor, and not the DDP or Rivertown BIZ, will be responsible for the Subcontractor's work, acts, and omissions. Respondents are directed to the Contract Draft for further information as to the requirements regarding subcontracting under the Contract.

2.2.3 Person in Charge. Respondent shall identify the member of the Vendor Team's staff who will have primary responsibility to supervise and coordinate the performance of the Services.

2.3 Compensation

Subject to and in accordance with the final terms of the Contract, DDP, on behalf of the Rivertown BIZ, shall compensate the selected Vendor as follows:

2.3.1 In General. Under the Contract, the DDP and Rivertown BIZ will agree to pay to the Vendor the Compensation over the Contract Term to be negotiated between the DDP and the selected Vendor. The Compensation shall be payable as provided in the Contract.

2.3.2 Payments. In order to receive payment for Services, the Vendor will be required to submit a monthly Invoice setting forth in detail, for the period for which payment is requested, the Services actually rendered during that period itemized by location and, where applicable, by event, and the amount of payment requested and due therefor. Invoices may not be submitted more than once per month. All Invoices shall be subject to review by the DDP and Rivertown BIZ, verification and approval, and all payments shall be conditioned upon the DDP's sole determination that all Services have been performed satisfactorily and in accordance with the terms of the Contract.

2.3.3 Sales and Use Tax. DDP is exempt from state and local sales and use tax. SUCH TAXES SHALL NOT BE INCLUDED IN PROPOSALS or in invoices submitted under the Contract, and, unless otherwise agreed in writing, Vendor shall pay any and all taxes, excises, assessments or other charges of any kind levied by any governmental authority in connection with the Contract and any Services provided thereunder including, but not limited to, any such governmental charges of any kind levied on the production, transportation, sale or lease of any equipment, supplies, materials or other property or services of any kind used or transferred in the performance of the Services. Vendor and all members of the Vendor Team shall hold the DDP and Rivertown BIZ harmless from the payment of any and all such taxes, contributions, penalties, excises, assessments or other governmental charges. The DDP will provide the selected Vendor with appropriate sales and use tax exemption certificate evidencing the DDP's tax-exempt status.

2.4 Contract Conditions

2.4.1 In General. The acceptance of any proposal and selection of any Vendor shall be subject to, and contingent upon, the execution by the DDP of a Contract substantially in the form of the Contract Draft annexed hereto. The DDP shall not be bound to the terms of the Contract Draft but shall use such form as a basis of negotiating a final Contract with the selected Vendor, if any.

2.4.2 Specific Terms. The Contract shall contain, among other terms, certain provisions required by law and by policies of the DDP including, without limitation, the following providing that the Vendor:

2.4.2.1 Shall defend, indemnify, and hold harmless the DDP and Rivertown BIZ against any claims or damages relating to its acts and omissions;

2.4.2.2 Shall maintain financial and other records relating to the Contract, including, without limitation, payroll records, for a period of seven (7) years from the end of the Contract Term, and shall make such records available for inspection and audit;

2.4.2.3 Shall maintain insurance as specified in the Contract with insurers licensed or authorized to provide insurance and in good standing in the State of Michigan, such policies to be in a form acceptable to, and include any conditions reasonably required by the DDP and Rivertown BIZ as additional insureds;

2.4.2.4 Shall be licensed to conduct business in the State of Michigan;

2.4.2.5 Shall represent and warrant that neither it nor any of its directors, officers, members, or employees has any interest, nor shall they acquire any interest, directly or indirectly, which would conflict in any manner or degree with the performance of the Services as set forth in the Contract. Further, the Vendor must agree that it will employ no person having such a conflict of interest in the performance of the Services; and

2.4.2.6 Will agree to Wayne County as the venue in any legal action or proceeding between the Vendor and the DDP.

2.4.2.7 Respondents are directed to the Contract Draft (Appendix D) for the language of the provisions referred to in the foregoing paragraphs.

2.5 General Conditions, Terms, Limitations and Requirements

2.5.1 Proposal as Offer to Contract. Unless a specific exception is noted, submission of a proposal in response to this RFP shall constitute an offer on the part of the successful Respondent to execute the Contract substantially in the form annexed hereto. Any supporting documents or other items attached as exhibits to this RFP shall be incorporated into the Contract. The successful Respondent shall cooperate in supplying any information as may be required.

Respondent's proposal shall remain open for acceptance by the DDP and shall remain firm and binding upon the respondent for at least 90 days after the date on which the proposals are received by the DDP, except that DDP may by written notice to the Respondent extend that date for an additional 45 days.

2.5.2 News Releases. Recipients of this RFP shall make no news or press release pertaining to this RFP, or anything contained or referenced herein without prior written approval from the DDP. All news and press releases pertaining to this RFP must be made in coordination with the DDP.

2.5.3 Investigations/Derogatory Information. The Respondent, the members of its Vendor Team, and all officers, principals, principal shareholders, partners and members thereof, if applicable, may be requested to complete a background questionnaire and may be subject to investigation by the DDP.
The Respondent may be rejected or revoked in DDP's sole discretion in the event any derogatory information is revealed by such investigation including, without limitation, that any such persons is determined:

2.5.3.1 To have been convicted of a misdemeanor and/or found in violation of any administrative, statutory or regulatory provisions in the past five (5) years;

2.5.3.2 To have been convicted of a felony and/or any crime related to truthfulness and/or business conduct in the past ten (10) years;

2.5.3.3 To have any felony, misdemeanor and/or administrative charges currently pending;

2.5.3.4 To have received written notice of default in payment to the City of Detroit of any taxes, sewer rents or water charges, unless such default is then being contested with due diligence in proceedings in a court or other appropriate forum; or

2.5.3.5 To have received written notice of violations from the City of Detroit Buildings, Safety Engineering and Environmental Department (BSEED) or Human Resources Department.

2.5.4 Freedom of Information Act. All Submission(s) submitted to the DDP in response to this RFP may be disclosed in accordance with the standards specified in the Freedom of Information Act, Act 442 of 1976 (MCL 15.231 et seq.) ("FOIA"). A Respondent may provide in writing, at the time of its Submission(s), a detailed description of the specific information contained in its Submission(s) which it has determined is a trade secret and which, if disclosed, would substantially harm such entity's

competitive position. This characterization shall not be determinative but will be considered by the DDP when evaluating the applicability of any exemptions in response to a FOIA request.

2.5.5 Costs. Neither DDP nor the Rivertown BIZ shall be liable for any cost incurred by the Respondent in the preparation of its Submission(s) or for any work or services performed by the Respondent prior to the execution and delivery of the Contract. The DDP is not obligated to pay any costs, expenses, damages or losses incurred by any Respondent at any time unless the DDP has expressly agreed to do so in writing.

2.5.6 DDP Rights. This is a "Request for Proposals" and **not** a "Request for Bids." The DDP shall be the sole judge of whether a proposal conforms to the requirements of this RFP and of the merits and acceptability of the individual proposals. Notwithstanding anything to the contrary contained herein, the DDP reserves the right to take any of the following actions in connection with this RFP: amend, modify or withdraw this RFP, waive any requirements of this RFP, require supplemental statements and information from any respondents to this RFP, award a contract to as many or as few or none of the Respondents as the DDP may select, to award a contract to entities who have not responded to this RFP, accept or reject any or all proposals received in response to this RFP, extend the deadline for submission of proposals ("Submittals"), negotiate or hold discussions with one or more of the Respondents, permit the correction of deficient proposals that do not completely conform with this RFP, waive any conditions or modify any provisions of this RFP with respect to one or more Respondents, and/or reject any or all proposals and cancel this RFP, in whole or in part, for any reason or no reason, in DDP's sole discretion.

