



## ROYAL PROPERTY MANAGEMENT GROUP

### REQUEST FOR PROPOSAL (RFP)

#### UNARMED Security Guard Services

Royal Property Management Group (RPM)

Please review the attached RFP for full requirements, scope of services, and submission instructions.

We appreciate your interest and look forward to reviewing your proposal.

Sincerely,

**Aixa Moen**

Chief Operating Officer

Royal Property Management Group

[aixa@royalpropertymgmt.com](mailto:aixa@royalpropertymgmt.com)

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#### 1. INTRODUCTION & BACKGROUND

Royal Property Management Group (RPM) is soliciting proposals from qualified, licensed, and insured security service providers to furnish **UNARMED security guard services** for RPM-managed affordable and supportive housing communities.

RPM manages housing serving seniors, individuals with disabilities, veterans, and formerly unhoused residents. Vendors must demonstrate experience in **multi-family and supportive housing environments** and operate from a **trauma-informed, service-oriented approach**.

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#### 2. RFP DISTRIBUTION & PROCUREMENT NOTICE

This RFP is being issued to **multiple qualified and licensed security service providers** as part of a competitive procurement process. The RFP will also be posted on Alpha Project's website.

Submission of a proposal does not constitute a commitment by RPM to award a contract. RPM reserves the right to:

- Accept or reject any proposal, in whole or in part
- Waive minor irregularities
- Request clarifications or additional information
- Conduct interviews and site visits
- Negotiate pricing, scope, and contract terms
- Award a contract to the vendor(s) deemed most responsive and responsible



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Evaluation will be based on:

- Overall value and cost competitiveness (Please provide expiration date of cost proposal)
- Relevant experience
- Affordable/Supportive-housing expertise
- Training and supervision quality
- Reporting systems

RPM may select one or more vendors or make no award if in its best interest.

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### **3. UNARMED SECURITY REQUIREMENT (MANDATORY)**

All services under this RFP shall be **STRICTLY UNARMED**.

The following are **prohibited** on RPM properties:

- Firearms
- Batons
- Tasers
- Pepper spray
- Any weapon or restraint device

Security services must prioritize:

- De-escalation
- Trauma-informed response
- Conflict prevention
- Resident dignity
- Coordination with on-site management

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### **4. SUPPORTIVE-HOUSING SECURITY EXPECTATIONS**

Security staff must:

- Use **verbal de-escalation** as the primary response



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- Avoid physical intervention unless necessary for safety
- Coordinate with on-site management and case management
- Comply with Fair Housing and ADA requirements
- Maintain calm, professional, non-confrontational conduct
- Avoid criminalizing disability-related behaviors

**Affordable/Supportive-housing experience is REQUIRED.**

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## 5. PROPERTY PROFILE

### Affordable & Supportive Housing Communities

Royal Property Management Group (RPM) is soliciting proposals for **two (2) affordable housing communities** located in the **East Village neighborhood of Downtown San Diego**. Both properties serve **affordable and supportive housing residents**, including **seniors, individuals with disabilities, veterans, and formerly unhoused individuals**.

Given the population served, these communities require **professional, trauma-informed, unarmed security services** with a strong emphasis on **de-escalation, proactive visibility, and resident safety**. Security personnel must demonstrate experience working in supportive housing environments and the ability to interact respectfully and effectively with a diverse resident population.

RPM will carefully review and consider all submitted proposals. However, RPM reserves the right to **maintain its current security provider** if doing so is determined to be in the company's best interest.

This Request for Proposal (RFP) applies to the following properties:

- **Harrington Heights** – 273 Units  
1320 Broadway, San Diego, CA 92101
- **Alpha Square** – 201 Units  
550 14th Street, San Diego, CA 92101

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## 6. COVERAGE FOCUS

- Evening and overnight shifts, 365 days a year
- Lobby/front desk coverage
- Interior and exterior patrols
- Foot and vehicle patrols as needed



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- High-visibility presence throughout the property
- Monitoring of common areas, entrances, and perimeters

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## 7. SECURITY RESPONSIBILITIES

- Respond to resident concerns using **verbal de-escalation techniques**
- Maintain a visible presence to deter unsafe activity
- Monitor common areas, parking areas, and building perimeters
- Control and monitor building access
- Verify visitors after hours
- Coordinate professionally with on-site management and case management teams
- Provide customer-service-oriented support to residents
- Respond calmly and appropriately to emergencies
- Monitor and address loitering, trespassing, and unauthorized access
- Address noise complaints and disturbances professionally
- Notify management immediately of serious incidents
- Document and report incidents including:
  - Threatening or aggressive behavior
  - Substance-related disturbances
  - Weapons observed
  - Repeat safety concerns
- Provide trend reporting and observations to management to support proactive safety planning

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## 8. REQUIRED TRAINING (MANDATORY)

Vendors must adhere to training requirements in the following:

- First-Aid, CPR, Automated External Defibrillator (AED), and NARCAN
- De-escalation and crisis intervention



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- Mental health awareness
- \*Trauma-Informed Care TIC
- Fair Housing and ADA compliance
- Cultural sensitivity
- Incident documentation
- Use-of-force policy (unarmed context)

Please indicate which training you provide and included in your cost proposal, or if a 3<sup>rd</sup> party may be needed and outside of the submitted cost proposal. Alpha Project may offer one or more training listed above.

