



SUBJECT: Request for Proposals (RFP) for Peace Officer and Security Guard Services **RFP 2026-019**, Scheduled to Open: **September 17, 2026**; Date of Issue: **August 10, 2026**

FROM: Adam Velez, Sr. Director, Compliance and Systems Support

DATE: September 10, 2026

THIS NOTICE SHALL SERVE AS ADDENDUM NO. II - TO THE ABOVE REFERENCED REQUEST FOR PROPOSALS

- CHANGES:**
1. Section 004 – Scope of Services, I. General Requirements – Peace Officer, second sentence is hereby amended to read: “The CONTRACTORS’ personnel assigned to provide services under this Scope of Work shall, among those other requirements stated herein:”
 2. Section 004 – Scope of Services, I. General Requirements - Peace Officer – G., is hereby amended to read: “The CONTRACTOR shall provide a point of contact or contract manager who shall be accessible to CENTER on twenty-four hours per day, 365 days per year basis, Monday through Friday from 8:00AM – 5:00PM to resolve any service or scheduling issues. CENTER shall have the discretion to request and require the immediate removal/replacement of any officer, and the CONTRACTOR shall promptly remove and replace officer upon notice by CENTER.”
 3. Section 004 – Scope of Services, I. General Requirements - Peace Officer – K., is hereby amended to ready: “The CONTRACTOR’s point of contact or contract manager is responsible for the supervision of Officers and Security Guards performing Services under this Scope of Work. While input from CENTER employees is necessary to assess the complex situations arising from dealing with those in crisis and related difficulties, any arrest, search, seizure, and/or emergency detention is at the Officer’s discretion. Disputes arising from the aforementioned or any other topic are to be brought to the attention of the CONTRACTOR’S point of contact or contract manager for resolution.”
 4. Section 004 – Scope of Services, I. General Requirements - Peace Officer – N., No. 18, is hereby amended to read: “If any contraband (e.g., drugs, guns, knives or drug paraphernalia) is discovered, they are to consult with CENTER’S Sr. Director of SSIFF, or location designee should be consulted prior to taking any action.”
 5. Section 004 – Scope of Services, I. General Requirements - Peace Officer – O. Locations/Schedules, No. 1, is hereby amended to read: “1. 601 North Frio Street: Two (2) Officers per shift 24 hours per day, 365 days per year, including all holidays, and one (1) additional Officer at 601 North Frio Street, Building 2 Monday through Friday from 6:00AM to 3:00PM and Saturdays from 6:00AM to 11:00AM. Additional Officer hours may be added as needed and requested by CENTER. See Exhibit 1, attached hereto, for services specific to the

601 North Frio Street location.”

6. Section 004 – Scope of Services, II. General Requirements – Security Guard Services – H., is hereby amended to read: “If any contraband (e.g., drugs, guns, knives or drug paraphernalia) is discovered, they are to consult with CENTER’S Sr. Director of SSIFF, or location designee should be consulted prior to taking any action.”

7. Section 004 – Scope of Services, II. General Requirements – Security Guard Services – P., Detox Unit & Crisis Unit is hereby amended to read: “Detox admission staff calls security and informs security of need to come to detox for admission. Within 10-15 minutes. Security will bring scanning wand and scan consumer and hand search all belongings including purses and coats. No body searches are permitted. If any contraband (e.g., drugs, guns, knives or drug paraphernalia) are discovered, they will be turned over to the peace officer on-site for proper disposal in accordance with their agency’s policy is found, they will confiscate. They will not call SAPD if they find drugs. Security personnel are also expected to report to the Crisis Center observation area or the safe zone to assist with patient monitoring as needed and during all drills, disasters or emergency evacuations.”

8. Section 004 – Scope of Services, II. General Requirements – Security Guard Services – W., No. 4., is hereby amended to read: “The CONTRACTOR is required to provide a vehicle, and Guards are not permitted to operate Center owned vehicles. The Contractor should determine, in its professional judgement, the resources and operational means necessary to effectively and efficiently perform the services contemplated under the Scope of Services.”

9. Attachment B – Price Schedule – revised in its entirety as of 9/10/2026.

DELETE: 1. Section 004 – Scope of Services, II. General Requirements – Security Guard Services – Y. Payment.

