

Center for Justice Innovation

REQUEST FOR PROPOSALS (RFP)

for

SECURITY GUARD SERVICES

MASTER SERVICE AGREEMENT

Section I PURPOSE AND INTRODUCTION**BACKGROUND**

The Center for Justice Innovation (CJI) is a non-profit organization that works to create a fair, effective, and humane justice system by performing original research and helping launch reforms around the world. The Center creates operating projects that have been documented to reduce the use of jail and prison, assist victims of crime, and strengthen communities. Nationally and internationally, the Center performs original research and provides consulting services to justice innovators. To learn more about the Center please visit our website: innovatingjustice.org.

The Center for Justice Innovation is seeking proposals from qualified Security Firms to provide uniformed security service for multiple organizational facilities within the five boroughs of New York City. The winning bidder will enter a Master Services Agreement with the Center for a period of three years. This document is a Request for Proposal (RFP) for the services described below and does not obligate CJI to accept responses from eligible Firms. The RFP establishes minimum requirements a bidder must meet in order to be eligible for consideration as well as information to be included in the Firm's bid response. Carefully examine the specifications, conditions and limitations.

The selection of the successful Firm will be made based on CJI's evaluation and determination of the relative ability of each Bidder to deliver high quality, reliable service in a cost-effective manner.

The following specific criteria will be evaluated and must be addressed in the proposal:

1. Company History and Organization
2. Management Approach
3. Personnel Selection Process
4. Development and Retention of Personnel
5. Total Quality Management Program
6. Cost Proposal and Invoicing
7. Training Programs
8. Computer Management System
9. Value Added Features
10. Insurance
11. Licenses and Certifications
12. Transition Plan
13. References

CJI is not obligated to accept the lowest bid and reserves the right to reject any and all bids or amend the scope of the project. All of the Bidders must be duly licensed or otherwise have the ability to perform work in accordance with all governing local

authorities and to the satisfaction of those authorities.

Section II SUBMISSION OF PROPOSALS

Responses to this RFP are due by 5pm, February 6th, 2026. Late submittals will be rejected. All proposals are to be emailed to the manager of the RFP process: pcioffi@nycourts.gov.

Contact name
Company
Address
City, State Zip
Phone
Email

Any questions regarding this RFP should also be addressed to the above individual. Firms may not contact other executives, managers or employees of CJI without permission of the manager of the RFP process.

Section III GENERAL CONDITIONS

1. **Right to Amend RFP.** CJI reserves the right to cancel or amend or supplement the RFP, giving equal information and cooperation by way of issued addendum to all proponents through email.
2. **Bidder Incurred Costs:** All costs incurred in the preparation and presentation of proposals in any way whatsoever shall be wholly absorbed by the bidder(s).
3. **Acceptance of Proposals:** CJI is not bound to accept the lowest price or any proposal of those submitted. Proposals will be assessed in light of the evaluation criteria specified in this RFP.
4. **Evaluation of Proposals:** Several members of CJI and potentially external stakeholders will evaluate all complete proposals. CJI reserves the right to make an award based directly on the proposals submitted or to negotiate further with one or more proponents.
5. **Contract Terms:** The final terms and conditions will be set in a contract between the vendor(s) and CJI and shall be for a 3 year period unless terminated by either party with thirty (30) days written notice.

Section IV SCOPE OF SERVICES

Below are descriptions of the current CJI site needs. Specific site hours will vary depending on site, program and facility size. The current scopes focus on CJI's immediate security needs, however, other sites within CJI may elect to engage security services during the contract period. CJI reserves the right to award any of these sites to another bidder or retain current coverage at any or all sites if desired. See below for basic site requirements. All positions assume 35 hours per week per

person with a daily 30 minute unpaid break. However, site hours and extended hours can vary by site. Please enter the rate and weekly cost for each position in spaces below based on this requirement.

Site 1 – Brooklyn Justice Initiatives, 25 Elm Place, Brooklyn, NY.

Description of Site	Commercial floor. Guards on Ground floor entrance and 2 nd floor site, 9,400 sf
Position 1-5– Security Officers (five in total)	
Total weekly cost	

Site 2 – Brooklyn Justice Initiatives, and Brooklyn Supervised Release, 14 Dekalb Avenue, Brooklyn, NY.

Description of Site	Commercial floor. Guards on Ground floor entrance and 3 rd floor site, 9,700 sf
Position 1 – Security Officer	
Position 2 – Security Officer	
Position 3 - Security Officer	
Total weekly cost	

Site 3 – Brooklyn Supervised Release, 489 Livonia Avenue, Brooklyn, NY.

