



SFMTA

Security Services RFP

**Request for Authorization to Issue
RFP No. SFMTA-2026-47-LOC**

October 6, 2026

Requested Board Action & Current Contract Overview

Authorize the Director to issue an RFP

- With a 3-year term + 2-year extension option

Term & Extensions

- Contract started on April 1, 2020, as a three-year contract with three one-year options
- All contract option years were exercised
- The 4th Amendment extended it to March 30, 2027

Contract Costs

- Original Costs: \$59 million over six years
- Updated contract value with extension: \$64.94 million

Contracting Improvement Effort

Focused Effort

- Using 3 high spend recurring service contracts as laboratory for applying good government approaches to SFMTA contracting
 - For more effective service delivery that centers accountability to outcomes
 - While preserving operational flexibility to facilitate long term cost control
 - And establishes performance metrics as tools to support SFMTA staff who manage these contracts

Contracting Improvement Effort

Key Tool: Avoiding Over-reliance on Historic Scope of Work

- Can miss opportunities to apply new service models, technology, procurement approaches & contract administration tools
- Can introduce “additive bias”: adding requirements to address new problems without removing requirements that are overly prescriptive or no longer relevant

RFP Goals

Maximize Competition

- Eliminate unnecessarily restrictive minimum qualifications
- Cost competition to focus on overhead & profit percentage (markup on prevailing wages)

Modernize

- Service Delivery
- Performance Management
- Contract Management

Support Long-Term Cost Control

- Cost Transparency
- Ensure Flexibility

Support Data-Driven Resource Allocation & Continuous Improvement

- Contractor: analysis and recommendations
- SFMTA: identify and plan service improvements
- Innovative Service Delivery Approaches

Key Service Components

Guard Services

- 24/7 security coverage
- Fixed-post & roving patrols
- Support for revenue collection

Security Operations Support Functions

- Security Operations Center (SOC) coordination & monitoring
- Video & alarm support
- Badging & credential support

Supervision, Administration, & Management

- Staffing, scheduling, & supervision
- Training, licensing, & professional standards
- Equipment, vehicles, & workforce management technology
- LBE Subcontractor management

Selected Performance Metrics

Service Reliability

- Delivery of Required Staffing Coverage
- Patrol Completion & Verification
- Availability of Contractor-Controlled Technology

Security & Response

- Incident Prevention/Protection/Response
- Timely and Accurate Incident Reports & Investigations

Compliance & Integrity

- Billing, Invoice Support & Payroll Records
- Timely and Complete Plans & Report Submissions

Next Steps: SFMTA '*Blackout Policy*'

- To ensure a transparent, fair & impartial selection process as required by MTAB Resolution 07-006:
 - The RFP identifies an SFMTA Contracts & Procurement staff member as sole point of contact for communications representing proposers seeking to influence the competitive process or contract award
 - Board members should decline to discuss the pending solicitation with any person on behalf of a potential or actual proposer between release of the RFP & approval of a contract award
 - Exception: during a public Board meeting

Security Solicitation Timeline

Phase	Key Completion Dates
Short-Term Contract Approval	8/4/2026
RFP MTA Board Approval	10/6/2026
Solicitation Stage	12/5/2026
Proposal Evaluation	3/5/2027
Expiration of Current Contract	3/30/2027
Short-Term Contract (if Needed)	3/31/2027
Contract Negotiation	
MTA Board Approval of Contract	
BOS Approval of Contract	
Execution	
Expiration of Short-Term Contract	9/30/2027

Thank you