

City of Springfield, Ohio

&

Clark County, Ohio

Joint Request for Proposal (RFP) #24-15

Operation of a Homelessness Facility

& Related Services



Funding Streams:

TANF 93.558 (as permitted)

HOME ARP

Community Development Block Grant (CDBG)

CHILDREN SERVICES FUNDS

(*All funding will comply with applicable requirements per agreements)

Homelessness Facility Operation and Related Services

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Section 1: Introduction

A. Background, Initial Information and Objectives

1. The City of Springfield, Ohio, and Clark County, Ohio (together the "Public Entities") are seeking qualified organizations to operate, manage, and provide services at a city-owned facility located at 325 W. Columbia St., in Springfield, Ohio. The aim is to offer comprehensive services that address the immediate and long-term needs of the unhoused population in both the City and County.
2. This Request for Proposals (the "RFP") is open to non-profit organizations, private companies, and public agencies.
3. Services included in this request encompass the operation of a non-congregate shelter, coordinated entry pursuant to approved Ohio Balance of State Continuum of Care (OBoSCoC) Region 15 system as overseen by the Coalition on Homelessness and Housing in Ohio (COHHIO), continuum of care resources offerings, supportive service coordination, general case management, and the provision of essential services.
4. Additional services include coordination for housing stability services, behavioral health support, access to community health services, substance use rehabilitation services, early childhood education/homelessness liaison, educational assistance programs, health promotion (nutrition and wellness), job training along with search assistance and placement assistance with employment services, transportation, security/safety services, and other services routinely considered part of a general case management system.
5. The services being requested and further details about the needs can be found below in the actual RFP body. The Public Entities will evaluate proposals and make the final award decision. Firms, entities, or organizations that submit proposals may be invited to make oral presentations and answer follow-up questions as part of the evaluation process. Following award(s), any and all proposals submitted to the Public Entities will become public records.
6. The Public Entities do not express or imply any obligation to reimburse respondents for any expenses incurred in preparing proposals in response to this request. If you would like to consider this engagement, please follow the instructions included in this packet for proposal submission and consideration. Failure to respond in the manner required may deem your proposal unresponsive. The Public Entities reserve the right to reject any and/or all proposals for any reason and rebid the services prior to award.
7. Labeling information provided in submittals as "proprietary" or "confidential," or any other designation of restricted use, will not protect the information from public view. Subject to the provisions of the Open Records Act, the details of the submitted documents will remain confidential until the final award.
8. The successful Proposer(s) will be required to enter into an Operational Lease Agreement for the operation of the Non Congregate Facility, as well as various Subrecipient Agreements between both the Public Entities as needed. Any required operational guidelines and program restrictions will be located within the Subrecipient or contractual documents executed between

the Public Entities and the Successful Proposer. These restrictions may include Prevention, Retention and Contingency requirements (“PRC”) or CFR restrictions pertaining to the specific funding allocated to each agreement.

Section 2: Instructions to Proposers

A. Proposal Submission Requirements

1. Proposers must upload electronic copies the Proposal Response to BidExpress (<https://www.bidexpress.com/businesses/56536/home>)
2. Submittals must be typed on standard (8.5”x11”) paper; the pages of the Proposal must be numbered.
3. A Table of Contents, with corresponding tabs, must be included to identify each section.
 - i. Responses are limited to forty (40) pages or less using a minimum of a 12-point font.
4. Any Exhibits, Affidavits, or other enclosure information called for may be included in an Appendix and will not count toward the page limit.
5. Each response to this RFP shall be prepared simply and economically, providing straightforward, concise delineation of proposers’ capabilities.
6. Emphasis must be on completeness, relevance, and clarity of content.

B. Timeline and Key Dates

Schedule	
RFP Issued	Wednesday, March 20, 2024
Mandatory Pre-Bid and Site Tour Meeting	Monday, April 1 st , 2024 beginning at 11:30 AM
RFP Questions Due	Friday, April 5 th , 2024 before 4:00 PM
RFP Responses Due	Friday, April 19 th , 2024 before 4:00 PM
Interviews and Follow Ups/Clarifications	Week of May 6th
Intent to Award Contract(s) Notification	Week of May 20th
Approval of Contract(s) Award	June 4 th - June 18 th

C. Contact Information for Queries and Communication Prohibition

To ensure a smooth and transparent RFP process, we have designated a point of contact to handle all queries related to this RFP. Proposers are encouraged to reach out with any questions, clarifications, or concerns they may have. All questions concerning the RFP must reference the RFP section heading. Questions and addenda will be answered and posted to BidExpress in the form of addenda to the RFP. Questions or requests for clarifications will be accepted via BidExpress (<https://www.bidexpress.com/businesses/56536/home>) until [Specify Date and Time] at 4:00 PM ET.

Deadline for Queries: All queries must be submitted by 7 business days. No potential proposer, or any person or agent acting on their behalf, may communicate or ask questions outside of the permitted avenues of this RFP. Any potential proposer found to be violating this provision of the RFP may be deemed disqualified from submission and consideration on this project.

- **Query Format:** Queries must be submitted via BidExpress.

- **Response Time:** We aim to respond to all queries within [Specify Number of Business Days] business days of receipt.
- **FAQ Compilation:** Frequently asked questions, along with their responses, will be compiled into an FAQ document and shared with all potential proposers via BidExpress.