Description of Site	Ground floor site, 7,500 sf
Position 1 - Security Officer	
Position 2 – Security Officer	
Position 3 – Security Officer	
Position 4 – Security Officer	
Total weekly cost	

Site 4 – Brooklyn Supervised Release, 120 Schermerhorn Ave, Brooklyn, NY.

Description of Site	Courthouse. Required in room 308E on third floor.
Position 1 – Security Officer	
Position 2 – Security Officer	
Total weekly cost	

Site 4 – Brownsville Community Justice Center, 50 Belmont Avenue, Brooklyn, NY.

Description of Site	Community Center
Position 1 - Security Officer	
Total weekly cost	

Site 5 – Staten Island Justice Center, 30 Bay Street, Staten Island, NY.

Description of Site	Multiple floors in leased building. Security required for the 2 nd , 3 rd , 4 th floors and roving in the lobby.
Position 1 – Security Officer	
Position 2 – Security Officer	
Total weekly cost	

Site 6 – Staten Island Justice Center, 30 Beach Street, Staten Island, NY

Description of Site	Two suites on the 2 nd floor community center location.
Position 1 – Security Officer	
Total weekly cost	

Firm shall provide unarmed uniformed security services in and around CJI properties as indicated per site specifications. Contract security personnel will provide a variety of services, implementing CJI security objectives according to policies and procedures which may include but is not limited to the following general tasks:

- Firm will develop with CJI input comprehensive post orders documenting both general procedures as well as site specific responsibilities;
- Entry and egress access control;
- Regular walkthroughs of interior and exterior building areas;
- Visitor and site employee identification verification;
- Incident and daily operating reports;
- Monitoring and responding to base building intrusion detection systems including panic alarms;
- Fire and other safety incident response as necessary to support other life safety duties as identified in post orders and standard operating procedures;
- Senior roles in site emergency response team;
- Attend CJI training sessions, understanding their role as part of the site based program team;
- Site control and support during altercations utilizing de-escalation procedures;
- Contacting authorities as needed;
- Maintain screening and security protocols.

Firm shall provide appropriate and necessary management and supervision for all Firm’s employees and shall be solely responsible for instituting and invoking disciplinary action of employees not in compliance with Firm or CJI rules and regulations, as well as any other policy established by the contracting parties. Firm staff members are not to reach out directly to CJI staff regarding any employment issues that they have with Firm.

Firm will describe emergency fill-in procedures, particularly with contacting Firm after hours to ensure uninterrupted coverage. Please describe floater and cross training procedures and policies.

Firm shall develop a comprehensive set of Post Orders documenting both general procedures as well site-specific responsibilities. Post Orders shall be prepared prior to the commencement of the contract and must be reviewed and approved by CJI management within thirty (30) days from commencement of Firm's services to CJI. All security officers will be required to read and verify they understand the Post Orders and at minimum, shall be tested during the On-The-Job Training (OJT) period, annual or more frequently during site inspections. All post orders are subject to CJI review and revisions as needed.

Firm shall ensure hiring, training and administration of motivated and professional employees that meet or exceed both Firm's and CJI's standards. Firm shall provide appropriate and necessary management and supervision for all Firm's employees and shall be solely responsible for instituting and invoking disciplinary action of employees not in compliance with Firm or CJI rules and regulations, as well as any other policy established by the contracting parties.

Firm is responsible for the daily personal appearance of security personnel. Firm shall provide seasonal uniforms and weather-appropriate protective clothing necessary to support continuous performance of contract requirements, with approval of site management. This could include CJI branded attire.

Security officers are prohibited from carrying weapons of any kind, including but not limited to: firearms, nightsticks, martial arts weapons or equipment, batons or any chemical agent spray or liquid.

Firm shall agree to remove from the site, whenever required to do so by CJI, any employee considered by CJI to be unsatisfactory or undesirable to CJI, within the limits of any applicable laws. Firm staff in violation of CJI standards are not to be transferred to another CJI site without express written consent by CJI.

Firm shall administer all cost accounting and billing relative to this contract. Firm will ensure that all timesheets are accurate and have been approved by local CJI site management in writing.

Firm shall respond as necessary to accommodate additional duty hours as may be requested by CJI.

Section V INSTRUCTIONS TO BIDDERS

Bidder is to address the following subjects in the response. Please provide a separate document that responds to the questions below. Reference any attachments in the text and include attachments with the response.

1 Company History and Organization

Provide a brief company history, mission statement and organizational summary. Explain ownership (private or public) and include brief biographical information regarding the personnel who would be directly responsible for the management and local supervision of this project. Please provide financial history and number of employees.