DDP may exercise any such rights at any time, without notice to any respondent or other parties and without liability to any Respondent or other parties for their costs, expenses or other obligations incurred in the preparation of a proposal or otherwise. All Submittals become the property of the DDP and Rivertown BIZ.

2.5.7 Applicable Law. This RFP and any Contract, Subcontract or any other agreement resulting henceforth shall be governed by the laws of the State of Michigan, and are subject to all applicable laws, rules, regulations and executive orders, policies, procedures and ordinances of all Federal, State and City authorities, as the same may be amended from time to time, including without limitation, equal employment opportunity laws.

2.5.8 Modifications and Questions.

2.5.8.1 The DDP will advise Respondents of any modifications to this RFP by posting them on its Website (accessed at downtowndetroit.org/about-the-ddp/open-rfps/). Nothing stated at any time by any representative of the DDP or of any other entity shall effect a change in or constitute a modification to this RFP unless posted on the website or confirmed in writing by the DDP.

2.5.8.2 Respondents may submit questions and/or request clarifications from DDP by submitting them *in writing* to proposals@downtowndetroit.org. All questions and requests for clarifications must be submitted no later than September 10 at noon. Questions and requests for clarifications submitted after September 10 at noon will not be answered.

2.5.8.3 Respondents are reminded to check the Website, downtowndetroit.org/about-the-ddp/open-rfps/, periodically to view updated information and answers to questions posed by other Respondents.

2.5.8.4 While the DDP may send Notices, Addendum or other information related to this RFP to Respondents via email alerts or otherwise in writing, such email alerts and other written materials shall be considered courtesy copies only.

In the event any conflict exists between any information set forth on the Website and any Notice, Addendum or other information provided to a respondent by DDP in writing via email or otherwise, the information set forth on the Website will govern and be definitive. The DDP is not obligated to provide a Respondent with any Notices, Addendum or other information that appears on the Website in writing, and the fact that the DDP may have sent one or more emails, Notices, Addendum or other written information to a respondent shall not be deemed to imply that the DDP has any duty or obligation to continue to do so.

2.5.9 Brokerage Fees or Commissions. The DDP shall not be obligated to pay any fee, cost or expense for brokerage commissions or finder's fees with respect to the execution of the Contract. The Respondent agrees to pay the commission or other compensation due to any broker or finder in connection with the Contract, and to indemnify and hold harmless the DDP and Rivertown BIZ from any obligation, liability, cost and/or expense incurred by the DDP or Rivertown BIZ as a result of any claim for commission or compensation brought by any broker or finder in connection with the Contract.

2.5.10 Additional Work. During the Contract, the DDP, on behalf of the Rivertown BIZ, at its sole discretion, may choose to work with the selected Vendor and/or hire its services for projects other than the Scope of Services or projects that exceed the Scope of Services described herein. The DDP's decision to do so may be based on the firm's relevant experience and its successful performance under the Contract.

2.5.11 Proposals from Principals. Only proposals from principals will be considered. Individuals in representative, agency or consultant status may submit proposals only at the direction of a certified principal where the principal or principals are solely responsible for paying for such services.

2.5.12 Disclaimer. The DDP, Rivertown BIZ, and their respective officers, directors, agents, members and employees make no representation or warranty and assume no responsibility for the accuracy of the information set forth in this RFP. Further, neither DDP nor Rivertown BIZ warrants or makes any representations as to the quality, content, accuracy or completeness of the information, text, graphics, links or any other facet of this RFP once it has been downloaded or printed from this or any server, and hereby disclaim any liability for any technical errors or difficulties of any nature that may arise in connection with the Website on which this RFP is posted, or in connection with any other electronic medium utilized by Respondents or potential Respondents in connection with or otherwise related to the RFP.

Part III: Submission Requirements and Forms

3.1 Structure and Content

In order to be considered responsive, your Submission must be organized and include all of the items as listed herein emailed to proposals@downtowndetroit.org as an attachment. Please limit Submissions to fifty (50) pages formatted in letter sized paper, single-sided. Hyperlinks to additional information not included in the email and the attached proposal will not be considered.

YOU ARE STRONGLY ENCOURAGED TO INSERT YOUR RESPONSES WITHIN THIS DOCUMENT IN THE AREAS INDICATED IN RED. THOROUGHLY REVIEW THE ENTIRE REQUEST FOR PROPOSALS BEFORE RESPONDING. USE AS MUCH SPACE AS NEEDED FOR EACH RESPONSE WITHOUT EXCEEDING THE FIFTY (50) PAGE LIMIT. DDP TEXT WILL NOT BE COUNTED IN THE PAGE LIMIT.

The contents of the Submission must be as follows:

3.2 Submission

Provide the following, preferably as a single PDF document, labeled and ordered as titled herein. A document format that can be electronically searched is preferred as opposed to a scan of a document that has been printed. The signed cover letter may be a scan.

3.2.1 Vendor Information and Confirmation of Compliance with RFP Requirements. A cover letter with the following information regarding the Vendor included and numbered:

1. Signature of Authorized Representative or Vendor or Vendor Team;
2. Firm name and address;
3. Contact person including name, telephone number, email address, and identity of the Vendor Team's staff, if different, who will have primary responsibility to supervise and coordinate the performance of the Services;
4. Location and size of local and national offices (if any);
5. Name of parent company (if any);
6. Company's Federal ID number;
7. Number of years in business;
8. Number of years serving clients in Detroit;
9. Estimated value or total compensation for services deployed for a single year of service;
10. Legal structure (including whether privately or publicly held), incorporation information and corporate structure;
11. Assertion that Vendor has financial stability and resources to deliver Scope of Services as proposed in Submission. Documentation of financial stability and resources, including recent audited financial statements, may be required of Selected Vendor before a Contract is extended;
12. Applicable licenses and permits currently held (if any); and

13. List of commercial general liability insurance policies held in conjunction with current contracts for programs similar to that described in the Scope of Services (if any). Include details of policy limit amounts and describe/explain any claims that have been made on any of these policies within the last three (3) years.
14. The Respondent shall make the following statements and representations as part of its Submission:
    a. That the Respondent has examined all parts of this RFP, including the Contract Draft and the Scope of Services, and all terms and conditions hereof.
    b. That the Respondent agrees to obtain and maintain throughout the Contract Term and any extensions all necessary approvals, permits and/or licenses required by law or regulation for the performance of the Services.

YOUR COVER LETTER MAY BE INSERTED AT EITHER THE BEGINNING OF YOUR PROPOSAL OR HERE. IT MUST BE SIGNED BY AN AUTHORIZED REPRESENTATIVE OF THE VENDOR OR VENDOR TEAM AND INCLUDE THE INFORMATION AND STATEMENTS INDICATED.

3.2.2 Subcontractor Information. A list of Subcontractors, if any, that would be part of the Vendor Team. Include the following information regarding each Subcontractor:

1. Firm name and address;
2. Contact person including name, telephone number and email address;
3. Location and size of local and national offices (if any); and
4. Name of parent company (if any).
5. Role of the Subcontractor.
6. Description of previous and existing collaborations between Vendor and Subcontractor.

RESPONSE (IF NOT INCLUDED IN COVER LETTER):

3.2.3 Experience and References. An account of the Vendor Team's relevant experience:

1. List relevant experience as required in Section 1.2.1.1.3 in order to qualify with the terms of this RFP, including:
    a. Written descriptions, with supporting photos and graphics, of examples of services currently provided by the Vendor Team that are similar in context to the Detroit Riverfront. For each description, please include a reference contact name, email address and phone number;
    b. List current projects where the Vendor Team has responsibility for purchasing and maintaining equipment and customized uniforms in a manner similar to that described in the Scope of Services; and
    c. Written descriptions of up to three projects where the Vendor has overcome major internal challenges and problems. Describe the nature of the problem and the solution to the problem. Please include a reference contact name, email address and phone number of an individual familiar with the situation described.

