

**SUMMARY OF DEPARTMENT OPERATIONAL SUPPORT CONTRACT  
REQUEST TO THE HEALTH COMMISSION**

*A DOS Contract is a Contract for the provision of goods or services that directly supports DPH's operations.*

<b>Contractor:</b> <u>Marina Security Services, Inc.</u>	<b>Division/Section:</b> <u>Primary Care / Security</u>
<b>Address:</b> <u>465 California Street, Suite 626</u> <u>San Francisco, CA 94104</u>	<b>Deputy Director:</b> <u>Greg Wagner</u> <b>DPH Administrator:</b> <u>Basil A. Price</u>
<b>Contact:</b> <u>Sam Tadesse</u> Phone: <u>415-773-2300</u>	<b>Program Administrator:</b> <u>Basil A. Price</u> Phone: <u>415-206-2577</u> <b>Contract Analyst:</b> <u>Nora Macias</u> Phone: <u>415-613-6636</u>

Request for approval of a New Professional Services Agreement with Marina Security Services, Inc. to perform patient safety services at four (4) health centers in support of the Department of Public Health's Primary Care's Security Services. The total proposed contract amount is \$1,953,428 which includes a 12% contingency for the term of October 1, 2023 through June 30, 2027 (3 years 9 months).

**Mark only one for each question below:**

- Vendor Type**  For Profit  Non-Profit  Government Entity
- Is the Vendor a CMD Certified LBE?**  Yes  No CMD092514222
- Purchasing Authority:**  RFP Sourcing ID# 7602  Sole Source  GPO
- Does DPH have other existing contracts with this Vendor?**  Yes  No  
If yes, approximately how many years has DPH been doing business with this Vendor? Provide explanation, as needed. N/A

**CONTRACT INFORMATION**

**Proposed Transaction**

**FUNDING SOURCES:**

10/1/23 to 6/30/27

General Fund (10/1/23 – 6/30/24)	\$335,244
Genera Fund (7/1/24 – 6/30/25)	\$460,408
General Fund (7/1/25 – 6/30/26)	\$474,240
General Fund (7/1/26 – 6/30/27)	\$474,240
<b><u>TOTAL DPH REVENUES:</u></b>	<b>\$1,744,132</b>

12% Contingency Amount (10/1/23 – 6/30/27)	\$209,296
<b><u>TOTAL CONTRACT AMOUNT WITH CONTINGENCY:</u></b>	<b>\$1,953,428</b>

<b><u>ONE-TIME UPFRONT COSTS:</u></b>	n/a
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<b><u>ANNUAL AMOUNT OF CONTRACT*:</u></b>	n/a
<i>*Excludes one-time upfront/implementation costs.</i>	

**[FOR PROGRAM ADMINISTRATION CONTRACTS ONLY]**

Program Administrator Indirect Percent	<u>n/a</u>
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<b><u>TOTAL INDIRECT EXPENSES:</u></b>	n/a
<b><u>TOTAL DIRECT EXPENSES:</u></b>	n/a

**PROPOSED BREAKDOWN OF ITEMS/SERVICES**

Item or Service	Quantity	Unit Price	Amount
<b>10/1/23 – 6/30/24</b> 5 Patient Safety Ambassadors: 1 @ Southeast Family Health Center 1@ Castro-Mission Health Center 1@ Maxine Hall Health Center 1@ Silver Avenue Health Center 1@ optional as/when determined.	5 ambassadors x 40 hours x 39 weeks = 7,800	\$42.98 per hour	\$335,244 Pro-Rated for Year 1
<b>7/1/24 – 6/30/25</b> 5 Patient Safety Ambassadors: 1 @ Southeast Family Health Center 1@ Castro-Mission Health Center 1@ Maxine Hall Health Center 1@ Silver Avenue Health Center 1@ optional as/when determined.	5 ambassadors x 40 hours x 52 weeks = 10,400	\$44.27 per hour	\$460,408 For Year 2
<b>7/1/25 – 6/30/26</b> 5 Patient Safety Ambassadors: 1 @ Southeast Family Health Center 1@ Castro-Mission Health Center 1@ Maxine Hall Health Center 1@ Silver Avenue Health Center 1@ optional as/when determined.	5 ambassadors x 40 hours x 52 weeks = 10,400	\$45.60 per hour	\$474,240 For Year 3
<b>7/1/26 – 6/30/27</b> 5 Patient Safety Ambassadors: 1 @ Southeast Family Health Center 1@ Castro-Mission Health Center 1@ Maxine Hall Health Center 1@ Silver Avenue Health Center 1@ optional as/when determined.	5 ambassadors x 40 hours x 52 weeks = 10,400	\$45.60 per hour	\$474,240 For Year 4

**Purpose of Contract:**

The Department of Public Health is transitioning from a traditional security services model provided by sworn law enforcements officers to a new community peer-based patient safety ambassador model, which will shift the focus to providing effective patient safety services with minimal law enforcement personnel through clear patient safety protocols. This new security model is designed to serve all populations an ethnicities in San Francisco, with focused expertise to address racial disparities in patient safety and patient experience. It will support a welcoming and healing environment while maintaining safety for all patients.

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Patient safety services are part of the Department's delivery of patient-centered care with the goal of providing specifically trained and certified public safety ambassadors who will follow this model, including client greeting, navigation, and de-escalation services.

Patient Safety Services will be performed at the following DPH community clinic sites: Castro-Mission Health Center, Maxine Hall Health Center, Southeast Family Health Center, and Silver Avenue Health Center and one optional poste as/when determined. Each health center will have one safety ambassador stationed as a greeter certified in nonviolent crisis intervention and advanced physical skills as well as have lived experiences in crisis situations and comprehensive on-going safety training and support, which are essential to successfully provide excellent services to those who visit the health centers. Safety Ambassadors will also have on-going training that can include trauma informed care and harm reduction policies.

Patient Safety Ambassadors will open (unlock) the front door of the clinic or the assigned work area and close all doors (lock) of the clinic or assigned work area. During operational hours, the Patient Safety Ambassadors will greet patients/clients, provide Clinic navigation, and conduct periodic rounding's of the property. They will be trained on trauma informed care, harm reductions principles, and use de-escalation techniques, as needed, such as non-violent Crisis Intervention principles.

### **Performance Monitoring:**

This Agreement will receive annual monitoring through the DPH Business Office of Contract Compliance (BOCC), including for performance and fiscal stability.

### **Health Equity and Inclusion Compliance:**

The Vendor will provide the necessary information to comply with the Department's Office of Health Equity (OHE) requirements and will work collaboratively to remove systemic and operational barriers that impede providing appropriate levels of services to meet the needs of disadvantaged BIPOC stakeholders and communities.

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**Listing of CEO, Board of Directors, and Owners of 10% or More of the Firm:**

**CEO:** Sam Tadesse, Sole-Owner and CEO \_\_\_\_\_

**Board of Directors:** \_\_\_\_\_

\_\_\_\_\_

**Owners of 10% or** \_\_\_\_\_

**more of the Firm:** \_\_\_\_\_

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