QUESTIONS SUBMITTED IN ACCORDANCE WITH RFP SECTION 010 – RESTRICTIONS ON COMMUNICATION

1. Is there a current contractor providing these services? If so, could you please share their profile name with their prices?

Response: Yes, the current vendor is South Texas Safety SA, LLC dba South Texas Safety. Per the current contractor, current billing rates are proprietary and will not be released.

2. Could you kindly provide the budget for the current contract, and the projected budget for the new term under this RFP?

Response: No fixed budget has been established for this procurement. Pricing will be evaluated in conjunction with the proposed scope, service delivery model, qualifications, and overall value to the Center. Vendors should submit their most competitive and best-value pricing based on the requirements set forth in the solicitation.

3. What are the current or previous bill rates associated with this contract?

Response: Please refer to the response to Question No. 1.

4. What is the estimated total number of annual hours for this contract?

Response: Please refer to Attachment B – Price Schedule, revised on 9/10/2026.

5. How many positions are required for this contract?

Response: The Contractor should determine, in their professional judgement, the resources necessary to effectively and efficiently perform the services contemplated under the Scope of Services.

6. Is the current contract using vehicles? If yes, how many?

Response: Yes, the current contractor utilizes one (1) vehicle. Note – this vehicle is not Center owned property.

7. Are there any subcontractors being used for the current contract?

Response: No.

8. Is local office mandatory to bid & is it required to be a physical or virtual office?

Response: Please refer to the RFP document, revised on 9/10/2026.

9. Can you clarify the statement on page 6 and advise if it is meant to say one or two officers? "601 North Frio Street: One (2) Officer per shift 24 hours per day, 365 days per year, including all holidays..."

Response: Please refer to Section 004 – Scope of Services, paragraph O, revised on 9/10/2026.

10. Should the chosen company be prepared to add or delete police or security guards at any given time?

Response: Yes, please refer to RFP document, revised on 9/10/2026.

11. Is each billing cycle a standard two-week period?

Response: Please refer to RFP, Attachment B – Price Schedule, revised on 9/10/2026.

12. Is it possible that invoices could remain unpaid after the 10-day window?

Response: Please refer to RFP, Attachment B – Price Schedule, revised on 9/10/2026.

13. Will the chosen company be expected to float payroll at any given time due to Center funding?

Response: Please refer to the RFP document, revised on 9/10/2026.

14. Does the Center require a preferred invoice template?

Response: No. Please refer to RFP, Attachment B – Price Schedule, revised on 9/10/2026.

15. Is the Center against the chosen company providing company vehicles, such as motor vehicles or golf carts, to be maintained on Center property for utility or transport purposes?

Response: Please refer to Section 004 – Scope of Services, II. General Requirements – Security Guard Services – W, No. 4., revised on 9/10/2026.

16. Is there a standard protocol for officers and guards when contraband is recovered?

Response: No, please refer to Section 004 – Scope of Services, revised on 9/10/2026. Each situation is unique and consultation with Center's Sr. Director of SSIFF, or location designee should be consulted prior to taking any action.

17. Will guards or officers be required to evaluate and/or process consumers who are under emergency detention or arrest for a criminal violation(s)?

Response: No, please refer to Exhibit 3 – Emergency Detention for Emergency Detention Process.

18. Is this a residential facility or are attendees of the facility on an out-patient basis?

Response: The Center is the Local Mental Health Authority of Bexar County and provides behavioral health and support services for Adults and Children.

19. Is the contract armed or unarmed?

Response: Please refer to RFP document revised on 9/10/2026.

20. Will security personnel always have facility staff present when interacting with patients?

Response: Yes.

21. Please confirm that the staffing requirement at 601 N. Frio is two Peace Officers and two Level II Security Guards on duty simultaneously, 24 hours per day, 365 days per year, in addition to the OATS officer. The Scope states: "One (2) Officer per shift 24 hours per day, 365 days per year..." That is internally contradictory - "One (2)." Also, Attachment B budgets 336 Peace Officer hours per week at 601 N. Frio Building 1. Since: 2 officers × 24 hours × 7 days = 336 hours/week. The pricing sheet appears to contemplate two Peace Officers continuously on duty. However, the RFP separately requires two security guards 24/7 at 601 N. Frio, another 336 hours per week. That means this site alone could require four personnel continuously, plus OATS coverage.