2. Description of the Vendor Team's experience in the City of Detroit and in Michigan (if any);
3. List of public, private or non-profit organizations in the Detroit metropolitan area with whom members of the Vendor Team currently have contracts; and
4. Any pending litigation to which any member of the Vendor Team or any owner, partner, or other principal is a party.

RESPONSE:

3.2.4 Vendor Team supervisory personnel information. Provide an organization chart indicating the level of responsibility of all personnel who are expected to supervise Services, including, to the extent known, the name and location(s) of employees. This should be accompanied by resumes of all individuals and entities that will be supervising the Services under the Contract including, without limitation, all personnel, including a local manager, Subcontractors and other entities or individuals supervising the Services, and the Respondent's proposed staffing schedule, including the percentage of time that each would devote to supervising the Services.

RESPONSE:

3.2.5 Needs Analysis and Services Plan. Describe the plan to evaluate the needs of the Rivertown BIZ, and to deliver the Scope of Services. Include methodology and timeline for analysis, and preliminary staffing levels, management structures, equipment needs, and weekly schedules considering available budget.

RESPONSE:

3.2.6 Employment Standards. Provide proposed plans for employment standards in order to deploy Services:

1. Recruiting staff and criteria that will be used for recruitment;
2. Conducting employee background checks and items included in the checks;
3. Minimum qualifications;
4. Drug testing, grooming and other personnel policies and practices;
5. Policies for working in inclement weather;
6. Information about typical staff benefits and incentives; and
7. Typical turnover rates for staff as well as a comparison to the industry average (indicate your source for the industry average). Include a description of incentives to reduce turnover rates for quality staff.

RESPONSE:

3.2.7 Training. Outline a proposed training regimen to be implemented at the program start and on an ongoing basis. Note any details such as licenses, federal and state certifications, topics, instructors, reward incentives for employees, and training cost including hourly rates of participants.

RESPONSE:

3.2.8 Equipment and Supplies. Provide a preliminary list of and budget for proposed equipment necessary to execute the Scope of Services. Describe how the equipment would be procured, maintained and stored when not in use, and billed to DDP on behalf of the Rivertown BIZ. List any equipment warranties. Do not limit equipment to motor vehicles. Include costs for designing and branding the equipment with the approved logo and colors.

RESPONSE:

3.2.9 Uniforms. Most of the Services required are outdoors, with the potential for Services 24 hours a day, regardless of weather. Appropriate uniforms that are not augmented by individual employees of Vendor are required. For example, winter hats and raincoats are uniform elements. Provide a list, pictures and cost of proposed uniform elements. Include costs for supply, cleaning and replacement standards. Explain how branding will be incorporated and controlled with respect to uniform use.

RESPONSE:

3.2.10 Reporting, Tracking and Trend Reporting. Provide a methodology for tracking and reporting all data and work performed. Indicate the type of technology or proposed system and describe the capabilities for tracking incidents and interactions, querying data, communicating with the DDP and Rivertown BIZ management, and providing trend reporting and analysis that may be presented to the Board of Directors. Indicate if the proposed system is proprietary.

RESPONSE:

3.2.11 Accountability for Performance. Provide a description of how performance of all services will be measured and the reporting methods that will be used. Include a proposed list of Key Performance Indicators (KPI's), how they will be tracked and evaluated, and the method for reporting at least quarterly.

RESPONSE:

3.2.12 Radio and/or Telephone Communications. Provide a description of communication methods within Vendor's internal network, such as the software and equipment proposed. Illustrate how communications systems could tie into evolving networks of public and private security forces within greater Downtown Detroit.

RESPONSE:

3.2.13 Scheduling and Dispatching. Provide an estimated staffing plan and schedule that addresses seasonality and the varying needs for Services throughout the Zone. Indicate how special events and non-routine services would be handled and lead-time required. Include a description of centralized

dispatching methods, remote monitoring capabilities, and software and equipment to be used along with any associated costs.

RESPONSE:

3.2.14 Subcontractor Management Experience (if applicable). Describe the Vendor's experience and success supervising and ensuring the quality of Subcontractor performance. Describe prior working relationships between members of the Vendor Team.

RESPONSE:

3.2.15 Safety. Provide an internal employee safety plan and awareness initiatives.

RESPONSE:

3.2.16 Program for Recruiting and Training Detroit Residents and Individuals with Employment Challenges. Outline a plan for recruiting, training and retaining Detroit residents, including those with challenges finding long-term employment that do not conflict with licensing requirements.

RESPONSE:

3.2.17 Innovations. Provide information on potential innovations that would streamline and enhance the deployment of the Scope of Services. Include labor, equipment and other resources necessary to execute. Proposed innovations may include equipment, specialty training and programs, dispatching technologies, or other ideas.

RESPONSE:

3.2.18 Environmental Sustainability Plan. Provide an overview of any strategies that would reduce the carbon footprint associated with delivery of the Services, including the feasibility of including environmentally sustainable practices, such as rechargeable or alternative fuel powered equipment.

RESPONSE:

3.2.19 Implementation Timeline. Provide a timeline showing the sequence of steps from award notification to full deployment.

RESPONSE:

3.2.20 Exceptions to Scope, Conditions, and/or Contract. Note any assumptions made, exceptions requested, and clarifications required regarding the RFP and any Appendices.

3.3.21 Additional Information. Provide additional information, if any, about Respondent's qualifications and value proposition.

Fee and Cost Schedules

PROVIDE INFORMATION REQUESTED IN THE SPACES INDICATED. ADDITIONAL SPACE MAY BE USED SO LONG AS THE TOTAL RESPONSE DOES NOT EXCEED 50 PAGES.

3.2.22 Costs and fees. Provide complete fee and cost schedules for all Services. All fee and cost schedules should be submitted in the following form. The DDP reserves the right to decline to consider fee and cost schedules that do not follow the prescribed formats. A FEE AND COST PROPOSAL CONFORMING TO THE FORMAT ATTACHED IS REQUIRED. COST PROPOSALS THAT DO NOT FIT WITHIN THE PRESCRIBED FORMAT WILL BE CONSIDERED AS ALTERNATES.

The following is requested, inserted in the table below and spaces provided below:

a. Fee and Cost Schedule for Base Security Services throughout the Zone
b. Hourly fee for Additional Security Services for and notice required
c. Hourly fee for Security Services for Other Special Events and notice required
d. Hourly fee for Emergency Services
e. Fee for Supplies and Equipment
    - Vehicles
    - Uniforms
    - Site Phones
    - Other Equipment
f. Fee and Cost Schedule for Other Supervision, Overhead, and Profit

a. Fee and Cost Schedule for Base Services (generally indicated in Appendix C) Indicate Vendor's hourly bill rate for labor for Services. Do not include overhead fees in hourly rates.

CLASSIFICATION	INITIAL YEAR RATE PER HOUR	NEXT YEAR RATE PER HOUR	FUTURE YEAR RATE PER HOUR
FULL TIME	$	$	$
MANAGER	$	$	$
SUPERVISOR	$	$	$
OTHER (EXPLAIN)	$	$	$
PART TIME	$	$	$
MANAGER	$	$	$
SUPERVISOR	$	$	$
OTHER (EXPLAIN)	$	$	$

OTHER STAFF	$	$	$
(EXPLAIN)			
OTHER	$	$	$
OTHER	$	$	$

INDICATE MINIMUM AND MAXIMUM HOURS PER SHIFT: _____

INDICATE PREMIUM FOR VARIANCE FROM MINIMUM/MAXIMUM HOURS: _____

COMMENTS OR OTHER EXPLANATION: _____

Payroll related costs. Estimate payroll related costs for Security Services. Do not include overhead fees in rates.