D. Additional Requirements and Acknowledgments for Contracting Phase

1. Proposers acknowledge that during the contracting phase, post selection, restrictions may be imposed on specific funding streams that are not directly addressed here.
2. Proposers acknowledge that they must adhere to strict conflict of interest guidelines imposed by the Uniform Guidance for utilization of federal grants, and mandatorily disclose any actual or perceived conflict of interests that may arise throughout the bidding and contracting process.

E. Subcontractor Utilization

1. If the Proposer intends to utilize subcontractors for any portion of the Scope of Work illustrated below, or any other portion of this RFP, they must include a detailed plan for subcontractor engagement in their proposal. This plan should outline the roles, responsibilities, and qualifications of all subcontractors, as well as how the proposer intends to manage subcontractor performance for the specific Scope of Work provisions that the Subcontractor is intended to complete.

Section 3. Scope of Services

A. Emergency Homeless Shelter Operation (Non-Congregate Facility):

1. Facility Management and Maintenance

The successful proposer will be entrusted with the management and maintenance of the facility, ensuring it remains safe, clean, and conducive for the guests. The proposer should detail their approach to facility management and maintenance, encompassing the following aspects:

- a) **Routine Maintenance:**
 - i. **Housekeeping:** Outline the regular housekeeping measures to maintain cleanliness and hygiene in the facility, including waste management protocols.
 - ii. **Landscaping:** Detail the upkeep of landscaped areas, including mowing and gardening services to maintain a pleasant environment.
- b) **Repair and Renovation:**
 - i. **Facility Improvements:** Describe the approach to facility improvements, including painting, carpet and vinyl tile cleaning, and repair of furnishings.
 - ii. **Damage Repair:** Detail the procedures for repairing damages caused by clients while under supervision, including the financial aspects of repairs.
- c) **Safety Measures:**
 - i. **Fire Safety:** Outline the maintenance of smoke detectors and fire extinguishers as per the requirements of the Springfield Fire Rescue Division and Community Development Department.
 - ii. **Emergency Protocols:** Establish protocols for emergency repairs and maintenance to ensure the safety of the occupants.
- d) **Compliance with Regulations:**
 - i. **Permits and Licenses:** Detail the process of obtaining and maintaining all necessary permits and licenses for operations, including adherence to building, health, and fire regulations.

- ii. **Inspections:** Describe the readiness for health, fire, and other inspections from designated city departments and community agencies.
- e) **Winter Maintenance:**
 - i. **Snow/Ice Removal:** Outline the strategy for snow and ice removal throughout the exterior of the property, ensuring safe and accessible premises during winter.
- f) **Coordination with the City:**
 - i. **Reporting:** Establish a system for promptly reporting maintenance or repair needs that affect the safety of the occupants or the structure to the Community Development Department.
 - ii. **Collaboration:** Detail the collaboration with the city on maintenance and repairs of building components such as doors, windows, plumbing fixtures, and electrical systems.
- g) **Sustainability:**
 - i. **Energy Efficiency:** Describe initiatives to enhance energy efficiency and reduce the environmental footprint of the facility.
 - ii. **Sustainable Materials:** Detail the use of sustainable materials for repairs and renovations, promoting environmental conservation.
- h) **Community Engagement:**
 - i. **Feedback and Suggestions:** Establish mechanisms to receive feedback and suggestions from the guests regarding facility management and maintenance.
 - ii. **Community Involvement:** Detail initiatives to involve the community in the upkeep and beautification of the facility, fostering a sense of ownership and pride.

Proposers should present a comprehensive facility management and maintenance plan that ensures the facility remains in a satisfactory state, promoting the wellbeing of the guests and fostering a harmonious community environment. The plan should demonstrate a commitment to safety, hygiene, and compliance with all regulatory requirements.

2. Safety and Security Measures

Ensuring the safety and security of guests, staff, and visitors is of paramount importance. Proposers are required to outline a detailed safety and security plan that encompasses the following elements:

- a) **Physical Security:**
 - i. **Facility Security:** Detail the physical security measures to be implemented at the facility, including surveillance systems, controlled access points, and security personnel.
 - ii. **Emergency Protocols:** Establish protocols for emergencies such as fire, natural disasters, and other unforeseen events, including evacuation plans and emergency contact procedures.
- b) **Personal Safety:**
 - i. **Guest Safety:** Outline measures to ensure the personal safety of guests, including policies to prevent harassment, abuse, and violence.
 - ii. **Staff Training:** Detail training programs for staff to handle crisis situations effectively and to ensure the personal safety of all individuals in the facility.
- c) **Health and Hygiene:**
 - i. **Sanitation:** Describe the sanitation measures to maintain hygiene in the facility, including regular cleaning and disinfection protocols.

- ii. **COVID-19 Protocols:** Detail the protocols to prevent the spread of COVID-19 and other infectious diseases, including vaccination requirements, testing, and quarantine procedures.
- d) **Data Security:**
 - i. **Confidentiality:** Outline measures to ensure the confidentiality of guests' personal data, including secure storage and restricted access.
 - ii. **Cybersecurity:** Detail cybersecurity measures to protect sensitive information from unauthorized access and cyber-attacks.
- e) **Community Safety:**
 - i. **Neighborhood Safety:** Describe initiatives to maintain safety in the surrounding neighborhood, including community engagement and collaboration with local law enforcement.
 - ii. **Conflict Resolution:** Establish conflict resolution mechanisms to address disputes and maintain harmony within the community.
- f) **Legal Compliance:**
 - i. **Regulatory Adherence:** Ensure adherence to all local, state, and federal regulations pertaining to safety and security.
 - ii. **Reporting:** Detail the reporting mechanisms for any safety and security incidents, including timely reporting to the relevant authorities.
- g) **Safety Audits and Drills:**
 - i. **Regular Audits:** Conduct regular safety audits to identify and mitigate potential risks.
 - ii. **Drills:** Organize regular drills to ensure preparedness for various emergency situations.