2 Management Approach

Describe in detail how your firm will be organized to manage this project. Indicate by position or title the person who will have the overall responsibility for the CJI account. Indicate the support staff available to this project manager by function. Bidder must

supply an Organization Chart depicting the structure of the local servicing office and regional support. Explain the escalation protocols and provide details how to contact Firm outside of regular business hours.

3 Personnel Selection Process

Describe how recruitment and selection of security officers is managed. All personnel and supervision provided under this RFP must be thoroughly trained, experienced and qualified to perform the work to which they are assigned. Bidder shall have a documented employment process which shall include application, interview, drug testing and background check phases. A written description of the Bidder's employment process and qualifications is to be included in the response. Bidder will propose how to solicit CJI input in the selection of firm employees to deploy to CJI sites. Please also indicate if Firm is open to hiring CJI recommended staff members.

4 Development and Retention of Personnel

Provide a description of your approach to personnel development, succession planning, retention, and workforce management as it relates to the delivery of security services under this RFP. Responses should address the following:

- Describe your CJI succession planning and development of officers, supervisors and managers;
 - Describe methods and initiatives designed to promote employee retention;
 - Describe the Proposer's policies, training requirements, reporting mechanisms, investigation procedures, and corrective actions related to anti-discrimination and sexual harassment; and
 - Describe the Proposer's procedure for responding to a CJI request for the removal or replacement of an assigned security officer or other personnel.
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5 Total Quality Management Program

Outline administrative controls, plans and process to monitor and assure contract compliance of security services. Include methods of quality control, contract administration, audits, management inspection programs, conduct and job performance standards, corrective action planning and follow-up reporting.

6 Cost Proposal and Invoicing

Provide billing rates for each of the following:

Position	Base rate	OT rate (after 40 hrs)	Holiday rate	Weekend rate	Other (specify)
Security Officer					
Senior Security Officer					
Supervisor					

Propose invoicing frequency and procedures and applicable discounts. All invoices will clearly identify applicable job site coding in order to associate Firm's actual costs with CJI's job site or job codes. Explain how discounts will be applied for different payment terms. Please list all days considered holidays by your firm:

7 Training Programs

Describe in detail the training programs in place to support this project. Include the following:

- Pre-Assignment Training
- De-escalation Training
- Trauma-informed Security Training
- Job and Task Specific Training (OJT)
- Formal Continuous Training
- Annual Retraining and Recertification
- Professional Boundaries and EEO Training
- Supervisory Development Training (Describe the program that your company utilizes that leads to a professional credential for supervisors.)
- Anti-harassment and discrimination Training
- Other

Include the name, contract information (including email address) and qualifications of the local or regional trainer(s) who will conduct training for the CJI and the manner in which the CJI documents training, paper records, online, web- accessible, etc.

8 Computer Management System

Describe productivity and technology applications utilized to enhance and improve business processes, integration of scheduling, payroll and billing systems or other benefits of computerization. Summarize how such systems will ensure accurate timekeeping and timely invoicing. Explain invoice reconciliation and resolution.

9 Value Added Features

Indicate features or programs not covered elsewhere in the response which are offered to enhance your firm's ability to effectively manage this project.

10 Insurance

The successful bidder shall carry and maintain, with respect to any work or service to be performed at CJI facilities, insurance written by a responsible insurance CJI, to provide for the following:

- Workers' Compensation as required by applicable statute and \$1,000,000 Employer's Liability Insurance.
- \$5,000,000 Commercial General Liability Insurance
- \$1,000,000 Automobile Liability
- Umbrella/Excess Liability Insurance, including terrorism coverage, can be used to achieve the above requested limits.
- CJI should be named as additional insured with regards to work performed on our behalf. Coverage shall be considered primary and non-contributory.

Include a sample Certificate of Insurance including limits with the response. All policies and certificates shall provide for thirty (30) days notification to CJI in the event of cancellation, reduction in limits or changes in coverage.

11 Licenses and Certifications

Describe in detail all training and licenses that your firm requires for all Security Officers, including but not limited to the following:

- New York State Security Guard training and license
 - De-escalation training
 - Active shooter
 - CPR/First Aid
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12 Transition Plan

Submit a projected Transition Plan for implementation if awarded the contract to include tasks and time frames. Include a list of all individuals assigned to your transition team with current contact information, telephone numbers and email addresses.

13 References

Provide at least three (3) client references whose facilities are comparable in size, profile and security service hours to CJJ. Include contact name, company, position, email and phone number.