	% RATE	MONTHLY COST
FICA		$
WORKERS COMP		$
MEDICARE		$
FED UNEMPLOYMENT		$
STATE UNEMPLOYMENT		$
BENEFITS		$
HOLIDAY PAY		$
OTHER INDICATE HERE		$
TOTAL HOURLY PAYROLL RELATED COSTS PER HOURLY EMPLOYEE $		

COMMENTS OR OTHER EXPLANATION:

b. Hourly bill rate for Additional Services substantially similar to base services and notice required.

Hourly bill rate guard: _____

Hourly bill rate supervisor and when supervisor is required: _____

Notice required: _____

Other (explain): _____

c. Hourly bill rate for Special Events and notice required.

Hourly bill rate guard: _____

Hourly bill rate supervisor and when supervisor is required: _____

Notice required: _____

Other (explain): _____

d. Hourly bill rate for Emergency Services (little to no notice).

Hourly bill rate guard: _____

Hourly bill rate supervisor and when supervisor is required: _____

Other (explain): _____

e. Supplies and equipment. Provide costs for supplies and equipment for base services. Indicate whether or not each item's cost will fluctuate with the hours of Security Services provided. Please submit breakdowns for each category separately.

	INITIAL YEAR MONTHLY COST	NEXT YEAR PROJECTED MONTHLY COST	FUTURE YEAR PROJECTED MONTHLY COST
SITE PHONES AND REPORTING TECHNOLOGY	$	$	$
UNIFORMS	$	$	$
VEHICLE USAGE (INCLUDING FUEL AND OTHER COSTS)	$	$	$

OTHER INDICATE HERE	$	$	$
TOTAL MONTHLY SUPPLIES & EQUIPMENT COST	$	$	$

f. Vendor management fee (supervision, overhead, and profit)

% OR FIXED RATE	INITIAL YEAR MONTHLY COST	NEXT YEAR PROJECTED MONTHLY COST	FUTURE YEAR PROJECTED MONTHLY COST
	$	***$***	***$***

Part IV: Appendices

A. **Scope of Services**

B. **Map of Rivertown BIZ Zone**

C. **Preliminary Deployment Plan for Security Services**

D. **Draft Contract (without attachments)**

Appendix A: Scope of Services

The Vendor will provide the following services (the "Services"), which must include, but may not be limited to, the tasks more fully described below (each, a "Task," and collectively, the "Tasks"). The geographic area for Services is the Rivertown BIZ Zone (Appendix B). Although the Vendor is expected to deliver the Services as outlined below, the Vendor may suggest alternatives and additional Tasks if they would more effectively achieve the Program Outcomes. If an alternative approach is accepted, the Scope of Services will be amended to reflect such changes. PLEASE RESPOND TO THE CURRENT REQUEST COMPLETELY BEFORE PROPOSING AMENDMENTS TO THE SCOPE OF SERVICES.

Scope of Services:

1. **Generally.** Vendor shall provide unarmed, uniformed security services in public throughout the Rivertown BIZ on a 24 hour-a-day, 7 day-a-week basis, or other such levels that are recommended by Vendor and agreed to, in writing, by the DDP and Rivertown BIZ. Security services will be provided in accordance with the quality standards, specifications, policies, and procedures agreed to in writing from time to time by the DDP on behalf of the Rivertown BIZ and the Vendor. Vendor will provide a variety of services, implementing the Rivertown BIZ security objectives according to policies and procedures which may include but is not limited to the following general tasks:
    - Develop a data-driven strategy with DDP on behalf of the Rivertown BIZ and DPD. Include a detailed near-term deployment plan that can be delivered within the Rivertown BIZ approved budget and offer options to evolve as activity in the Zone and the Rivertown BIZ budget grow
    - Routine mobile patrol of the Rivertown BIZ Zone
    - Routine walking patrol and/or bicycle patrol throughout the Rivertown BIZ Zone
    - Ambassadorial services/community oriented security: All security officers will maintain routine interaction with patrons of the Rivertown BIZ Zone, including but not limited to residents, local business owners and employees, other contract security officers in local businesses and office buildings, social service outreach workers, the BIZ Ambassadors, Detroit Police officers, and other public safety officials. Security officers will be expected to establish positive relationships with such patrons of and participants in the community.
    - Coordinate with other Greater Downtown security professionals and Rivertown BIZ stakeholders to support public safety and community engagement
    - Incident, maintenance and daily operating reports
    - Respond as necessary to support other life safety duties as identified in Post Orders and Standard Operating Procedures
    - Respond as necessary to accommodate additional duty scope, hours, and locations as may be requested by the DDP and Rivertown BIZ.

    The Vendor is required to provide employees capable of meeting the requirements and specifications set forth herein and of the contract. Security officers are prohibited from carrying weapons of any kind, including but not limited to: firearms, nightsticks, martial arts weapons or equipment, batons or any chemical agent spray or liquid.

2. **Management and supervision.** Vendor shall provide appropriate and necessary management and supervision for all Vendor's employees and shall be solely responsible for instituting and invoking disciplinary action of employees not in compliance with Vendor's rules and regulations, as well as any other policy established by the contracting parties. Vendor shall ensure hiring, training and administration of motivated and professional employees that meet or exceed both Vendor's, DDP's, and the Rivertown BIZ's standards. Vendor shall agree to remove from the site, whenever required to do so by the DDP or Rivertown BIZ, any employee considered by the DDP and Rivertown BIZ to be unsatisfactory or undesirable, within the limits of any applicable laws.

3. **General Procedures and Post Orders.** Vendor shall develop a comprehensive set of Post Orders documenting both general procedures as well as site-specific responsibilities. Post Orders shall be prepared prior to the commencement of the contract and must be reviewed and approved by DDP as Administrator of the Rivertown BIZ within thirty (30) days from commencement of Vendor's services. All security officers will be required to read and verify that they understand the Post Orders and at minimum, shall be tested as prescribed in Vendor's Training Program.

4. **Minimum Security Officer Qualifications.** The DDP requires the following minimum qualifications:

    - Authorized to work lawfully in the United States
    - Be in good physical condition
    - Be able to walk, sit or stand for extended periods of time, regardless of weather conditions
    - Minimum three (3) years security experience
    - High school diploma or GED
    - No felony convictions, habitual misdemeanor convictions or conviction involving domestic violence
    - Good moral character
    - Professional appearance: clean shaven or appropriate makeup, no excessive jewelry or visible tattoos and well-fitting uniforms
    - Must demonstrate the desire and ability to work with the public
    - Must demonstrate the ability to follow instructions
    - Must possess the ability to communicate; both written and orally
    - CPR, First Aid Certification, Mental Health First Aid, and Traffic Management Certification are desirable

    The DDP will entertain Vendor requests to waive the requirement that Security Officers possess a minimum of three (3) years security experience and a high school diploma or GED if Vendor demonstrates supervision in conjunction with a Training Plan and a Trainee billable rate, to the DDP's satisfaction at their sole discretion. Any waiver is subject to prior written approval by the DDP.

5. **Position Descriptions.** All positions/posts must have a position description. Vendor will be responsible for the development, compilation, distribution, and maintenance of position description and Post Orders for the Rivertown BIZ. The manuals will contain operational and emergency operating procedures, responses, and policies in addition to the standing orders for every post associated with the Rivertown BIZ. It will be the responsibility of the Vendor to maintain and update each of these Post Orders and, where necessary, to conduct on the job orientations to new

policies/procedures which might require immediate information transfer. Vendor will produce a workable version of the post orders within sixty (60) days of contract execution and a final, formal version within thirty (30) days thereafter. Post orders will be updated not less than 1 (one) time per year.