3. Guest Services and Amenities

The successful proposer will be responsible for ensuring that the facility not only meets the basic needs of the guests but also fosters a supportive and nurturing environment. Proposers should detail their approach to providing services and amenities to the guests, encompassing the following aspects:

- a) **Basic Amenities:**
 - i. **Food and Nutrition:** Outline the provision of nutritious meals, including considerations for dietary restrictions and preferences.
 - ii. **Shelter:** Detail the shelter amenities, including bedding, laundry facilities, and personal storage solutions.
- b) **Education and Skill Development:**
 - i. **Educational Programs:** Outline educational programs for guests of all ages, including tutoring services and skill development workshops. Or if you'll utilize existing services in the community for this approach.
 - ii. **Employment Assistance:** Detail the services to assist guests in finding gainful employment, including resume building and job placement services. Or if you'll utilize existing services in the community for this approach.
- c) **Transportation:**
 - i. **Transport Services:** Outline the provision of transportation services, including bus fare cards and shuttle services to essential destinations.
 - ii. **Accessibility:** Detail the measures to ensure accessibility for guests with disabilities, including wheelchair-accessible transportation.
- d) **Community Engagement:**
 - i. **Volunteer Opportunities:** Describe opportunities for guests to volunteer and contribute to the community, fostering a sense of belonging and purpose.

- ii. **Feedback Mechanisms:** Detail the mechanisms for guests to provide feedback and suggestions, promoting a guest-centric approach to service delivery.

Proposers should present a comprehensive plan for guest services and amenities that ensures a holistic approach to the wellbeing of the guests, fostering a community that is supportive, inclusive, and nurturing. The plan should demonstrate a commitment to enhancing the quality of life for the guests, promoting self-sufficiency, and building a vibrant community.

4. COVID-19 (and other infection disease prevention) Protocols and Health Measures

In light of the challenges faced by the COVID-19 pandemic, it is imperative to implement and maintain stringent health and safety protocols to protect both the guests and the staff.

Proposers should detail their strategies and approaches to manage the health risks associated with COVID-19 and any other infection diseases that may occur now or in the future, encompassing the following aspects:

a) Vaccination:

- i. **Vaccination Programs:** Outline plans to facilitate COVID-19 vaccination programs for guests and staff, including partnerships with local health departments.

- ii. **Education:** Detail educational initiatives to promote vaccine awareness and address vaccine hesitancy.

b) Testing:

- i. **Regular Testing:** Describe the protocols for regular COVID-19 testing of guests and staff to identify and isolate positive cases promptly.

- ii. **Rapid Response:** Detail the rapid response measures in case of a positive test, including contact tracing and quarantine protocols.

c) Hygiene and Sanitation:

- i. **Sanitation Facilities:** Outline the provision of sanitation facilities, including hand sanitizers and disinfecting wipes, at various points within the facility.

- ii. **Cleaning Protocols:** Detail enhanced cleaning protocols to ensure regular disinfection of common areas and high-touch surfaces.

d) Social Distancing:

- i. **Space Management:** Describe the strategies for managing communal spaces to facilitate social distancing, including staggered meal times and recreational activities.

- ii. **Room Assignments:** Detail the approach to room assignments to minimize overcrowding and maintain safe distances between guests.

e) Ventilation:

- i. **Ventilation Systems:** Outline the measures to ensure proper ventilation in all areas of the facility, including regular maintenance of HVAC systems.

- ii. **Air Purifiers:** Detail the use of air purifiers and other technologies to improve air quality and reduce the risk of airborne transmission.

f) Personal Protective Equipment (PPE):

- i. **PPE Provision:** Describe the provision of personal protective equipment, including masks and gloves, to guests and staff.

- ii. **PPE Training:** Detail training initiatives to educate guests and staff on the proper use of PPE.

g) Mental Health Support:

- i. **Counseling Services:** Outline the availability of counseling services to address the mental health challenges exacerbated by the pandemic.

- ii. **Support Groups:** Detail the organization of support groups to help guests cope with the stress and anxiety associated with COVID-19.

h) **Communication:**

- i. **Information Dissemination:** Describe the strategies for timely dissemination of information regarding COVID-19 protocols and updates.
- ii. **Feedback Channels:** Detail the channels available for guests and staff to provide feedback and report concerns regarding COVID-19 measures.

Proposers should present a comprehensive plan that demonstrates a proactive and responsive approach to managing the COVID-19 pandemic, prioritizing the health and safety of all individuals within the facility. The plan should be adaptable to the evolving nature of the pandemic, with a readiness to update protocols based on the latest guidance from health authorities.

