REQUEST FOR PROPOSALS

For

PROFESSIONAL SECURITY SERVICES

For

THE NAVIGATION CENTER

Operated by

Harmony House, Inc.
A. Introduction and Purpose

Harmony House, Inc. has issued a Request for Proposals (RFP) for Security Services for the Navigation Center, a 100+ unit residence serving individuals experiencing homelessness. The Center will provide approximately 100 semi-private “bridge beds,” with an additional overflow bunk space for approximately 26 individuals. The Center will be open 24/7 and will operate 7 days a week, providing access to housing and employment programs as well as supportive services. The Center will provide a low-barrier temporary residence, with the ultimate outcome of moving tenants out of the Center and into permanent housing. The Center is a key component of the Community COVID Housing Program (CCHP), a collaboration between the City of Houston, Harris County, the Coalition for the Homeless of Houston/Harris County, and many service partners. The Center is operated by Harmony House, Inc.

The purpose of this RFP is to solicit services from interested and qualified Security Service Providers, to include mobile patrol, armed and unarmed security guards, and fire watch. The Navigation Center’s population are adults who are experiencing mental health illnesses, trauma, and/or substance abuse. Harmony House is seeking a company that is compassionate, understanding, and safeguards our clients. Preferred qualifications include experience with the unique requirements of providing security services to a low-barrier homeless services facility.

The Navigation Center is a 27,300 sq. ft. facility located at 2903 Jensen Street, Houston, TX 77026. The target start date is October 1, 2022, and the term for the proposed services is expected to run for a 2-year period, subject to negotiation of a final agreement. This procurement is in expectation of full funding.

Harmony House, Inc. is a non-profit homeless services provider in Houston, Texas. Over the past 30 years, Harmony House has become a leading provider of services targeting the welfare and advancement of homeless persons. As there continues to be a shortage of affordable housing and other services for those experiencing homelessness in Houston, Harmony House adapts their services and programs in order to meet the needs of the community. Established in 1993, the Harmony House Residence was the first program, still in operation today, that served extremely low-income working men who were homeless or at risk of becoming homeless. The current programs are comprised of a 128-bed worker dorm referred to as the Harmony House Residence (including a community clinic), a tuberculosis facility, a Permanent Supportive Housing program with 215 units for chronically homeless individuals and an 80+ bed Temporary Navigation Center.

Harmony House reserves the right to amend, suspend, terminate, or reissue this RFP, in whole or in part, at any stage. In no event is Harmony House liable to respondents for any cost or damages incurred in connection with the RFP process, including but not limited to, all costs of preparing a response to this RFP, or any other costs incurred in reliance on this RFP. No respondent shall be entitled to repayment from Harmony House for any costs, expenses, or fees related to this RFP. All supporting documentation submitted in response to this RFP will
become the property of Harmony House. Respondents may also withdraw their interest in the RFP, in writing, at any point in time, as more information becomes known.

B. **Vendor Selection**

The Navigation Center is funded by a combination of private and public sources, including Federal funding. Harmony House complies with all Procurement Standards listed in Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards at 2 CFR Part 200.317 through 200.327.

All proposals submitted in response to this RFP will be evaluated using the score sheet attached below.

C. **Services to Be Provided:**

- Provide patrol services, fire watch, and guard services.
- Ensure safety, protection, and comfort of clients and staff.
- Ensure safety and protection of property.
- Provide guards for the following shifts:
  - Two unarmed security guards from 7:00 am to 3:00 pm.
  - Two unarmed security guards from 3:00 pm to 11:00 pm.
  - Three security guards from 11:00 pm to 7:00 am. Two guards must be armed.
- 24-hr personnel direct contact between Harmony House and the security team.

D. **Vendor Qualifications**

- Staff who are compassionate, understanding, and safeguard our clients.
- CPR and Emergency First Aid Training.
- Locally responsive offices.
- Training and development required in handling matters related to low-barrier facility, homeless individuals, trespassers, and loiterers (Training will be provided by Harmony House).
- Comprehensive general liability insurance.
- Experience providing services to a similar facility or population.
- Able to provide service for a two-year contract period expected to begin September 2022.
- Vendors must not be debarred or suspended from doing businesses with the Federal Government.
E. Proposal Submission

Interested vendors should submit their proposal electronically to Harmony House at the following email address: accounts@harmonyhouse.org.

The deadline for submission is on Friday, September 9, 2022, by 5PM central. Harmony House anticipates notifying vendors of a decision by Friday, September 16, 2022.

Harmony House reserves the right to award all or part of the project based on budget restraints.
F. **Score Sheet**

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<tr>
<th>Criteria and Weight</th>
<th>Points to Evaluate</th>
<th>Proposal Score</th>
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| Experience – 15 points | - Has worked with low-barrier facilities.  
- Has worked with individuals experiencing homelessness.  
- Has worked with individuals experiencing mental health illnesses, trauma, and/or substance abuse. |                |
- Compassionate.  
- Understanding. |                |
| Training & Development – 10 points | - CPR.  
- Emergency First Aid training.  
- Other relevant training (e.g. de-escalation). |                |
| Insurance – 15 points | - Vendor carries comprehensive liability insurance. |                |
| Ability to Provide Required Services – 25 points | - Proposal meets all technical specifications of the project. |                |
| Cost Effectiveness – 15 points | - Proposed cost is advantageous compared to other proposals and market costs. |                |