6. **Training.** The Vendor, at Vendor's expense, shall develop and deliver a Training Program for all Vendors' employees involved with the contract, and such Training Program shall be jointly agreed upon by Vendor, DDP and Rivertown BIZ. The Training Program will include an Assignment Orientation, On-The-Job Training, and continuing education and refreshers, to accomplish meeting the needs of the contract and specifications. The Training Program must meet the following objectives:

    - Tour the Rivertown BIZ areas and buildings so that security personnel shall know their layout, emergency procedures/responses, unusual situation/responses, and emergency systems of any buildings.
    - Security personnel shall be informed about the public spaces managed by the Rivertown BIZ, DDP, Downtown Detroit landmarks, general Downtown Detroit history, local resources, and other information that may be required to enhance the experience of Downtown visitors.
    - Develop and maintain professional standards, including but not limited to personal conduct and customer and public relations.
    - Develop and maintain uniform standards.
    - Develop and maintain Position Descriptions.
    - Develop and maintain equipment use and procedures.
    - Develop and maintain reporting requirements, including chain-of-command
    - General first aid standards and procedures

    Vendor's employees must be able to carry out their responsibilities and demonstrate knowledge and understanding of all procedures and general knowledge about Downtown Detroit and the Public Space to which the employee is assigned prior to being placed in their position.

7. **Uniforms.** Vendor is responsible for the daily personal appearance of security personnel. The Vendor's employees will be required to wear an identifying uniform (approved by the DDP and Rivertown BIZ and in accordance with the State of Michigan regulatory agencies) and name badge with a photo at all times. Vendor shall provide seasonal uniforms and weather-appropriate protective clothing necessary to support continuous performance of contract requirements. DDP shall review and approve all Uniform elements.

8. **Vehicle.** The DDP and Rivertown BIZ require a vehicle patrol. The Vendor is to provide, at its expense, a vehicle equipped with a cellular phone or radio contact with a 24-hour per day dispatcher for routine patrols, customer service duties, alarm responses and any other related duties. The security vehicle shall be identified with the company name and/or an emblem on both sides of the vehicle. All Vendor and other branding on the vehicle shall be approved by the DDP.

9. **Site Phones.** At a minimum, a site phone or other communication device equipped to make emergency calls shall be carried by each security officer or team of officers when patrolling together, in any vehicle on patrol, and in the possession of Vendor's designated Supervisor and remain on and answered at all times day or night. A main purpose of the phone is to report any security or maintenance issues via an online reporting system utilized by the Vendor and accessible to DDP. The site phones can be utilized to contact 911, the Account Manager, or DDP / Rivertown BIZ representatives, as needed. Site phones shall be provided by Vendor.

10. **Radio Contact with Security Officers.** Vendor shall utilize radios, provided by the Rivertown BIZ at the Rivertown BIZ's expense. Vendor shall make phone or radio contact with each security officer every shift to ensure that coverage is being provided at the respective facility and surrounding property. Vendor shall contact the respective DDP/Rivertown BIZ representative if a security guard is not in the respective post. Additionally, the security officer shall make phone or radio contact on an hourly basis to the Vendor's 24-hour dispatcher / supervisor to ensure the guard's safety during performance of duty. The Vendor's supervisors shall conduct physical quality and performance checks at each post a minimum of one (1) time per week or more frequently as necessary. The Vendor's designated management representative shall schedule and attend meetings with DDP and Rivertown BIZ as requested to discuss performance to date.

11. **Incident Recording and Reporting.** Every security/safety incident must be reported to the DDP/Rivertown BIZ designee. Unless superseded by the DDP/Rivertown BIZ standard operating procedures, notification shall be in written form within twenty-four (24) hours unless a weekend/holiday, whereby the report is due by the end of the next business day. Any incident that presents an imminent safety or reputational risk must be reported to DDP's designee immediately but following a call to 9-1-1, if applicable.

12. **Logistical Facilities.** The Rivertown BIZ may provide modest logistical facilities to the Vendor based upon availability. Vendor will be responsible for maintaining these areas in a clean and orderly condition at all times.

13. **Premium Services.** The Rivertown BIZ may require and Vendor shall provide Additional Services. Vendor must submit staffing wages for extra services needed. These wages shall be in effect if the DDP/Rivertown BIZ provides Vendor with seventy-two (72) hours' notice of extra services unless otherwise agreed upon by DDP and/or Rivertown BIZ and Vendor.

14. **Emergency Services**: The Rivertown BIZ may require, and Vendor shall provide emergency services. Vendor will submit staffing wage for emergency services if notice is not given twenty-four (24) hours in advance. However, after twenty-four (24) hours has elapsed during an emergency, the rate shall drop to the premium services wages.

15. **Photos, reports and records.** At the Rivertown BIZ's request, the Vendor shall take photos during its normal course of business. Photo subjects may include Vendor staff delivering services, photos of sites within the area or deploying Services during events. Such photos may be used for public awareness or marketing purposes and shall become the property of DDP which shall have sole discretion over its use.

16. **Attendance and materials production for meetings of the Rivertown BIZ and other organizations.** If requested, the Vendor shall attend meetings of the Rivertown BIZ or other organizations. At the direction of the Rivertown BIZ, the Vendor shall also prepare performance related materials in anticipation of these meetings. Such materials may be required to inform board members about challenges in deploying services so that solutions can be identified collaboratively.

17. **Annual audit participation.** If requested, the Vendor shall prepare materials and data related to annual audits prepared by the DDP, Rivertown BIZ, or their affiliates.

18. **Cost Accounting and Billing.** Vendor shall administer all cost accounting and billing as follows:
    A. Security Services. The DDP shall pay the Vendor a billable hourly rate for security services. Costs included in furnishing the services may include the following items (but are not limited to):
       i. All wages and salaries of on-site personnel, and
       ii. All payroll taxes and benefits which are defined as:
           - Worker's Compensation Insurance
             - Rate as agreed upon by the DDP and Rivertown BIZ
             - Lesser of the Vendor's actual current rate experience or the State recommended rate.
           - FICA Insurance
           - FUTA
           - State Unemployment Tax
       iii. In submitting payroll costs, the Payroll costs will be broken down in the following format:
           - The weekly bill shall be broken down to weekly hours expended.
           - Weekly hours expended shall consist of hours expended by each position and seniority level.
           - Each position level shall name each employee, hours expended for that week, at which rate, and total weekly billing per employee.

    B. Communications and reporting equipment.

    C. Vehicle.

    D. Supervision. Vendor shall identify an Account Manager and/or other On-Site Supervision, either within Security Services or as a separately-billed item.

    E. Other Overhead, Profit and Supervision. Vendor shall identify services with a fixed monthly fee for additional overhead, profit and supervision not included elsewhere.

