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Invitation for Bids (IFB) for Security Services

Questions and Responses

As of 08/28/2026, Community Teamwork, Inc. received the following questions from potential vendors in response to the **IFB for Security Services** released on August 25th, 2026. Questions were required to be submitted no later than August 28th, 2026, by 3:00 PM EST. Questions and Responses are below.

1. Who is the current security provider, and what is the primary reason for going out to bid?

Response: There is no current contracted Security Provider for the Church Street site. This is a new facility/site for Community Teamwork, Inc. with a new footprint. As this program is funded with Commonwealth of Massachusetts funding, it is best practice to seek strong and competitive bids to ensure quality of service provision, cost efficiencies, and to create a contractual relationship with a vendor for clarity of communication, expectation, and summarily, recourse to address issues or concerns in service.

Community Teamwork has used various Security Services in an ad hoc way, as needed. We want to formalize this process and the contractual relationship.

2. What specific improvements are you hoping to achieve with a new vendor?

Response: First and foremost, Community Teamwork wants to ensure clarity in expectation and service. It is through a uniform scope of work and then the contractual relationship; we hope to strengthen our security services and support our Staff at the shelter site(s).

While we did not require a response re: potential vendor capacity for women security guards (staffing); it would be helpful if in the first question of the narrative (#1 – experience) if potential vendors could outline if they have any capacity with Women Security Guards, as it is a women's shelter.

Finally, through the Scope of Work, it is clear we are looking to codify coordination and meeting expectations, per Page 6 of the IFB:

“Coordination with CTI: For both CTI Shelter sites, sophisticated IT and Camera systems have been installed. It will be expected that Security Personnel assigned to these sites will have ***prior training in our security tools*** (including metal detector and bag scanners) and our expectations of monitoring schedules of our cameras, etc. as a function of their work on site. Additionally, it is expected that Security Personnel and their Supervisors (or Vendor Leadership):

- Attend monthly coordination meetings with CTI staff to discuss:
 - Security trends.
 - Recurring incidents.



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- *Updates to house rules or policies.*
 - *Follow the chain of command for escalation of issues.*
 - *Participate in **joint safety drills** and emergency planning sessions."*

3. Do you have any concerns about transitioning to a new vendor, such as cost, personnel retention, or potential service interruptions?

Response: The only concern would be to ensure the new security workforce, under the new vendor, is adequately trained and familiarized with our site and security systems. As noted in the IFB timeline, we would like to have a contract negotiated and in place by October 1, 2026 – as our date for initial occupancy of the Shelter site will be October 13th, 2026.

4. Do you intend to retain any of the current security workforce? If so, would tenure and accrued PTO information be available to support transition planning post-award?

Response: Not applicable. There is no internal security workforce. We have notified any Security vendors we have worked with historically on an ad hoc basis about this Invitation for Bids (IFB) and have encouraged them to review the IFB and bid documents.

5. Are the current security staff covered under a collective bargaining agreement?

Response: See response to # 4. Not applicable.

6. Can you provide the current wages being paid to security staff and the current bill rates for the Church Street site?

Response: See response to # 4. Not applicable.

7. Are current officers provided health benefits? If so, is this included in the bill rate or billed separately?

Response: See response to # 4. Not applicable.

8. Is PTO expected to be direct billed, or built into the billing rate?

Response: It is expected that the full cost of the security service be built into the billing rate. This includes supervision, uniforms, parking costs, training and certifications, etc. It is expected that the invoicing methodology will be an hourly rate as multiplied by the hours worked; the bid sheet has allowability for differing rates by shift.



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9. For the Permanent Supportive Housing site, what is the average frequency of on-call activations per month, and what response time is expected once called?

Response: For the Summer Street Site, our Permanent Supportive Housing site with nineteen units, we do not expect requests for shift coverage often, however, we want to ensure the new Security Provider has the capacity to place a Guard/Officer on site to cover a shift if necessary. While Community Teamwork currently has staffing to fully cover all shifts for this site at this time, there are instances where we've had a staff person call out, with no temporary shift coverage available. Also, during periods of time where we are short staffed, while rare, we may need to have a shift covered. Each instance would be a full shift for one individual, i.e. eight (8) hours.

10. Is there a minimum guaranteed hours commitment for the on-call site, or is it purely as-needed with no floor?

Response: As noted above (Question #9), we expect this need to be rare. However, if we need to rely on our Security Service to provide a shift, it would be for a full shift, eight (8) hours each incidence. This is not a request for an emergency "call", we would use police and emergency management services for that issue; this is to ensure staffing coverage if needed. We are just looking to work with a single provider across both sites, and will only call for Summer Street for an emergency shift coverage – the shift (1st, 2nd, or 3rd) are eight hours in length.

11. Are the walk-through metal detector and bag scanner owned by CTI, or is the vendor expected to supply this equipment?

Response: All security equipment is owned by Community Teamwork, Inc. It is the expectation that the selected vendor and Security Staff will be trained on this equipment and operate it per the Scope of Work. As clarification, the majority of time manning the entrance, including utilizing the walk-through metal detector and bag scanner will be during 1st and 2nd shift where the most intake and intensive visitation will occur. (periods of higher traffic flow).

