

Security Services RFP Provider Questions

1. Where can we locate the past performance questionnaire? – **This section has been updated, and you can find the attached Past Performance questionnaire under the attachments section at the end of the RFP. TCP will not be doing any performance checks, outside of our own internal knowledge of any performance issues. The Past Performance questionnaire must come from other funding sources that you utilize outside of TCP. Bidders may submit the Past Performance Questionnaires along with their proposals or the Agency/Representative completing the Questionnaire on your behalf can submit it directly to TCP via email rfp@community-partnership.org. It must be received by Friday, September 4, 2026, by 2pm to be considered a part of your proposal.**
2. Does each site have to have a separate proposal or can they be combined? **Yes, you can combine all the sites you wish to bid for within one proposal, but you must separate the budgets for each within your proposal.**
3. Some insurance requirement might not be met as of yet (not sure having my insurance broker review now) is a signed affidavit to secure any outstanding coverage acceptable? **For the purpose of the solicitation, you only need to show proof of insurance certificate. TCP will look at individual coverages once the contract is awarded.**
4. We do have vehicles at any site can vehicle insurance requirements be waived? **If the vehicles are used for any client or program related services, you must have the required insurance coverage. If the vehicle is not utilized for any client/program rated services, you can submit a request to waive coverage with TCP once the contract is awarded.**
5. The four attachments listed below and in Section G were not included with the RFP. Please provide them or advise where they are posted. Attachments: Budget Forms (the Excel forms referenced in Section C.4.a)., Capacity by Program Site, Contract Deliverables, and Past Performance Questionnaire. – **The Budget Forms, referring to TCP Forms 327/328 Initial Budget and Budget Narrative can be access via the TCP website. They have also been added to the Attachments section of the RFP. The Capacity by Program Site will be removed, as it is already listed in the site breakdown within the RFP. The Past Performance questionnaire will be added to the attachments section at the end of the RFP, and should be completed by other funding sources you currently utilize. Only the following Deliverables are required and should be submitted with your proposal: Business License, Clean Hands/Certificate of Good Standing, Proof of Insurance Certificate, and the Employee Handbook.**
6. What is the deadline for submitting written questions, and on what date will TCP issue written responses? (Section A.6.a) – **Questions are due by Friday, July 31st. TCP will submit responses by Friday, August 14th.**

7. By what date must our references submit the Past Performance Questionnaires? The RFP currently reads “XXXXXdate.” *(Section C.1.b.2)* – **This should be submitted along with your proposal by September 4, 2026. Bidders may submit the Past Performance Questionnaires along with their proposals or the Agency/Representative completing the Questionnaire on your behalf can submit it directly to TCP via email rfp@community-partnership.org. It must be received by Friday, September 4, 2026, by 2pm to be considered apart of your proposal.**
8. Please confirm that the proposal closing date and time remain August 14, 2026 at 2:00 p.m., as stated on the cover page. Several places in the body read “TBD.” – **The proposal deadline has been extended to Friday, September 4, 2026 by 2pm.**
9. Will the Post Orders referenced throughout the Scope of Work be provided before proposals are due, or only after contract execution? **This will be provided after the contract has been awarded and executed.**
10. Are bidders required to use the fixed rates shown in the RFP (\$44 Lead SPO / \$42 SPO, and the separate “Hypo”-site rates), or may bidders propose their own rates? – **TCP will not solicit for hypo sites in the RFP and this will be removed.**
11. Does a Collective Bargaining Agreement (CBA) apply to this RFP or to any of the incumbent workforce at these sites? If so, please provide the CBA and confirm whether its wage and fringe rates govern in place of the attached Service Contract Act Wage Determination (No. 2015-4281, rev. 34). *(Section D.1, D.2)* **No, this does not apply to this RFP.**
12. Are ALL of the insurance coverages listed in Section D required for this contract, or do some apply only to certain scopes of work? Specifically, please confirm whether the following are mandatory for a security-services award, or conditional: Cyber/Network Security Liability (\$5M); Environmental/Contractors Pollution Liability; Professional Liability (Errors & Omissions); Automobile Liability; and the Commercial Umbrella/Excess Liability limits? **Cybersecurity and Environmental are the only insurances that are not required.**
13. How long is this contract, is there any option years that is associated with this contract? **Management contracts will run January 2027-December 2027.**
14. Please include the contract details for Family Shelter – Days Inn, Family Shelter – Quality Inn and Partner Arms; no schedule of service was included: **The sites TCP are procuring for will be listed in the updated RFP. However, TCP is no longer utilizing any of these facilities for this contract period and they will be removed.**
15. The rate for the Hypo sites are listed at a lower rate reflective of the previous bill rates. Is this an administrative oversight: **TCP is still in discussion with DHS about hypo security rate. More information will come. However, we will not be soliciting for hypo and this language will be removed.**

16. Will TCP consider a billable Program Manager to establish a single point of contact for vendors awarded multiple sites: **Program Manager are required position for Shelter Operation providers. They will be responsible for feeling that position. The same expectation is required for security providers when it comes to Lead SPO and SPO officer staffing.**
17. Please provide a breakdown of how TCP arrived at the monthly and annual totals per site: **The overall budget is provided to TCP by DHS based off of number factors including but not limited to, type of shelter, capacity, activity, services, UIR's, etc. That budget is then divided throughout the contract year. TCP cannot speak to how DHS arrives at their budget decision.**

Site Tour Questions

Adams Place Men's Shelter

- What are the hours of the outside sitting area? **Closed from 11pm-12am and opened 15 minutes at the top of the hour for smoke breaks**

The Aston

- Can Clients eat in their rooms? **Yes**
- What are the other QR codes posted around the site? **This is the Star Enterprises Janitorial check in. TCP will ask if these can be better labeled.**
- What are the offices on the first floor? **These areas are Providers Offices. TCP will have offices labeled**
- Is there security responsibilities for the Fire Watch area? **No security responsibilities but TCP will provide Fire Watch protocols.**
- What is the roving expectation outside the building? **Just outside the building doorway**

25 E Street

- How many floors are occupied? **All 8 floors**
- Can you provide the Security staffing capacity? **1 Lead SPO and 2 SPO's**
- Is there CCTV responsibilities? **No, there is no CCTV responsibilities**
- How often is roving completed? **Every hour and the alley way and parking spaces**
- Does the back door need to be checked? **Yes, there is no alarm and only program staff and janitorial can utilize the back door**

Pat Handy

- Respite Offices each have Guardtek tags. Do they all need to be checked? **TCP will confirm and update the Guardtek requirement for this space with DHS**

- Is security needed for program meetings and events? **Minimal support may be asked for by Program Staff**

Erna's House

- Is Guardtek utilized for this site? **No Guardtek responsibilities**
- What are the program staff working hours? **7am – 11pm**

Kia's Place

- What are Case Manager Hours? **8am – 4pm**
- Is there security staff for evenings and weekends? **Yes**
- What is the current client population? **Family and Couples but currently only female clients**
- Any upgrades to security structure? **Yes, TCP will look into adding visuals and controlled access since Security is not right at the door.**

Emery Shelter

- When are quiet hours? **After 10pm**
- How many shifts are needed for this site? **3 shifts with change at midnight**
- When is the front gate closed? **By midnight by night shift**