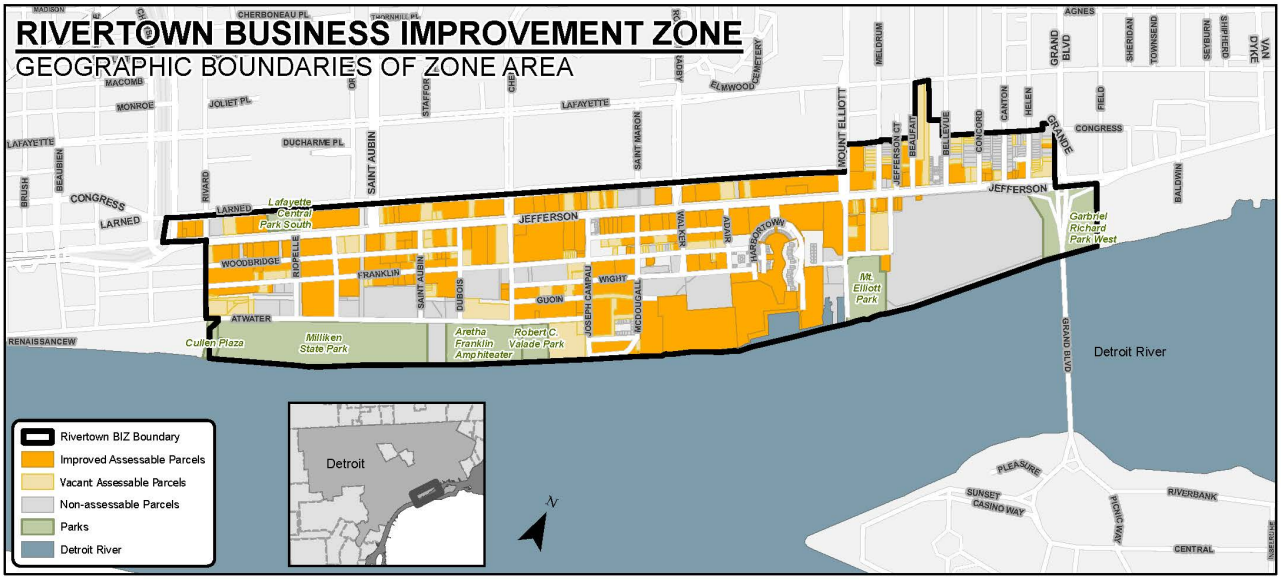
    F. Requested services and equipment shall be itemized by date, location, and event as required by DDP.

    G. Except for Project Lighthouse radios provided by DDP on behalf of the Rivertown BIZ's expense, any equipment to be used by the Vendor in the performance of its duties will be procured by the Vendor utilizing any cost advantages that Vendor possesses and then the cost of the equipment will be paid by the Rivertown BIZ. Any such equipment that is to be purchased will be mutually agreed upon in writing by the DDP and Vendor in advance of the purchase.

    H. Vendor will develop written salary/wage scales for their employees (billable fees) and submit to the DDP for approval. Under no circumstances is the DDP or Rivertown BIZ to be charged a rate

that exceeds the established rate schedules, without the DDP's prior written approval. See the "Proposal Pricing" section of this RFP.

Appendix B: Map of the Rivertown BIZ Zone



The Detroit Riverfront Conservancy (DRFC) holds primary responsibility for supplemental security in Cullen Plaza, Milliken State Park, Robert C. Valade Park, Mt. Elliot Park, Gabriel Richard Park, the Detroit Riverwalk, and the Dequindre Cut.

The Right Productions, Inc. (TRP) holds primary responsibility for supplemental security at the Aretha Franklin Ampatheater.

Vendor is primarily responsible for supplemental security in public spaces, pedestrian areas, and rights-of-way in the rest of the Rivertown BIZ.

Vendor must coordinate with the DRFC, TRP, DPD, the members of Project Lighthouse and DDP's Greater Downtown Safety Committee, and other security efforts in the Rivertown BIZ.

Appendix C: Preliminary Deployment Plan for Security Services

Provide a recommended Deployment Plan that generally represents deployment of base security services depending upon the season. The expected hours of service are listed in the tables below which may be subject to change and does not include Additional Services.

Off-Season (November – March)

	# of Guards	Mon	Tue	Wed	Thurs	Fri	Sat	Sun	WEEKLY TOTAL
Supervisor									

Peak Season (April - October)

	# of Guards	Mon	Tue	Wed	Thurs	Fri	Sat	Sun	WEEKLY TOTAL
Supervisor									

Other Services [INSERT DESCRIPTION]

Appendix D: Draft Contract

DRAFT

SECURITY GUARD SERVICES AGREEMENT

This Security Guard Services Agreement (this "Agreement") is made as of this 15th day of October, 2026 (the "Effective Date"), by and between , a (the "Vendor"), having an address of , and Detroit Downtown Inc. ("DDI"), a Michigan nonprofit corporation (the "Client"), having an address of One Campus Martius, Suite 380, Detroit, Michigan 48226.

The circumstances underlying the execution of this Agreement are as follows:

A. Detroit Downtown Inc., a subsidiary of the Downtown Detroit Partnership, is the Administrator of the Rivertown Business Improvement Zone ("Rivertown BIZ"), contracted by the Rivertown BIZ Board of Directors.

B. As part of its administration of the Rivertown, the Client wishes to engage a qualified and licensed security guard service to provide certain security and related services for the Rivertown BIZ as more particularly described below.

NOW THEREFORE, the parties agree as follows:

1. SERVICES.

1.1 The Client hereby engages the Vendor, and the Vendor hereby accepts such engagement, to serve as an independent contractor to provide certain security guard and related services to the Client on the terms and conditions set forth in this Agreement.

1.2 The Vendor shall provide to the Client the security guard and related services set forth on Schedule 1 (the "**Services**"). Schedule 1 sets forth a detailed description of the Services that includes specific number of security officers per shift; the hours of coverage; the number of supervisory or other management personnel deployed to oversee the performance of the Services; the current hourly rate(s) of the applicable personnel, technology and other deployment details, and other services and equipment provided by the Vendor. Schedule 1 is further broken down between charges for standard or regular security guard services, charges for emergency or unscheduled services, and charges for specialized security guards.

1.3 Unless otherwise set forth in Schedule 1, the Vendor shall furnish, at its sole expense, the uniforms, equipment, vehicles, supplies and other materials used by all personnel employed by it to perform the Services.

1.4 The Services shall be rendered in a professional manner consistent with the highest industry practices and standards, and in a manner that is courteous and polite to the public to the extent possible under the circumstances. All Services shall be rendered so as to comply with applicable laws, rules and regulations, including without limitation any rules or

regulations promulgated for any pubic space in the Zone by the City or other lawful authority.

1.5 In general, all security officers who patrol the Rivertown BIZ Zone ("Contract Area") will be in standard uniforms and will patrol in a motor vehicle, on a bicycle, scooter, or similar device, or on foot; provided, during certain designated hours or times set forth in Schedule 1.

1.6 The employees assigned to perform the Services shall be competent, qualified, properly trained and licensed to perform all duties or tasks associated with the Services in a manner consistent with the highest industry practices and standards. Prior to assigning employees to perform the Services, the Vendor shall perform a thorough background check, including but not limited to a criminal conviction history, on all employees and shall not assign any employee to perform the Services if any information disclosed in such background check indicates that such person may, in any way, be unfit to perform the Services in accordance with the standards applicable under this Agreement. The Vendor also shall subject all employees performing the Services to be tested for alcohol and drugs or other illegal substances prior to their being assigned to the Rivertown BIZ Zone, and shall conduct appropriate alcohol and drug testing periodically thereafter in accordance with prudent industry practices.

1.7 No security officers or other employees shall be armed with firearms or other lethal weapons while performing the Services except with the prior written consent of the Client.

1.8 The Vendor's supervisory personnel shall make periodic (but unannounced) visits to Contract Area to ensure compliance by on-site security officers with all requirements relative to the Services.

1.9 The Vendor's employees shall cooperate with the Detroit Police Department and other law enforcement agencies that have authority to act in the Contract Area. Such cooperation shall include filing reports of incidents and calling in law enforcement officers for incidents or events requiring assistance from or intervention by a law enforcement officer. The Vendor's security officers shall have the transmitters or communications devices specified on Schedule 1.