B. Case Management and Homelessness Services

1. Support Services and Case Management Plans.

In this section, proposers are expected to detail their approach to providing a comprehensive range of support services to clients, focusing on mental health and substance abuse treatment, among other essential services. The support services plan should encompass the following elements following the initial Individual Service Plan (ISP) consistent with the BoSCoC approved Region 15 systems as overseen by COHHIO.

a) **Referral Services**

- i. **System Awareness:** Demonstrate awareness of availability, qualification, and methods of referral to local benefits, housing opportunities, and supportive services
- ii. **Referral Performance:** Method of tracking needs to referrals to benefits, housing, and services

b) **Mental Health Services**

- i. **On-site Services:** Detail the availability of on-site mental health services, including counseling and therapy sessions.
- ii. **Referral System:** Establish a robust referral system to connect clients with external mental health service providers as needed.

c) **Substance Abuse Treatment:**

- i. **Treatment Programs:** Outline the substance abuse treatment programs that will be available to clients, including detoxification and rehabilitation services.
- ii. **Recovery Support:** Detail the recovery support services that will be provided to clients, including peer support groups and recovery coaching.

d) **Healthcare Services:**

- i. **Medical Services:** Describe the provision of basic medical services, including health screenings and vaccinations.
- ii. **Partnerships:** Establish partnerships with local healthcare providers to ensure clients have access to necessary medical services.

e) **Life Skills Training:**

- i. **Financial Literacy:** Offer financial literacy training to clients to help them manage their finances effectively.
- ii. **Job Assistance:** Provide job assistance services, including resume writing and interview preparation, to facilitate clients' reentry into the workforce.

f) **Educational Services:**

- i. **Adult Education:** Detail the availability of adult education services, including GED preparation and vocational training programs.

- ii. **Children’s Education:** Outline the support services that will be provided to children residing in the facility, including tutoring and homework assistance.
- g) **Crisis Intervention:**
 - i. **Crisis Response Team:** Detail the role of the Community Crisis Response Team in providing immediate assistance to clients in crisis situations.
 - ii. **De-Escalation Techniques:** Outline the training provided to staff in crisis intervention and de-escalation techniques.
- h) **Community Engagement:**
 - i. **Community Resources:** Leverage community resources to support clients in accessing a wide range of services.
- i) **Feedback and Improvement:** Establish mechanisms for receiving feedback from clients and the community to continually improve the support services offered.

Proposers should present a well-rounded support services plan that addresses the diverse needs of clients, with a particular focus on mental health and substance abuse treatment. The plan should demonstrate a commitment to providing holistic support to clients, facilitating their recovery and reintegration into society. It is encouraged to present the support services plan in a clear and detailed manner, facilitating easy review and assessment by the evaluators.

2. Employment and Training Services

The City of Springfield recognizes the critical role that employment plays in stabilizing individuals and families experiencing homelessness. In this section, proposers are required to detail their strategies and programs aimed at enhancing the employment prospects and skills of the guests. The Employment and Training Services section should address the following components:

1. **Skills Assessment:**
 - a) **Individual Assessments:** Detail the process for conducting individual assessments to identify the skills, strengths, and areas of improvement for each client.
 - b) **Career Counseling:** Outline the career counseling services that will be available to help clients identify suitable employment opportunities based on their skills and interests.
2. **Training Programs:**
 - a) **Vocational Training:** Describe the vocational training programs that will be offered to equip clients with the skills needed for specific trades or occupations.
 - b) **Soft Skills Training:** Detail the training programs focused on developing soft skills, such as communication, teamwork, and problem-solving, which are essential for success in the workplace.
3. **Job Placement:**
 - a) **Job Search Assistance:** Provide job search assistance to help clients find suitable employment opportunities.
 - b) **Employer Partnerships:** Establish partnerships with local employers to create job opportunities for clients.
4. **Supportive Services:**
 - a) **Transportation:** Outline the transportation services that will be provided to assist clients in attending job interviews and commuting to work.
 - b) **Childcare:** Detail the childcare services that will be available to support clients with children while they are engaged in employment and training activities.
5. **Education:**

- a) **Literacy Programs:** Describe the literacy programs that will be offered to improve clients' reading and writing skills.
 - b) **Continuing Education:** Provide opportunities for clients to pursue continuing education, including GED preparation and higher education courses.
6. **Workshops and Seminars:**
- a) **Resume Writing:** Offer workshops on resume writing to help clients create professional resumes that effectively showcase their skills and experiences.
 - b) **Interview Preparation:** Conduct seminars on interview preparation to equip clients with the skills needed to succeed in job interviews.
7. **Follow-Up Services:**
- a) **Job Retention:** Detail the follow-up services that will be provided to support clients in retaining their jobs and advancing in their careers.
 - b) **Feedback and Improvement:** Establish mechanisms for receiving feedback from clients and employers to continually improve the employment and training services offered.

Proposers should demonstrate a comprehensive approach to employment and training services, with a focus on empowering clients to achieve self-sufficiency through gainful employment. It is encouraged to present innovative strategies and collaborations that leverage community resources to enhance the effectiveness of the employment and training services offered. Proposers should present their plans in a clear and detailed manner, facilitating easy review and assessment by the evaluators.