Response: Please refer to Section 004 – Scope of Services, I. General Requirements – Peace Officer – O., No. 1, revised 9/10/2026.

22. OATS STAFFING: Please reconcile the OATS staffing requirement. The Scope appears to require 45 hours per week, while Attachment B identifies 130 hours per week. Which figure governs pricing and actual staffing? The Scope says the additional OATS Peace Officer works Monday-Friday 6:00 a.m.– 3:00 p.m., which is 9 hours/day × 5 = 45 hours/week. But Attachment B lists: 601 N. Frio Building 2 (OATS): 130 hours/week. That's an 85-hour weekly discrepancy.

Response: Please refer to RFP, Attachment B – Price Schedule, revised on 9/10/2026.

23. RATES BY LOCATION: May we propose different Peace Officer hourly rates by location, or does the Center expect one uniform Peace Officer rate across all locations? Attachment B provides a separate rate field for each location. This matters for strategic planning, as some assignments are much more difficult to recruit and retain than others. Can CHCS provide the actual billable hours by labor category and location for the previous 12 months?

Response: The Contractor should determine, in their professional judgement, the appropriate hourly rate or rate structure necessary to effectively and efficiently perform the services contemplated under the Scope of Services. Rate fields were placed in price schedule to reconcile invoice with hourly rate in contract.

Location	Peace Officer Hours	Security Guard Hours
601 Frio, Bldg. 1	8,064	8,064
601 Frio, Bldg. 2 (OATS)	2,997	-
928 W Commerce	6,164	1,260
315 N San Saba	3,065	-
2039 E Houston	283	-
1954 E Houston	3,039	-
711 Josephine	3,220	-
6812 Bandera	3,183	2,640
227 W Drexel	2,543	2,880
2829 Babcock - 2nd Floor	2,978	-
2829 Babcock - 6th Floor	741	-
5372 Fredericksburg	1,346	-
6800 Park Ten Blvd	44	-
7137 W Military	444	-
2711 Palo Alto	-	2,160
Rover	3,752	-
Total Hours YTD	41,863	17,004

24. FIXED FIRM PRICE: Does “firm fixed price for the duration of the contract” mean our hourly rates must remain unchanged for the entire initial three-year term? Attachment B says: “this is a firm fixed price contract for the duration of the contract” with no reimbursement for costs except where expressly provided. The initial contract is three years, with two additional one-year options.

Response: Please refer to RFP, Attachment B – Price Schedule, revised on 9/10/2026.

25. Knowing that inflation increases every year, and the cost of living goes up every years, is any annual escalation permitted for wages, insurance, workers' compensation, fuel, statutory changes, or other increased costs?

Response: Please refer to the response to Question No. 24.

26. If the two option years are exercised, may rates be renegotiated or escalated?

Response: Please refer to the response to Question No. 24.

27. MINIMUM BILLABLE HOURS: Is there any minimum guaranteed number of billable hours under the contract? The Center reserves the right to add or remove locations and can change hours with only 48 hours' written notice, without changing the hourly rate. This is important because, the way this is written, NPS could hire a substantial workforce and then have hundreds of weekly hours removed.

Response: There is no minimum guaranteed number of billable hours.

28. If the Center adds a location, are services at that location automatically compensated at the applicable contracted hourly rate?

Response: Please refer to RFP document revised on 9/10/2026.

29. Is there any maximum percentage by which total contract hours can be increased or decreased?

Response: Please refer to RFP document revised on 9/10/2026.

30. TEAM LEADER REQUIREMENT: Is the Team Leader required physically onsite 40 hours per week, Monday-Friday, with after-hours on-call availability, or is 24/7 physical coverage required? The RFP requires a Team Leader, and Attachment B prices the Team Leader at 40 hours/week. But the Scope says the Team Leader must be “accessible ... twenty-four hours per day, 365 days per year basis,” followed by “Monday through Friday from 8:00AM–5:00PM.”

Response: Please refer to Section 004 – Scope of Services, I. General Requirements - Peace Officer – G., and Attachment B – Price Schedule, revised on 9/10/2026.

31. May the Team Leader perform other supervisory or operational functions while assigned to this contract?

Response: Please refer to Section 004 – Scope of Services, I. General Requirements - Peace Officer, revised on 9/10/2026.