1.10 Prior to commencing the Services, the Vendor shall furnish to the Client copies of all licenses, permits and approvals required by federal, state or local governmental authorities for the performance of the Services by the Vendor. The Vendor shall maintain all such licenses, permits or approvals in full force and effect during the Term (as defined below) at its own expense.

2. TERM. The term of this Agreement shall commence as of the Effective Date and shall continue through October 14, 2029, unless sooner terminated in accordance with the terms of this Agreement (the "Term"). Any extension of the Term will be subject to mutual written agreement of the parties.

3. FEES AND EXPENSES.

3.1 As full compensation for the Services and the rights granted to the Company in this Agreement, the Client shall pay the Vendor the fees at the hourly or other applicable rates set forth on Schedule 2 (the "**Fees**"). The parties acknowledge that the Fees on Schedule 2 are broken down between various categories, including for: (a) routine or regular security services; (b) emergency or unscheduled services; (c) specialized security services for special events; and (d) other services.

3.2 The Vendor is solely responsible for any travel or other costs or expenses incurred by it or any of its employees in connection with the performance of the Services, and in no event shall the Client be obligated to reimburse the Vendor for any such costs or expenses.

3.3 The Client shall pay all undisputed Fees within sixty (60) days after the Client's receipt of a properly submitted and documented invoice.

3.4 All invoices submitted for any Fees shall set forth the hours and personnel reflected in the invoice in reasonable detail that allows the Client to verify the basis for and accuracy of the charges reflected in the invoice. The Vendor shall keep and make available for inspection or examination by the Client all records maintained by the Vendor in connection with furnishing the Services hereunder.

4. RELATIONSHIP OF THE PARTIES.

4.1 The Vendor is an independent contractor of the Client, and this Agreement shall not be construed to create any association, partnership, joint venture, joint employer, employee, or agency relationship between the Vendor and the Client for any purpose. The Vendor shall have no authority (and shall not hold itself out as having authority) to bind the Client in any manner, and the Vendor shall not make any agreements or representations on the Client's behalf without the Client's prior written consent.

4.2 Without limiting Section 4.1 above, neither the Vendor nor any of its employees shall be eligible to participate in any paid leave, group medical, life or disability insurance, profit sharing or retirement benefits, or any other fringe benefits or benefit plans offered by the Client to its employees. The Client shall not be responsible for withholding or paying any income, payroll, Social Security, or other federal, state, or local taxes, making any unemployment insurance contributions, or obtaining worker's compensation insurance on the Vendor's behalf. The Vendor shall be responsible for, and shall indemnify the Client against, all such taxes or contributions, including penalties and interest, as well as for minimum wage, overtime or other requirements relative to its employees. Any persons employed or engaged by the Vendor in connection with the performance of the Services shall be the Vendor's employees and the Vendor shall be fully responsible for them and indemnify the Client against any claims made by or on behalf of any such employee.

4.3 In hiring, retaining, compensating or disciplining security guards or other personnel who perform or are to perform the Services, the Vendor shall conform with all federal, state and local laws, and all rules, regulations, executive orders or other legal requirements relative to employment that are imposed by any applicable federal, state or

local governmental authority. Without limiting the generality of the foregoing, the Vendor shall comply with the Federal Civil Rights Act, the Fair Labor Standards Act, the Americans with Disabilities Act, the Age Discrimination in Employment Act, the Family and Medical Leave Act, and the Labor Management Relations Act.

4.4 The Vendor shall have the right to select the security officers or other employees who perform the Services. The Vendor shall be solely responsible for issuing instructions to, training and supervising its security officers or other employees, and to control the method or means by which they perform the duties assigned to them by the Vendor. The Client reserves the right to require the Vendor to remove or transfer to a location other than the Contract Area any security officer or employee whom the Client has determined in good faith to have engaged in improper conduct, to be unqualified, or to otherwise impose a hazard or threat.

5. CONFIDENTIALITY.

5.1 The Vendor acknowledges that it may have access to information that is treated as confidential and proprietary by the Client, its affiliates (including Downtown Detroit Partnership, Inc.) or the City, including, without limitation, the existence and terms of this Agreement and information pertaining to operations of the Client or the City, and information regarding donors, sponsors and financial information with respect to the Client, in each case whether spoken, written, printed, electronic or in any other form or medium (collectively, the "**Confidential Information**"). The Vendor agrees to: (a) treat all Confidential Information as strictly confidential; (b) to not disclose Confidential Information or permit it to be disclosed, in whole or part, to any third party without the prior written consent of the Client in each instance; and (c) to not use any Confidential Information for any purpose except as required in the performance of the Services. The Vendor shall notify the Client immediately in the event it becomes aware of any loss or disclosure of any Confidential Information or other breach of its obligations under this Section.

5.2 Confidential Information shall not include information that: (a) is or becomes generally available to the public other than through the Vendor's breach of this Agreement; or (b) is communicated to the Vendor by a third party that had no confidentiality obligations with respect to such information.

5.3 Nothing herein shall be construed to prevent disclosure of Confidential Information as may be required by applicable law or regulation, or pursuant to the valid order of a court of competent jurisdiction or an authorized government agency, provided that the disclosure does not exceed the extent of disclosure required by such law, regulation or order. The Vendor agrees to provide written notice of any such order to an authorized officer of the Client within twenty-four (24) hours of receiving such order, but in any event sufficiently in advance of making any disclosure to permit the Client to contest the order or seek confidentiality protections, as determined in the Client's sole discretion.

6. REPRESENTATIONS AND WARRANTIES.

6.1 The Vendor represents and warrants to the Client that:

(a) The Vendor has the right to enter into this Agreement, to grant the rights granted herein and to perform fully all of its obligations in this Agreement;

(b) The Vendor's entering into this Agreement with the Client and its performance of the Services do not and will not conflict with, or result in any breach or default under, any other agreement to which the Vendor is subject;

(c) The Vendor has the required skill, experience and qualifications to perform the Services in accordance to the standards set forth in this Agreement, and shall perform the Services in accordance with the standards set forth in this Agreement. The Vendor shall devote sufficient resources to ensure that the Services are performed in a timely and reliable manner; and

(d) All Services shall be performed by the Vendor in compliance with all applicable federal, state, and local laws, rules and regulations.

6.2 The Client hereby represents and warrants to the Vendor that:

(a) it has the full right, power, and authority to enter into this Agreement and to perform its obligations hereunder; and

(b) the execution of this Agreement by its representative whose signature is set forth at the end hereof has been duly authorized by all necessary corporate action.

7. INDEMNIFICATION.

7.1 The Vendor shall defend, indemnify and hold harmless the Client, its affiliates (including Downtown Detroit Partnership, Inc.), the Rivertown Business Improvement Zone, and their respective officers, directors, departments, employees, representatives, agents, successors and assigns (each an "**Indemnified Party**" and collectively, the "**Indemnified Parties**"), from and against all claims, demands, suits, actions, expenses, judgments, obligations, damages, charges, losses and liabilities, deficiencies, actions, judgments, interest, awards, penalties, fines, costs, or expenses of whatever kind (including without limitation the fees and expenses for attorneys, expert witnesses and consultants) that may be imposed upon, incurred by or asserted against arising out of or resulting from:

(a) any negligent or tortious act, error or omission attributable in whole or in part to the Vendor;

(b) any failure by the Vendor to perform its obligations, either express or implied, under this Agreement;

(c) bodily injury, death of any person, or damage to real or tangible, personal or intellectual property resulting from the Vendor's negligence or wrongful acts or omissions; and

(d) any breach of any of the Vendor's representations, warranties or obligations under this Agreement.