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### 9. REPORTING REQUIREMENTS

- Daily activity reports
- Incident reports within 24 hours
- Immediate notification of critical incidents
- Monthly trend summaries
- Objective, factual documentation
- Secure report transmission

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### 10. LAW ENFORCEMENT PROTOCOL

Security shall:

- Contact law enforcement **only when absolutely necessary**
- Notify management immediately
- Avoid criminalization of disability-related behavior
- Preserve evidence and witness information when applicable

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### 11. Pricing & Cost Proposal

Vendors shall provide **clear, detailed, and itemized pricing** for all proposed services. Pricing must be **transparent, comprehensive, and all-inclusive**, with no hidden or undisclosed fees.



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At a minimum, proposals must include the following:

- Hourly rate per unarmed security guard
- Supervisor or management costs, if applicable
- Holiday premium rates
- Overtime rates
- Start-up, onboarding, or transition fees
- Equipment, technology, reporting, or administrative fees
- Contract term options (month-to-month, one-year, and multi-year agreements)

### Multi-Property / Volume Pricing

Vendors are encouraged to include **optional volume-based or portfolio pricing incentives** should RPM elect to award services for multiple properties.

If available, please provide **exclusive or discounted pricing tiers** for the following award scenarios:

- One (1) to two (2) properties
- One (1) to three (3) properties
- One (1) to four (4) properties
- One (1) to five (5) properties

For each tier, clearly identify:

- Applicable hourly rates
- Any bundled service discounts
- Conditions or minimum service requirements
- Whether pricing applies across uniform service scopes or may vary by property type

1. Indicate if the pricing is applicable to other projects that RPM may seek bids for, or if it's only applicable to the two properties outlined above. For instance, valid for RPM properties within San Diego County.
2. Indicate the expiration date for the price and cost proposal. For instance, valid through December 31, 2026.
3. Submission of multi-property pricing is **optional**.
4. All pricing must remain fixed for the proposed contract term unless otherwise agreed to in writing.
5. RPM reserves the right to award contracts for **one or multiple properties**, or to maintain existing services at certain locations at its sole discretion.



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### 12. INSURANCE REQUIREMENTS

Provide certificates showing:

- General Liability (\$1,000,000 minimum)
- Workers' Compensation
- Auto Liability (if applicable)
- RPM and Ownership listed as Additional Insured

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### 13. REFERENCES

Provide at least **three (3)** recent clients including:

- Client Name
- Property name
- Contact person
- Phone number
- Email
- Scope of services

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### 14. CONFIDENTIALITY

All information provided by RPM shall be treated as **confidential** and may not be disclosed without written consent.

Vendor proposals will also be treated as confidential to the extent permitted by law.

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### 15. CONFLICT OF INTEREST

Vendors must disclose any actual or potential conflicts of interest including:

- Relationships with RPM staff or Alpha Project staff
- Financial interests
- Prior disputes or litigation

Failure to disclose may result in disqualification.



## 16. Proposal Submission

Vendors shall submit proposals in accordance with the following requirements:

- Submit one (1) electronic copy in PDF format to [procurement@alphaproject.org](mailto:procurement@alphaproject.org)
- Please ensure all proposals include "Security – [Business Name]" in the email subject line.
- Proposal must be clearly organized and labeled in accordance with the sections of this RFP
- **RFP Issuance / Opening Date: January 26, 2026, at 11:00 a.m. (PST)**
- **Proposal Submission Deadline: February 6, 2026, at 5:00 p.m. (PST)**
- **Any Questions regarding RFP must be submitted no later than February 3, 2026. Please email all question to Aixa Moen/ Royal Property Management Group: [Aixa@RoyalPropertyMgmt.com](mailto:Aixa@RoyalPropertyMgmt.com)**
- Late or incomplete proposals may not be considered.

**Submit Proposals To:**

[Procurement@alphaproject.org](mailto:Procurement@alphaproject.org)

- Proposal must be submitted by February 6, 2026 5 p.m. (PST), no exceptions.
- **Only submit proposals to [Procurement@alphaproject.org](mailto:Procurement@alphaproject.org); if the proposal is submitted to other emails, they will not be considered.**

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## 17. OPTIONAL SITE VISIT

RPM may schedule interviews or site walks with shortlisted vendors.

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### VENDOR ACKNOWLEDGMENT FORM

**Company Name:** \_\_\_\_\_

**Authorized Representative:** \_\_\_\_\_

**Title:** \_\_\_\_\_

**Phone:** \_\_\_\_\_

**Email:** \_\_\_\_\_

By signing below, the vendor confirms:

- Receipt of this RFP
- Understanding of UNARMED requirements
- Agreement to affordable/supportive-housing standards
- Disclosure of conflicts of interest
- Accuracy of information submitted

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_