



REQUEST FOR INFORMATION (RFI)
FOR
District-Wide Security & Critical Systems
Monitoring Services

RFI 2026-01

DUE: March 11, 2026, 10:00 A.M., Local Time

Electronic submissions only. Responses must be submitted through the MITN/BidNet Direct system. Hard copies or emailed submissions will not be accepted.

SOUTHFIELD PUBLIC SCHOOLS

REQUEST FOR INFORMATION (RFI)

District-Wide Security & Critical Systems Monitoring Services

RFI 2026-01

Issue Date: February 25, 2026

Responses Due: March 11, 2026, 10:00 a.m. Local Time

Electronic Submission Only via BidNet Direct (MITN)

I. PURPOSE

Southfield Public Schools (“District”) is issuing this Request for Information (RFI) to gather information from qualified security service providers capable of delivering comprehensive, district-wide monitoring and support services across multiple school and administrative facilities.

This RFI is issued for information-gathering and market research purposes only. It is not a solicitation for bids or proposals and does not constitute a commitment to procure services.

The District seeks information regarding vendor capabilities related to:

- Multi-site intrusion and fire alarm monitoring
 - Critical systems and environmental monitoring
 - System takeover and transition services
 - Maintenance and service response
 - Cybersecurity and data governance
 - Contract structure and risk allocation
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II. SUBMISSION INSTRUCTIONS

Responses must be submitted electronically through the BidNet Direct (MITN) system.

- Hard copy submissions will not be accepted.
- Email submissions will not be accepted.
- Late submissions will not be accepted.

This RFI does not require a public opening. Responses will be reviewed internally.

III. QUESTIONS & CLARIFICATIONS

All questions regarding this RFI must be submitted through BidNet Direct no later than:

March 04, 2026, at 8:00 a.m. Local Time

Responses to questions will be issued through BidNet Direct.

IV. DISTRICT PROFILE

Southfield Public Schools operates multiple facilities including:

- Elementary Schools
- Middle Schools
- High Schools
- Alternative & specialty campuses
- Administrative buildings
- Technology facilities

Services must support a multi-site public school district operating year-round with varying occupancy schedules.

V. SCOPE OF SERVICES – INFORMATION REQUESTED

Vendors shall provide detailed written responses organized by the sections below.

1. MULTI-SITE MONITORING SERVICES

Describe your ability to provide:

- 24/7 central station monitoring
- Burglar alarm monitoring
- Fire alarm monitoring
- Cellular and IP backup communications
- Supervisory and trouble signal monitoring
- Power failure and communication loss monitoring

Monitoring center must be UL 827 certified (or equivalent).

Please include:

- Monitoring center location(s)
 - Redundancy and disaster recovery protocols
 - Average signal receipt-to-operator handling time
 - Certification standards (UL, FM, etc.)
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2. CRITICAL SYSTEMS & ENVIRONMENTAL MONITORING

The District requires monitoring beyond intrusion and fire systems.

Vendors must describe their ability to monitor and report on:

- Boiler alarms and failure alerts
- Walk-in refrigerator and freezer temperature alerts
- Mechanical room supervisory alarms
- Motion detection sensors
- Glass break detection sensors
- Hallway and classroom intrusion sensors
- Door position and access status
- Tamper signals
- Building system trouble signals

For each system type, provide:

- Signal classification methodology
 - Escalation workflow
 - Notification protocols
 - Response timelines
 - Sample alarm reports
 - Integration capability with building management systems (BMS), if applicable
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3. SYSTEM TAKEOVER & TRANSITION SERVICES

Describe your methodology for assuming monitoring responsibility from an existing provider.

Include:

- Replacement of existing cellular communicators
- Panel zone download and programming verification
- Identification and documentation of active devices
- Device mapping to building diagrams
- Full system walk-testing
- Written deficiency and action-item reporting
- AHJ coordination
- Permit acquisition process
- Low-voltage licensing credentials

Explain how you minimize operational disruption during transition.

4. MAINTENANCE & SERVICE

Provide details regarding:

- Preventive maintenance programs
- Warranty structure (minimum duration required)
- Emergency service response time (after-hours)
- On-site technician dispatch times
- Spare parts availability
- Service level agreements (SLAs)
- Technician background check procedures for personnel entering K–12 facilities

Indicate whether maintenance is bundled, optional, or time-and-materials.

5. MONITORING & DISPATCH PROTOCOLS

Describe:

- Alarm handling workflow
- Customer notification process
- Emergency responder notification process
- Escalation matrix
- False alarm mitigation process

- Guard response capabilities (if offered)
- Reporting frequency and format

Provide a sample dispatch flowchart if available.

6. CYBERSECURITY & DATA GOVERNANCE

Provide detailed information regarding:

- Encryption standards (AES-256 or equivalent required for data in transit and at rest)
- Data ownership structure
- Data retention period
- Data storage location
- Third-party data access policies
- SOC 2 Type II or equivalent certification
- CJIS compliance (if applicable)
- Protection against unauthorized access
- Breach notification procedures

Indicate whether the District retains ownership of all captured monitoring and video data.

7. EQUIPMENT OWNERSHIP & TECHNOLOGY

Clarify:

- Equipment ownership during term
 - Equipment ownership at end of term
 - Upgrade cycles
 - Compatibility with existing fire panels
 - Compatibility with legacy intrusion systems
 - Open-platform vs proprietary systems
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8. CONTRACT STRUCTURE & RISK ALLOCATION

Provide sample contract terms addressing:

- Available term lengths (1, 3, 5 years)

- Renewal structure (auto-renew or opt-in)
- Annual rate escalation caps
- Early termination options
- Liquidated damages provisions
- Limitation of liability provisions
- Indemnification terms
- Insurance requirements

Provide certificate of insurance limits.

9. PRICING STRUCTURE (INFORMATIONAL ONLY)

Provide sample pricing structure including:

- Installation fees
- Monthly monitoring fees (per site or per signal type)
- Environmental monitoring add-ons
- Maintenance plan pricing
- Service call rates
- Permit handling fees

Pricing is requested for informational and comparison purposes only and does not constitute a solicitation.

10. EXPERIENCE & REFERENCES

Provide:

- Number of K–12 public school clients
 - Number of multi-site public sector clients
 - Michigan-based references (minimum three preferred)
 - Years in operation
 - Monitoring center staffing model
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VI. RESPONSE FORMAT

Responses should be organized using the section numbers above and include:

- Company overview
 - Primary contact information
 - Signed statement affirming accuracy of submission
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VII. DISCLAIMER

This RFI is issued for informational purposes only.

The District reserves the right to:

- Issue a subsequent Request for Proposals (RFP)
- Modify scope prior to procurement
- Decline to proceed with a solicitation

The District will not reimburse any costs incurred in preparing or submitting a response to this RFI.

Issuance of this RFI does not obligate the District to award a contract.

The District may use information obtained through this RFI to structure a future competitive solicitation.