3. **Housing Assistance Services.**

In this section, proposers are required to detail their approach to providing housing assistance to clients, aligning with the overarching goal of facilitating rapid transition to stable housing environments. The housing assistance plan should cover the following aspects:

1. **Housing First Approach:**
 - a) **Philosophy:** Embrace the housing first philosophy, which prioritizes prior access to permanent, stable housing, linked with voluntary services as needed.
 - b) **Implementation:** Detail the strategies and steps to effectively implement a housing first approach in the Springfield community.
2. **Case Management:**
 - a) **Individualized Plans:** Develop individualized housing plans for each guest/family within a 30-day timeframe, with the flexibility to extend based on individual circumstances.
 - b) **Support Services:** Outline the support services that will be provided to clients to facilitate their transition to permanent housing, including financial literacy training, job assistance, and mental health services.
3. **Coordination with Existing Programs:**
 - a) **Collaboration:** Detail plans for collaboration with existing housing assistance programs in Springfield and Clark County to maximize the potential for client success.
 - b) **Referral Networks:** Establish referral networks with other service providers to ensure clients have access to a comprehensive range of support services.
4. **Legal and Regulatory Compliance:**
 - a) **Compliance:** Ensure compliance with all legal and regulatory requirements, including adherence to the Homeless Emergency Assistance and Rapid Transition to Housing (HEARTH) Act.

- b) **Documentation:** Detail the process for maintaining accurate and up-to-date documentation of clients' housing statuses and the services provided.

5. **Community Engagement:**

- a) **Community Resources:** Leverage community resources, including local businesses and religious institutions, to support clients in their transition to stable housing.
- b) **Feedback and Improvement:** Establish mechanisms for receiving feedback from the community and other stakeholders to continually improve the housing assistance services offered.

Proposers should present a comprehensive and client-centered housing assistance plan that demonstrates a deep understanding of the housing challenges faced by the homeless population in Springfield. The plan should be grounded in evidence-based practices and reflect a commitment to working collaboratively with various stakeholders to achieve the best outcomes for clients. It is encouraged to present the housing assistance plan in a clear and detailed manner, facilitating easy review and assessment by the evaluators.

C. Outreach and Engagement

In this section, proposers are expected to delineate their strategies for community outreach and engagement to ensure the successful implementation and uptake of the services offered. The outreach and engagement plan should encompass the following elements:

1. **Community Awareness:**

- a) **Information Campaigns:** Detail plans for information campaigns to raise awareness about the services offered, including the mediums to be used (e.g., social media, local newspapers, community meetings).
- b) **Collaborative Events:** Propose collaborative events with local organizations, businesses, and religious institutions to foster community involvement and awareness.

2. **Stakeholder Engagement:**

- a) **Stakeholder Identification:** Identify key stakeholders in the Springfield and Clark County area, including governmental agencies, non-profit organizations, and community groups, and outline strategies to engage them effectively.
- b) **Feedback Mechanisms:** Establish mechanisms for stakeholders to provide feedback and suggestions, fostering a collaborative and inclusive approach to service delivery.

3. **Client Engagement:**

- a) **Orientation Programs:** Develop orientation programs for new clients to familiarize them with the services available and the rules and expectations of the facility.
- b) **Feedback and Grievance Redressal:** Set up systems for clients to provide feedback and report grievances, ensuring a responsive and client-centered approach.

4. **Collaborative Partnerships:**

- a) **Partnership Development:** Outline strategies to develop partnerships with local businesses and agencies to facilitate client employment and service coordination.
- b) **Referral Networks:** Establish referral networks with healthcare providers, educational institutions, and other service providers to ensure comprehensive support for clients.

5. **Cultural Sensitivity and Inclusivity:**

- a) **Cultural Competency Training:** Outline existing or propose training programs for staff to enhance cultural competency and sensitivity, promoting an inclusive and respectful environment.

- b) **Diverse Outreach:** Ensure outreach strategies cater to the diverse population of Springfield, including materials in different languages and targeted outreach to socially disadvantaged communities.
6. **Monitoring and Evaluation:**
- a) **Community Surveys:** Plan for community surveys to gauge the effectiveness of outreach efforts and identify areas for improvement.
 - b) **Regular Reports:** Commit to providing regular reports to the City of Springfield on outreach and engagement activities, including outcomes and impacts.

Proposers should demonstrate a deep understanding of the Springfield community and a commitment to working collaboratively with various stakeholders to ensure the success of the project. The outreach and engagement plan should be comprehensive, well-thought-out, and focused on building strong relationships with the community and stakeholders to foster a supportive environment for the clients served. It is encouraged to present the outreach and engagement plan in a structured and detailed manner, facilitating easy review and assessment by the evaluators.

Section 4: Qualifications

A. Staff Experience and Organizational Expertise

To ensure the successful implementation and operation of the services outlined in this RFP, proposers must demonstrate a high level of experience and expertise in the relevant fields. Proposers should provide detailed information on their qualifications, encompassing the following aspects:

1. **Organizational Experience:**
 - a) **Years in Operation:** Detail the number of years your organization has been in operation, emphasizing experience in managing similar services.
 - b) **Previous Projects:** Provide an overview of previous projects undertaken, highlighting those that are similar in scope and complexity to the services sought in this RFP.
2. **Team Expertise:**
 - a) **Key Personnel:** Introduce the key personnel who will be involved in this project, outlining their qualifications and experience.
 - b) **Training and Development:** Describe the training and development programs in place for your team to ensure they are equipped with the necessary skills and knowledge.
 - c) **Educational Backgrounds:** Detail the educational background of your team, as well as any specialized training they may have received.
 - d) **Relevant Experience:** Detail the experience that each key personnel obtained in this field.
 - e) **Background Checks and Safety:** Detail the process for background checks on key personnel.
3. **Partnerships and Collaborations:**
 - a) **Network:** Detail your organization's network of partnerships and collaborations, emphasizing those that will be leveraged for the successful implementation of this project.
 - b) **Community Engagement:** Describe your experience in community engagement and building collaborative relationships with various stakeholders.
4. **Certifications and Accreditations:**
 - a) **Industry Certifications:** List any industry certifications and accreditations that attest to your organization's competence and reliability.

