



SERCO of Texas, Inc.
Security Guard Services RFP
Questions and Answers
Thursday, July 23, 2026

Question 1: Who is the current incumbent?

SERCO Response: SERCO is not releasing information regarding the current service provider as part of this procurement.

Question 2: When was the current incumbent awarded the contract? Could you please provide a copy of the current contract?

SERCO Response: SERCO is not providing copies of existing contracts as part of this procurement. The current contract began October 1, 2025. The new contract begins October 1, 2026.

Question 3: Are there any subcontractors being used for the current contract?

SERCO Response: Information regarding subcontracting arrangements under the current contract is not being released. Subcontracting is the responsibility of the proposing vendor. If vendors plan to subcontract, those plans should be outlined in the proposal, and any planned costs should also be built into the proposal.

Question 4: What was the initial term length of the current contract?

SERCO Response: Please refer to Section XI, **Contract Term and Renewal**, of the RFP. The initial contract term is from October 1, 2026, through September 30, 2027. SERCO may renew the contract annually based on funding availability, business need, contractor performance, and successful negotiations. The total contract period shall not exceed three (3) years through September 30, 2029.

Question 5: What was the start date of the initial contract?

SERCO Response: Please refer to Section XI, **Contract Term and Renewal**, of the RFP. The initial contract term is from October 1, 2026, through September 30, 2027. SERCO may renew the contract annually based on funding availability, business need, contractor performance, and successful negotiations. The total contract period shall not exceed three (3) years through September 30, 2029.

Question 6: What was the amount spent in the last 12 months?

SERCO Response: Historical spending information is not being released. Vendors should submit pricing based on the requirements outlined in the RFP, as well as their own experience providing services to similar clients and facilities.

Question 7: What was the total spent in the last billed month?

SERCO Response: SERCO is not providing current billing information.

Question 8: Are there any other rates billed separately (e.g., equipment, vehicles, etc.)?

SERCO Response: Vendors should clearly identify any additional charges, including equipment, vehicles, travel, or other costs, in their proposals.

Question 9: Are there any significant modifications from the previous contract to the new one, such as an increase in hours, changes in guard types, or additional resources?

SERCO Response: The services requested under this RFP reflect SERCO's current operational needs. Vendors should prepare proposals based on the requirements described in the solicitation documents.

Question 10: What was the amount spent on this contract last year?

SERCO Response: SERCO is not releasing historical contract expenditures.

Question 11: What is the estimated total number of annual hours for this contract?

SERCO Response: The anticipated hours and staffing requirements by location are provided below (see Question 21). Actual hours may vary based on operational needs.

Question 12: What is the current bill rate for each position?

SERCO Response: SERCO is not releasing current pricing or billing rates. Vendors should propose costs for the services based on area market rates.

Question 13: Are there any additional services that may be needed that are not listed in the RFP, such as additional sites or seasonal security?

SERCO Response: SERCO reserves the right to add, remove, relocate, or modify locations and services during the contract term as operational needs change.

Question 14: Beyond state and federal minimum wage requirements, is there a prevailing wage, living wage ordinance, local mandated wage, or contract-specific wage?

SERCO Response: Vendors are responsible for complying with all applicable federal, state, and local laws and regulations regarding wages and employment requirements.

Question 15: Is the current contract using vehicles? If yes, how many?

SERCO Response: SERCO is not providing information regarding the current contractor's operational methods or equipment. Vendors are encouraged to use their own experience providing services to similar clients and facilities.

Question 16: Will SERCO hold a public opening? If yes, please provide the date, time, and location.

SERCO Response: SERCO does not anticipate holding a public proposal opening. Any updates to the procurement process will be communicated through an official addendum.

Question 17: Was there a liquidated damages provision on the previous contract?

SERCO Response: SERCO is not releasing details regarding prior contracts. Vendors should refer to the Administrative Requirements section of the RFP (beginning on page 13) regarding liability and insurance coverage. Further references to damages are included in Attachments F and K of the RFP.

Question 18: Attachment D includes positions for a Security Officer, Lead Officer, Site Supervisor, and optional Armed Officer. Will this structure be the same at all eight locations, or will it be site-specific?

SERCO Response: Staffing requirements may vary by location. Attachment D is intended to provide a pricing framework. Vendors may propose staffing models that best meet the operational needs outlined in the RFP, as well as their own experience providing services to similar clients and facilities.

Question 19: The RFP states that travel costs and procurement markups must be clearly identified. Does this refer to officer travel between sites?

SERCO Response: Vendors should identify any proposed travel costs, mobilization costs, or other administrative expenses separately in their pricing. SERCO does not guarantee reimbursement for expenses not specifically identified and approved.

Question 20: The procurement timeline references "RFQ." Is this intended to read "RFP"?

SERCO Response: Yes. References to "RFQ" in the procurement timeline should be interpreted as "RFP."

Question 21: Attachment D requests pricing by location, hours per week, and staffing model; however, the RFP does not identify the required staffing structure for each location. Could SERCO provide the days and hours of required security coverage, total weekly hours, number of officers required per shift, and staffing model for each office?

SERCO Response: The following information reflects the current security services by location. Bidders are encouraged to provide pricing for both armed and unarmed security officers at each location.

Location	Current Hours	Weekly Hours	Officers per Shift	Current Staffing Model
Acres Homes	Monday– Friday, 8:00 a.m.–5:00 p.m.	40	1	No staffing model established
Conroe	Monday– Friday, 8:00 a.m.–5:00 p.m.	40	1	No staffing model established

Cypress Station	24 hours per day, 7 days per week	Varies	Varies	Three guards on a rotating schedule: one guard from 5:00 a.m.–5:00 p.m., one guard from 7:30 a.m.–5:00 p.m., and one guard patrols the exterior from 5:00 p.m.–5:00 a.m.
Humble	Monday–Friday, 8:00 a.m.–5:00 p.m.	40	1	No staffing model established
Huntsville	No security services currently required	N/A	N/A	N/A
Liberty	No security services currently required	N/A	N/A	N/A
Northeast	Monday–Friday, 8:00 a.m.–5:00 p.m.	40	1	No staffing model established
Willowbrook	Monday–Friday, 8:00 a.m.–5:00 p.m.	40	1	No staffing model established

Question 22: Please confirm whether the requested services are to be staffed with unarmed security officers at all locations, or if any locations require or anticipate the use of armed officers.

SERCO Response: The following information reflects the current guard classifications by location. Bidders are encouraged to provide pricing for both armed and unarmed security officers at each location.

- Acres Homes: One unarmed guard.
- Conroe: One armed guard.
- Cypress Station: Two armed guards.
- Humble: One unarmed guard.
- Huntsville: No guards currently required.
- Liberty: No guards currently required.
- Northeast: One unarmed guard.
- Willowbrook: One armed guard.

Question 23: Does SERCO require dedicated Site Supervisors or Lead Officers at any location, or will routine field supervision and account management by the contractor satisfy the supervisory requirements?

SERCO Response: Routine field supervision and account management by the contractor will satisfy SERCO's supervisory requirements. SERCO does not currently require dedicated Site Supervisors or Lead Officers at any location.

Question 24: Will proposers have the opportunity to conduct site visits prior to proposal submission to better understand the operational needs and site-specific requirements of each location?

SERCO Response: At this time, SERCO does not anticipate conducting site visits. Vendors should prepare their proposals based on the information provided in the RFP and related attachments, as well as their own experience providing services to similar clients and facilities. SERCO reserves the right to schedule site visits if deemed necessary.