32. Must the Team Leader be a licensed Peace Officer, licensed security manager, or possess any other specific credential?

Response: Please refer to Section 004 – Scope of Services, I. General Requirements - Peace Officer, revised on 9/10/2026.

33. CONTRACTOR VEHICLES: How many contractor vehicles are required—one for the entire contract, one for the roving officer, one per site, or multiple vehicles? The RFP simply states: “The CONTRACTOR is required to provide a vehicle.”

Response: Please refer to the response to Question No. 15.

34. Is the contractor-provided vehicle intended primarily for the roving Peace Officer, Emergency Detention transportation, supervisory functions, or all of these?

Response: Please refer to the response to Question No. 15.

35. Are there required vehicle specifications—marked/unmarked, cage/partition, emergency equipment, insurance, mileage, age, type, or safety equipment?

Response: Please refer to the response to Question No. 15.

36. EMERGENCY DETENTIONS: Can the Contractor hire off-duty Law Enforcement Officers to perform site security, but utilize official, on-duty law enforcement services to transport? The RFP requires Peace Officers to transport emergency-detention consumers to Center and non-Center locations. The ED flowchart on page 33 also specifically indicates the officer transports ED consumers to the designated location. However, while an off-duty officer can lawfully initiate the detention to prevent harm, transporting the individual in a personal vehicle is not legally authorized or standard practice for several reasons: Under Texas Health and Safety Code Chapter 573 and Texas Health and Safety Code § 573.005, transportation to an inpatient mental health facility or designated assessment facility must be conducted by: an on-duty peace officer utilizing an authorized law enforcement vehicle; Emergency Medical Services (EMS) personnel operating under an established Memorandum of Understanding (MOU) between the agency and EMS provider; or a certified Mental Health Peace Officer or authorized mental health transport service (also using official vehicles).

Response: Please refer to RFP document revised on 9/10/2026.

37. It is illegal to transport using non-official vehicles. If we are required to transport, what vehicle is used for Emergency Detention transportation?

Response: An official law enforcement vehicle is needed for transport.

38. Is the contractor expected to provide a properly equipped vehicle for transporting detained consumers?

Response: Please refer to the response to Question No. 37.

39. What is the historical average number of ED transports per week or month?

Response: Although the number of EDs vary, the annual EDs performed to year to date are 117.

40. What are the typical and maximum transport distances?

Response: The distance is not determined by the Center and as such, is not available.

41. When an officer leaves the facility on an ED transport, is the contractor required to immediately backfill that officer?

Response: Yes.

42. STATISTICS: Can the Center provide the previous 12 months of aggregate security activity statistics, including Emergency Detentions, transports, arrests, uses of force, restraints, assaults, calls for service, incidents, contraband discoveries, and requests for additional officers? The 601 N. Frio location includes Crisis, Detox, Sobering, and OATS functions and substantial patrol/intervention responsibilities. This request is so what we know we are actually proposing to staff.

Response: Year to date, the Frio location has had 52 EDs, additional categories are currently not tracked.

43. LEVEL II VERSUS LEVEL III SECURITY GUARDS: Are the contracted Security Guards intended to be unarmed Level II guards, or is the Center requiring armed commissioned security officers (Level III)? The RFP expressly requires Level II Security Guards, but then says: "Guards are to be trained in the use of firearms..." This requires clarification because the solicitation's reference to Level II guards and firearms training creates confusion about whether armed commissioned security personnel are actually contemplated. Additionally, the RFP states that security guards "have training in self-defense techniques and techniques for detaining and holding persons for arrest by police." Level II security guard training does not cover these topics, however, Level III does.

Response: Please refer to RFP document revised on 9/10/2026.

44. Additionally, Exhibit 3 of the RFP indicates that staff will call the on-duty Peace Officer (and/or Security Guard) for assistance with out of control clients (aggressive, fighting, etc.), after which “the Peace Officer will assess and take charge of the situation by exercising the duties and powers authorized for Peace Officers.” Note that Security Guards may conduct an arrest for a “breach of the peace.” While security officers may not perform emergency detentions, they may call the appropriate governing law enforcement authority to request an emergency detention be accomplished. Please clarify whether guards will carry firearms while performing this contract. The RFP states, “Guards must possess ability to use self-defense techniques to protect themselves, staff, and clients from unarmed and armed attacks by assailants.” Industry standard for unarmed security guards is to “observe and report.” For security officers to be expected to provide this level of security, they must be Level III security officers as a minimum.