- b) **Awards and Recognitions:** Highlight any awards and recognitions received in the field of homeless services or related areas.
5. **Innovative Approaches:**
- a) **Innovation:** Showcase any innovative approaches your organization has employed in previous projects to enhance service delivery and outcomes.
 - b) **Technology Integration:** Describe your experience in integrating technology to streamline operations and improve efficiency.

Proposers should substantiate their experience and expertise with verifiable evidence. This section should illustrate your organization's capacity to undertake the project successfully, drawing on a robust track record of experience and expertise in the field.

B. Financial Stability

To ensure the long-term viability and success of the services outlined in this RFP, it is essential that the successful proposer demonstrates a stable financial background and the necessary resources to effectively manage the financial aspects of the project. Proposers should provide detailed information illustrating their financial stability, including but not limited to the following aspects:

1. **Financial Statements:**
 - a) **Recent Financial Reports:** Submit the most recent three years of audited financial statements or, if not available, the most recent three years of unaudited financial statements accompanied by tax returns.
 - b) **Current Financial Status:** Provide a statement of your current financial status, including any significant financial developments in the last fiscal year.
2. **Budget and Financial Planning:**
 - a) **Budget Proposal:** Present a detailed budget proposal for the project, outlining the anticipated revenues and expenditures.
 - b) **Financial Contingency Plans:** Describe any contingency plans in place to address potential financial challenges and ensure the uninterrupted operation of the services.
3. **Funding Sources:**
 - a) **Diverse Funding:** Detail the diverse sources of funding that will be leveraged to finance the project, including grants, donations, and other financial resources.
 - b) **Financial Partnerships:** Highlight any financial partnerships or collaborations that will support the financial stability of the project.
4. **Financial Management:**
 - a) **Financial Management Systems:** Describe the financial management systems in place to ensure effective financial oversight and control.
 - b) **Compliance:** Demonstrate compliance with financial reporting requirements and adherence to generally accepted accounting principles (GAAP).
5. **Creditworthiness:**
 - a) **Credit Rating:** If available, provide your organization's credit rating and any other indicators of financial health.
 - b) **Bank References:** Supply bank references or other financial references to attest to your organization's financial stability.
6. **Insurance:**
 - a) **Insurance Coverage:** Detail the insurance coverage that will be maintained to protect against liabilities and risks associated with the project, and ensure that it meets the required needs of both Public Entities.

- b) **Risk Management:** Describe your organization's risk management strategies to mitigate financial risks.
7. **Sustainability:**
- a) **Sustainable Practices:** Illustrate your organization's commitment to financial sustainability, including any strategies to ensure the long-term financial health of the project.
 - b) **Investments in Infrastructure:** Highlight any investments in infrastructure or other assets that demonstrate financial stability and preparedness for the project.

Proposers should substantiate their financial stability with verifiable evidence, including financial statements, references, and other relevant documents. This section should instill confidence in your organization's financial capacity to successfully undertake and sustain the project over the contract period, ensuring a stable and reliable partnership with the City of Springfield.

Section 5: Technical Proposal

A. Approach and Methodology

In this section, proposers are required to delineate their approach and methodology for implementing the services outlined in this RFP. The detailed description should encompass the following elements:

1. **Understanding of the Project:**
 - a) **Needs Assessment:** Describe your understanding of the community's needs and how your approach addresses these needs effectively.
 - b) **Alignment with Objectives:** Illustrate how your approach aligns with the objectives set forth in this RFP.
2. **Strategic Approach:**
 - a) **Strategic Vision:** Outline your strategic vision for the project, including the overarching goals and objectives.
 - b) **Innovation:** Highlight any innovative strategies or solutions that will be employed to enhance the effectiveness of the services.
3. **Implementation Plan:**
 - a) **Phased Implementation:** Detail a phased implementation plan, including timelines and milestones for each phase of the project.
 - b) **Resource Allocation:** Describe the allocation of resources, including staffing and financial resources, to ensure the successful implementation of each phase.
4. **Collaborative Approach:**
 - a) **Partnerships:** Detail the partnerships and collaborations that will be leveraged to enhance the services.
 - b) **Community Engagement:** Describe the strategies for community engagement and involvement in the project.
5. **Service Delivery:**
 - a) **Service Models:** Outline the service models that will be employed, including any evidence-based practices or models.
 - b) **Client-Centered Approach:** Describe how a client-centered approach will be incorporated into the service delivery.
6. **Monitoring and Evaluation:**
 - a) **Monitoring Mechanisms:** Detail the mechanisms that will be in place for monitoring the progress and performance of the project.

