



Request for Proposals (RFP) Questions & Answers

Security Monitoring Services (Fire Alarm, Intrusion Alarm & CCTV)

Release Date: April 13, 2026

SERCO of Texas, Inc. (SERCO) is seeking proposals from qualified vendors to provide **24/7 monitoring services** for fire alarm systems, intrusion/security alarm systems, and security camera systems across Workforce Solutions offices in the Gulf Coast Region. Services include continuous monitoring, emergency notification, system oversight, and reporting to support the safety and security of staff, customers, and facilities.

Questions & Answers

Applies to all locations

1. Does the scope of work include monitoring, service repairs, and annual inspections?

Yes, the scope of work includes monitoring, service repairs, and annual inspections.

2. Are the previous annual fire alarm inspection reports available for review? Code compliance requires one per year.

Yes, inspection reports can be obtained for review.

3. Is there a list of the existing equipment, including the make and model of the main control panels?

Currently, all seven offices have equipment installed. The only exception is the Humble office.

4. Are software passwords available for each system in order to access programming?

Yes, software passwords are available.

5. Are the fire and security panels currently being monitored utilizing phone lines or cellular communicators?

The security panels are currently being monitored. SERCO is coordinating with the current vendor to confirm whether monitoring is via phone line or cellular communicator.

5.1 If cellular communicator, what is the make and model?

This information is not currently available. Vendors should account for assessing existing equipment as part of their proposed services.

6. Is there a zone list of the security alarm devices available?

Yes, a zone list is available for the applicable offices.

7. Are the buildings available to conduct site surveys?

Yes, site visits are permitted during normal business hours (8:00 AM – 5:00 PM).

Locations:

- **Acres Homes:** 6730 Antoine Dr, Houston, TX 77091
- **Conroe:** 2218 IH 45 North, Conroe, TX 77301
- **Cypress Station:** 70 FM 1960 West #A, Houston, TX 77090
- **Humble:** 9668 FM 1960 Bypass Rd W, Humble, TX 77338
- **Huntsville:** 291A Interstate 45 South STE A, Huntsville, TX 77340
- **Liberty:** 2131 Hwy 146 Bypass, Liberty, TX 77575
- **Northeast:** 11939 Eastex Freeway STE A, Houston, TX 77039
- **Willowbrook:** 17725 Tomball Pkwy, Houston, TX 77064

Site visits must be scheduled in advance by submitting a request to:
[Daniela Unzaga - Dunzaga@sercohq.com]

Vendors must not contact site staff directly outside of scheduled visits. Upon arrival for an approved visit, vendors must check in with the Center Manager at each location.

Failure to follow these instructions may result in disqualification