Response: Please refer to Exhibit 3 – Emergency Detention for Emergency Detention Process.

45. SEARCH AND SEIZURES: Please define the Center's expected legal authority and written procedures for Level II Security Guards to search belongings, seize or retain drugs or other contraband, detain individuals, and assist with restraints. The RFP requires guards to assist with disturbances and emergency searches. It specifically says Detox security will wand consumers, hand-search belongings, and confiscate drugs, guns, knives and drug paraphernalia, while stating they will not call SAPD if drugs are discovered.

Response: Please refer to Section 004 – Scope of Services, II. General Requirements – Security Guard Services – P, revised on 9/10/2026.

46. What is the required chain-of-custody procedure for illegal drugs, weapons, and other contraband?

Response: Please refer to the response to Question No. 16.

47. Please clarify the instruction that security personnel are not to call SAPD when illegal drugs are discovered. Who takes custody of the drugs, and what written procedure governs their disposition?

Response: Please refer to the response to Question No. 16.

48. PEACE OFFICER AUTHORIZATIONS: What documentation must the contractor provide demonstrating that each Peace Officer's commissioning agency authorizes outside employment under this contract and permits the officer to conduct Emergency Detentions? The RFP requires officers to be authorized by their commissioning law-enforcement agency to conduct Emergency Detentions.

Response: Documentation provided by respective agency is to be submitted to the Center.

49. Does CHCS require a written secondary-employment authorization from each officer's agency?

Response: Documentation provided by respective agency is to be submitted to the Center.

50. Are constable deputies, municipal officers, sheriff's deputies, school-district police, hospital police, or other TCOLE-licensed Peace Officers equally acceptable?

Response: Please refer to the RFP document, revised on 9/10/2026.

51. Are reserve Peace Officers acceptable? If so, Reserve Peace Officers would still be required to be commissioned as a security officer through DPS and wear a security officer uniform, however, they would have the requisite training and experience. Since the off-duty law enforcement officers are not allowed to transport EDs in their personal vehicles, could Reserve Peace Officers call on-duty officers to report the need for an Emergency Detention?

Response: No, reserve Peace Officers are not acceptable to perform services.

52. SUBCONTRACTING PEACE OFFICERS: Has CHCS experienced difficulty under the current or previous contract maintaining the required number of qualified Peace Officers?

Response: No.

53. Approximately how many unique Peace Officers does the current contractor utilize each month to cover the required schedule?

Response: Unknown, staffing is managed by the Contractor.

54. May Peace Officer staffing be provided through approved subcontractors or secondary-employment arrangements with law-enforcement agencies, provided all individual officers satisfy the RFP requirements? The RFP allows subcontracting subject to disclosure and Center approval.

Response: Please refer to the RFP document, revised on 9/10/2026.

55. The Scope provides for payment of approved biweekly invoices within 10 days, while Section 012 states payment within 30 days. Which payment term will govern the resulting contract? This is a direct inconsistency. The Scope says invoices are submitted biweekly and approved invoices will be paid within 10 days of receipt. The general contract section later says invoices are paid within 30 days of receipt.

Response: Please refer to Attachment B – Price Schedule, revised on 9/10/2026.

56. INCUMBENT CURRENT RATES: What are the incumbent's current Peace Officer, Security Guard, and Team Leader billing rates?

Response: Please refer to the response to Question No. 1.

57. How long has the incumbent held the contract?

Response: Incumbent has contracted with the Center since 2021.

58. Will CHCS make the incumbent contract, amendments, and historical staffing information available to respondents?

Response: No, CHCS will not release the current contract, amendments and staffing information. CHCS requests that all providers submit their proposals based on the RFP and not rely on the current contractor information.

59. Is the current solicitation materially different from the incumbent contract?

Response: Prospective Contractors should base their proposals solely on the requirements set forth in the most current solicitation document posted to the Center's website.

All other RFP conditions remain unchanged.

RFP documents may be downloaded from <http://www.chcsbc.org/contracting-opportunities/>