- b) **Evaluation Criteria:** Outline the criteria that will be used to evaluate the success of the project, including performance indicators and benchmarks.
- 7. **Risk Management:**
 - a) **Risk Identification:** Identify potential risks and challenges that may be encountered during the implementation of the project.
 - b) **Mitigation Strategies:** Describe the strategies that will be employed to mitigate these risks and ensure the smooth implementation of the project.
- 8. **Sustainability:**
 - a) **Sustainability Plan:** Detail a sustainability plan to ensure the long-term viability of the services.
 - b) **Capacity Building:** Describe any capacity-building initiatives that will be undertaken to enhance the sustainability of the project.
- 9. **Feedback and Continuous Improvement:**
 - a) **Feedback Mechanisms:** Outline the mechanisms that will be in place to gather feedback from clients and other stakeholders.
 - b) **Continuous Improvement:** Describe how feedback will be utilized for continuous improvement and refinement of the services.

Proposers should provide a comprehensive and well-articulated approach and methodology, demonstrating a thoughtful and strategic plan for the successful implementation and management of the services. This section should reflect a deep understanding of the project requirements and a commitment to achieving the goals set forth in this RFP.

B. Innovations and Value-Added Services

In this section, proposers are encouraged to go beyond the basic requirements outlined in the RFP and present innovative solutions and value-added services that will enhance the overall impact and effectiveness of the project. The description should encompass the following aspects:

1. **Innovative Solutions:**
 - a) **Technological Innovations:** Describe any technological innovations that will be incorporated to streamline operations and enhance service delivery.
 - b) **Novel Approaches:** Detail novel approaches to case management, guest services, and other aspects of the project that set your proposal apart.
2. **Value-Added Services:**
 - a) **Additional Services:** Outline any additional services that will be offered to guests, such as educational programs, vocational training, or recreational activities that add value to the basic services required.
 - b) **Community Benefits:** Highlight services that extend benefits to the broader community, such as community outreach programs or partnerships with local organizations.
3. **Sustainability Initiatives:**
 - a) **Green Initiatives:** Detail any initiatives to promote environmental sustainability, such as energy-efficient facilities or waste reduction programs.
 - b) **Resource Conservation:** Describe efforts to conserve resources and promote sustainability through the efficient use of energy, water, and other resources.
4. **Collaborative Efforts:**
 - a) **Partnerships for Enhanced Services:** Outline collaborative efforts with other organizations to enhance the range and quality of services offered.
 - b) **Community Engagement:** Describe initiatives to foster community engagement and build strong relationships with local stakeholders.
5. **Guest Empowerment:**

- a) **Empowerment Programs:** Detail programs designed to empower guests, such as financial literacy workshops or leadership development programs.
- b) **Guest Participation:** Describe how guests will be encouraged to actively participate in the community and have a say in the services provided.
- 6. **Safety and Security Enhancements:**
 - a) **Advanced Security Measures:** Outline advanced safety and security measures that will be implemented to ensure the well-being of guests.
 - b) **Crisis Management:** Detail the strategies in place for effective crisis management and response to emergencies.
- 7. **Health and Wellness:**
 - a) **Wellness Programs:** Describe wellness programs that will be offered to promote the physical and mental well-being of guests.
 - b) **Healthcare Partnerships:** Detail partnerships with healthcare providers to offer on-site health services or facilitate access to healthcare for guests.
- 8. **Research and Development:**
 - a) **Research Initiatives:** Outline any research initiatives that will be undertaken to continually improve the services based on evidence-based practices.
 - b) **Development of Best Practices:** Describe efforts to develop and disseminate best practices based on the learnings from the project.

Proposers should showcase their commitment to innovation and value addition, presenting a proposal that not only meets the basic requirements but goes a step further to offer services that enhance the quality of life for guests and contribute positively to the community. This section should illustrate a forward-thinking approach, leveraging innovative solutions and value-added services to create a project that stands out for its excellence and innovation.

Section 6: Financial Proposal

A. Budget Breakdown

In this section, proposers are required to provide a detailed budget breakdown that outlines the estimated costs associated with implementing the services described in their proposal. The budget should be realistic, well-justified, and aligned with the scope of services proposed. The budget breakdown should cover the following components:

1. **Personnel Costs:**
 - a) **Salaries and Wages:** Detail the salaries and wages for all staff members involved in the project, including administrative and operational staff.
 - b) **Benefits:** Outline the costs associated with employee benefits, including health insurance, retirement contributions, etc.
2. **Operational Costs:**
 - a) **Utilities:** Estimate the costs for utilities such as water, electricity, heating, and cooling.
 - b) **Maintenance and Repairs:** Allocate funds for the maintenance and repairs of the facility, including routine maintenance and emergency repairs.
3. **Program Costs:**
 - a) **Program Development:** Specify the costs associated with developing and implementing the various programs described in the proposal.
 - b) **Materials and Supplies:** Detail the costs for materials and supplies needed for the programs, including educational materials, recreational equipment, etc.
4. **Facility Costs:**

- a) **Renovations and Improvements:** Allocate funds for any renovations or improvements needed to make the facility suitable for the proposed services.
- 5. **Training and Development:**
 - a) **Staff Training:** Estimate the costs for staff training and development, including any specialized training required for the services proposed.
 - b) **Professional Development:** Allocate funds for ongoing professional development opportunities for staff.
- 6. **Community Engagement and Outreach:**
 - a) **Marketing and Promotion:** Detail the costs for marketing and promotion efforts to raise awareness about the services offered.
 - b) **Community Events:** Specify the costs for organizing community events and outreach programs.
- 7. **Administrative Costs:**
 - a) **Office Supplies:** Estimate the costs for office supplies and equipment needed for administrative functions.
 - b) **Insurance:** Allocate funds for insurance coverage, including liability insurance and property insurance.
- 8. **Contingency Fund:**
 - a) **Emergency Fund:** Set aside a contingency fund to cover unexpected costs and emergencies that may arise during the project implementation.
- 9. **Other Costs:**
 - a) **Miscellaneous:** Detail any other costs that do not fit into the categories above but are necessary for the successful implementation of the project.