Notwithstanding the foregoing, the indemnification obligation set forth above shall not include any claims, demands, judgments, suits, actions, expenses, losses or liabilities, including costs and attorney's fees, which are caused solely by the negligence of the Indemnified Party seeking to enforce such obligation.

7.2 The Client may satisfy any obligation under such indemnity (in whole or in part) by way of deduction from any payment due to the Vendor.

8. INSURANCE. The Vendor shall purchase and maintain or cause to be maintained, the following insurance coverages at its sole expense:

8.1 Commercial General Liability Insurance with minimum limits of:

$1,000,000 per occurrence for Bodily Injury and Property Damage
$2,000,000 General Aggregate - other than Products/Completed Operations
$2,000,000 Products/Completed Operations Aggregate
$100,000 Fire Damage Liability
$10,000 medical expense per person

This coverage shall be written on an Occurrence form basis and shall include coverage for Blanket Contractual Liability and acts of terrorism and provide for severability of interest between insureds. This coverage must include a law enforcement or security services endorsement or other provision sufficient to provide coverage for any negligent or tortious act, error or omission attributable in whole or in part to the Vendor; any failure by the Vendor to perform its obligations, either express or implied, under this Agreement; and bodily injury, death to any person, or damage to real or tangible personal property or intellectual property resulting from the Vendor's negligence or wrongful acts or omissions. The Client, the City and their designated affiliates, shall be named as additional insureds. The policy shall provide that the coverage is primary and non-contributory with any self-insurance or other insurance available to Client.

8.2 Security Guard Errors or Omissions Insurance with minimum limits of:

$5,000,000 each occurrence
$5,000,000 aggregate

This insurance shall include coverage for false arrest, discrimination, humiliation, assault and battery, acts of terrorism and first aid errors and omissions. The Client, the City and their respective designated affiliates shall be named as additional insureds. The policy shall provide that the coverage is primary and non-contributory with any self-insurance or other insurance or self-insurance available to the Client, the City or their respective affiliates.

8.3 Workers' Compensation with Michigan Statutory limits.

The policy shall apply to all Vendor's employees and persons employed or hired to perform or provide Services and/or Additional Services.

8.4 Employers' Liability with minimum limits of:

$500,000.00 minimum each person
$500,000.00 minimum each accident

8.5 Auto Liability Insurance with minimum limits of:

$1,000,000 each accident

Coverage shall apply to all owned, hired and non-owned vehicles and provide personal and property protection insurance, including residual liability insurance under Michigan no fault insurance law. Such insurance shall provide contractual liability coverage and apply on a primary and non-contributory basis with any self-insurance or other insurance available to the Client, the City or their respective affiliates. The Client, the City and their designated affiliates shall be included as named insureds.

8.6 Excess/Umbrella Liability Policy with minimum limits of:

$5,000,000 each occurrence for Bodily Injury and Property Damage
$5,000,000 General Aggregate- other than Products/Completed Operations
$5,000,000 Products/Completed Operations Aggregate

8.7 Miscellaneous

(a) The Excess/Umbrella policy shall apply excess of and be no less broad than coverage provided by Commercial General Liability, required herein, and the Client, the City and their designated affiliates shall be named as additional insureds.

(b) All insurance policies shall be issued by insurers with a Best's Rating of A- or above unless otherwise approved by the Client.

(c) To the extent available on commercially reasonable terms, all insurance policies shall provide that they may not be canceled, non-renewed or materially changed without at least thirty (30) days' prior written notice to the Client.

Certificates of insurance evidencing such coverage shall be in a form reasonably acceptable to the Client.

(d) The Vendor shall be responsible for payment of all deductibles or self-insured retentions contained in any insurance required of the Vendor under this Agreement.

(e) The Vendor shall cause the insurers of coverages required herein to waive any rights of subrogation against the Client, the City and their respective affiliates.

9. TERMINATION.

9.1 The Client may terminate this Agreement without cause or reason upon thirty (30) days' written notice to the Vendor. In the event of termination pursuant to this Section, the Client shall pay the Vendor on a pro-rata basis any Fees then due and payable for any Services completed up to and including the effective date of such termination.

9.2 The Client may terminate this Agreement, effective immediately upon written notice to the Vendor, if the Vendor materially breaches this Agreement, and such breach is incapable of cure, or with respect to a material breach capable of cure, the Vendor does not cure such breach within ten (10) days after receipt of written notice of such breach.

9.3 Upon expiration or termination of this Agreement for any reason, or at any other time upon the Client's written request, the Vendor shall promptly:

(a) deliver to the Client all tangible documents and materials (and any copies) containing, reflecting, incorporating, or based on Confidential Information;

(b) permanently delete all of the Confidential Information from its computer systems; and

(c) certify in writing to the Client that it has complied with the requirements of this Section.

9.4 The terms and conditions of Sections 7.1, 9.1, 9.2, 9.3 and this 9.4 shall survive the expiration or termination of this Agreement.

10. ASSIGNMENT. The Vendor shall not assign any rights, or delegate or subcontract any obligations, under this Agreement without the Client's prior written consent. Any assignment in violation of the foregoing shall be null and void. The Client may assign its rights and obligations under this Agreement at any time. Subject to the limits on assignment stated above, this Agreement will inure to the benefit of, be binding on, and be enforceable against each of the parties hereto and their respective successors and assigns.

11. MISCELLANEOUS.

11.1 All notices, requests, consents, claims, demands, waivers, and other communications hereunder (each, a "**Notice**") shall be in writing and addressed to the party at the addresses set forth on the first page of this Agreement (or to such other address that may be designated by the receiving party from time to time in accordance with this Section). All Notices shall be delivered by personal delivery, nationally recognized overnight courier (with all fees prepaid), facsimile or email (with confirmation of transmission) to the facsimile number or e-mail address of the person executing this Agreement on behalf of the party to which notice is being given, or certified or registered mail (in each case, return receipt requested, postage prepaid). Except as otherwise provided in this Agreement, a Notice is effective only if (a) the receiving party has received the Notice, or (b) the party giving the Notice has complied with the requirements of this Section.

11.2 This Agreement, together with any other documents incorporated herein by reference and related Schedules constitute the sole and entire agreement of the parties to this Agreement with respect to the subject matter contained herein, and supersedes all prior and contemporaneous understandings, agreements, representations, and warranties, both written and oral, with respect to such subject matter.

11.3 This Agreement may only be amended, modified or supplemented by an agreement in writing signed by each party. Any of the terms hereof may be waived only by a written document signed by the party waiving compliance with the term.

11.4 This Agreement shall be governed by and construed in accordance with the internal laws of the State of Michigan without giving effect to any choice or conflict of law provision or rule. Each party irrevocably submits to the exclusive jurisdiction and venue of the federal and state courts located in the County of Wayne in any legal suit, action, or proceeding arising out of or based upon this Agreement or the Services provided hereunder.

11.5 The failure of the Client to enforce any provision of this Agreement on one or more occasions shall not be construed as a waiver of the right of the Client to enforce such provision in the future.

11.6 If any term or provision of this Agreement is invalid, illegal or unenforceable in any jurisdiction, such invalidity, illegality or unenforceability shall not affect any other term or provision of this Agreement or invalidate or render unenforceable such term or provision in any other jurisdiction.

11.7 This Agreement may be executed in multiple counterparts and by facsimile signature, each of which shall be deemed an original and all of which together shall constitute one instrument.

[Signature Page Follows]

IN WITNESS WHEREOF, the parties hereto have executed this Agreement as of the date first above written.

DATED: [Insert Date]

BY:

VENDOR:
[NAME],

_____
[Signer's printed name and title]

CLIENT:
DETROIT DOWNTOWN INC.,

_____
[Signer's printed name and title]