



AUSTIN STREET CENTER

Request for Proposal (RFP)

Contract Security Provider

Issued by: Austin Street Center

Issue Date: 6/16/2025

RFP Number: RFPSECURITYFY25

1. Introduction

Austin Street Center (ASC) is a nonprofit organization dedicated to serving individuals experiencing homelessness by providing shelter, support, and essential services. We are seeking proposals from qualified, licensed, and insured security firms to provide 24/7 physical security services at our facility located at 1717 Jeffries St. Dallas, TX 75226

2. Scope of Work

Staffing Requirements

- **Number of Guards per Shift:** 4
- **Shifts per Day:** 3
 - Shift 1: 6:00 AM – 2:00 PM
 - Shift 2: 2:00 PM – 10:00 PM
 - Shift 3: 10:00 PM – 6:00 AM
- **Total Coverage:** 12 guards per day, 7 days a week (including holidays)
- **Additional Coverage:** Additional coverage may be needed during extreme cold weather times in Dallas and either armed or unarmed guards will be requested to provide necessary coverage.

Duties Include (but are not limited to):

- Monitoring entrances/exits
- Conducting facility patrols
- Managing client and visitor access
- Responding to disturbances and incidents
- Working cooperatively with staff and local law enforcement
- Writing detailed incident and daily activity reports
- Enforcing ASC policies and procedures

Work is expected to begin 8/1/2025 and continue services for 3 years through October 31, 2028.

3. Contractor Requirements

- Licensed to operate in the State of Texas
- Maintain comprehensive general liability and worker's compensation insurance
- Demonstrated experience working in environments that serve vulnerable populations

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- Ability to provide trained, uniformed, and professional security officers
- Background checks and drug screening for all assigned personnel
- Availability for emergency backup coverage if needed

4. Proposal Requirements

All proposals should include the following:

- Company name and contact information
- Company overview and qualifications
- Description of relevant experience, particularly in nonprofit or shelter environments
- Proposed staffing plan and supervision structure
- Transition plan for service implementation
- Cost proposal, broken down: armed, armed and holiday hourly rates
- Sample incident and daily activity reports
- List of training provided: SAMA, CPR, First Aid, AED, etc.
- Proof of insurance and state license
- At least three (3) professional references
- Payment terms, billing frequency and accepted payment methods

5. Evaluation Criteria

Proposals will be evaluated based on the following criteria:

- Experience and qualifications
- Understanding of Austin Street's mission and population served
- Quality of completeness of proposal
- Cost-effectiveness
- References and past performance
- Minority or Women-Owned Business Certified

6. Timeline

Milestone	Date
RFP Released	06/16/2025
Questions Due	06/23/2025
Proposal Submission Due	06/30/2025
Vendor Interviews (if needed)	07/07/2025
Vendor Selection/Notification	07/14/2025
Contract Start Date	08/01/2025

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7. Submission Instructions

Attn: Alissa Rodgers, Chief Financial Officer
Austin Street Center
accounting@austinstreet.org
PO Box 710729 Dallas, TX 75371
972-807-0017

8. Questions and Clarifications

Any questions related to this RFP must be submitted in writing to accounting@austinstreet.org by the date listed in the Timeline. Please include the RFP Number in the subject of the email.

9. Terms and Conditions

Austin Street Center reserves the right to:

- Accept or reject any or all proposals
 - Award contracts to multiple vendors
 - Request additional information from any respondent
 - Cancel or modify this RFP at any time
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