12. Is any guard tour technology currently in use at either site?

Response: Not currently, but Community Teamwork, Inc. is interested in potentially implementing this technology. We will work with the selected vendor when that system is put in place. It will be additional equipment purchased by Community Teamwork, with no expectation of the Security Vendor providing this equipment.



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13. What camera/IT monitoring system is currently in place, and will the vendor need remote monitoring access, or is monitoring solely an on-site guard function?

Response: The Camera and IT Monitoring system will be in place at the Church Street Site at the point the Security Vendor will be selected. Community Teamwork, Inc. has installed a Verkada system; our Facilities and IT Team will train the security staff on its use. The monitoring of this system is solely an on-site guard function. This monitoring will be done in addition to all other Scope of Work activities, including rounds and staff support.

14. Beyond trauma-informed de-escalation, are you looking for a specific certification program (e.g., MOAB, CPI) for security staff?

Response: The narrative question asked provides the Potential Security vendor to outline their standard training, certifications, etc. for their Guard/ Officer staff. It would be helpful to understand the level of background checks, training, certifications, that are conducted and provided to judge the quality of security staffing that will be working at our Shelter Sites. While we do not require specific certifications, it will be used to review and support selection of a vendor, as price, while a factor, is not the only aspect of review. Some additional certifications could be Basic First Aid, CPR, Narcan Administration, etc.

15. Are there additional site-specific certifications required beyond what is outlined in the IFB?

Response: No.

16. What are the required OJT hours for newly hired staff, and are there required annual in-service/refresher training hours?

Response: Our IFB does not outline requirements for training for staff; however, we are requiring potential Security vendors to outline what their own internal requirements are, including background checks, CORI/SORI checks, in-house trainings, certifications, etc.

17. Are there specific uniform requirements beyond clear identification of role?

Response: As noted in the IFB on page six (6):

“Staffing Requirements: All Security Personnel must pass background checks and meet applicable licensing requirements;

Guards must wear uniforms or identification clearly indicating their role; and
Staffing levels must meet the agreed-upon coverage requirements.”

Community Teamwork would like to ensure that any security guard or officer on-site have a clear professional uniform (can be as simple as khaki pants and a shirt stating SECURITY); to be provided by the



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Security Vendor. If the potential vendor has a standard uniform requirement, this can be discussed and finalized through contract negotiations.

18. Do you require the vendor to provide a vehicle or golf cart for patrols?

Response: No.

19. Is a dedicated on-site or roving supervisor required, or is periodic vendor management site visitation sufficient?

Response: The Scope of Work requires one (1) staff person on site per shift; periodic vendor management site visitation is sufficient. Please refer back to the Question #2 Response above on the expectations of Coordination with Community Teamwork.

20. Is a site walk-through available before the September 11th bid deadline?

Response: In direct support of this question, Community Teamwork has notified potential vendors that we are able to provide for a Site Visit on Friday, September 4th, 2026 at 9:00 AM; logistics for this site visit can be obtained by emailing procurement@commteam.org and requesting the address. Community Teamwork has also offered an additional Question and Answer period specifically about the Site Visit. Please see revised IFB timeline.

21. Should the Church Street (24/7) and Summer Street (on-call) services be priced and submitted as two fully separate bid documents, or combined into one submission with separate pricing pages?

Response: One single bid document, separate pricing utilizing the forms provided to the potential bidders.

22. When is this information due back to Community Teamwork?

Response: Pursuant to the original and revised timeline, all bids are due back to Community Teamwork on September 11th, 2026, at 12:00 PM (Noon) EST. Please see the revised timeline which is also provided and has been posted. full timeline attached.

23. Length of Contract?

Response: Our intention is to contract with a Security Vendor to complete out our fiscal year (10.01.2026 – 06.30.2027); with the options to extend for an additional two years. The total contract period would be up to three (3) fiscal years. All contracting and agreements will be dependent upon continued funding from the Commonwealth of Massachusetts for our Shelter Sites.



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24. Summer Street Site, Is there a schedule for coverage or a frequency? I do understand its notice only but historically, (Weekly or one -offs or as needed for emergencies?)

Response: Please refer to Questions #9 & #10 above for a fuller description of our expectation of the need for shift support for the Summer Street site.

25. Can you provide addresses for the Church Street shelter and the Summer Street site?

Response: The Summer Street site is located at 275 Summer Street, Lowell, Massachusetts:
The Church Street Women's Shelter will be opening in October 2026 and is located at 242 Church Street, Lowell, Massachusetts.

26. Is the Summer Street site also a shelter?

Response: No, it is a Permanent Supportive Housing site, as defined by HUD regulations. The site includes nineteen individual units and a staff office on-site.

27. What was attached in the first email, I did not see the bid timeline. If you have a separate RFP or info on the timeline I'll be happy to receive.

Response: Based on the addition of the Site Visit, the addition of a Site Question and Response period, and a unanticipated Computer issue on Monday, August 31, 2026, Community Teamwork, Inc. has modified the full IFB Timeline. It is also provided here and on the website, <https://www.commteam.org/our-organization/open-bid-solicitations-procurement/>