Proposers should provide a detailed justification for each budget item, explaining the basis for the estimated costs. The budget should be presented in a clear and organized manner, facilitating easy review and assessment by the evaluators. It is encouraged to present the budget breakdown in a tabular format, with separate line items for each cost and a total budget summary at the end.

B. Payment Terms

Contingent on funding.

Section 7: Case Studies/Examples of Previous Work

In this section, proposers are required to provide detailed case studies or examples of previous work that demonstrates their experience and capability in managing and executing projects of similar nature and scale. Each case study or example should cover the following aspects:

- A. **Project Overview:**
 - 1. **Project Name and Location:** Specify the name and location of the project.
 - 2. **Client/Partner Organizations:** Mention the client or partner organizations involved in the project.
 - 3. **Project Duration:** Indicate the duration of the project, including start and end dates.
- B. **Project Objectives and Scope:**
 - 1. **Objectives:** Outline the primary objectives of the project.
 - 2. **Scope of Work:** Describe the scope of work, detailing the services provided and the target population served.
- C. **Approach and Methodology:**
 - 1. **Strategic Approach:** Detail the strategic approach adopted for the project, including any innovative solutions or methodologies employed.

2. **Implementation Plan:** Describe the implementation plan, including the phases of implementation and the key milestones achieved.
- D. **Outcomes and Impact:**
1. **Achieved Outcomes:** Highlight the outcomes achieved through the project, including quantitative results where possible.
 2. **Impact on the Community:** Describe the impact of the project on the community, including any long-term benefits realized.
- E. **Challenges and Learnings:**
1. **Challenges Encountered:** Detail the challenges encountered during the project and how they were addressed.
 2. **Learnings:** Share the learnings from the project and how they have informed your approach to the current RFP.
- F. **Testimonials and References:**
1. **Client Testimonials:** Provide testimonials from clients or partner organizations, highlighting your performance and contributions to the project.
 2. **References:** List references who can vouch for your performance on the project, including contact details for verification.
- G. **Supporting Documents:**
1. **Case Study Documents:** Attach detailed case study documents, if available, to provide a comprehensive view of the project.
 2. **Visuals:** Include visuals such as photographs, diagrams, or videos that showcase the project.

Proposers should ensure that the case studies or examples provided clearly demonstrate their experience and expertise in managing projects of similar nature and scale. The case studies should be well-documented, showcasing the proposer's ability to achieve objectives and create a positive impact on the community. This section should instill confidence in the evaluators regarding the proposer's capability to successfully implement the services outlined in this RFP.

Section 8: Evaluation Criteria

A. Evaluation Methodology

The evaluation of proposals will be carried out through a meticulous and transparent process to ensure the selection of the most qualified proposer. The methodology outlined below will be followed:

1. **Preliminary Screening: Compliance with Submission Requirements:** Initial screening to ensure that all submission requirements, as outlined in the RFP, have been met.
2. **Caveat Compliance:** Verification of compliance with the stipulations in the caveat section concerning prior findings for recovery and disclosure of actions.
3. **Detailed Evaluation:**
 - a) **Technical Evaluation:** A comprehensive assessment of the technical aspects of the proposal, including the proposer's approach to implementing the various programs and services detailed in the RFP.
 - b) **Experience and Expertise:** Evaluation of the proposer's professional experience and the expertise of the proposed team, focusing on their background in managing noncongregate emergency shelters.
4. **Scoring:**

- a) Scoring Mechanism: Application of the scoring mechanism detailed in the RFP to assess and score each proposal based on the criteria and respective weightings.
 - b) Ranking: Proposals will be ranked based on the total scores obtained in the scoring process.
5. Interviews/Presentations (if deemed necessary):
 6. Clarifications: The Public Entities reserve the right to seek clarifications or additional information from the proposers.
 7. Presentations: Shortlisted proposers may be invited to present their proposals and elucidate their approach and strategies in further detail.
 8. Reference Checks:
 - a) Past Performance: Verification of the proposer’s past performance through reference checks to corroborate the information provided in the proposal.
 - b) Feedback: Gathering feedback from previous clients to gain insights into the proposer’s track record and reliability.
 9. Final Deliberation:
 - a) Committee Review: A committee constituted by the Public Entities will review the evaluations, scores, and feedback to make informed decisions.
 - b) Consensus: The committee will work towards reaching a consensus on the selection of the most suitable proposer.
 10. Notification of Award:
 - a) Award Decision: The successful proposer(s) will be notified of the award decision, marking the initiation of contract negotiations.
 - b) Feedback to Unsuccessful Proposers: Unsuccessful proposers will be provided with feedback on their proposals, highlighting the areas where they fell short.
 11. Contract Negotiation and Finalization:
 - a) Negotiation: The Public Entities and the successful proposer will engage in negotiations to finalize the contract terms.
 - b) Contract Execution: Upon successful negotiations, the contract will be executed, formalizing the engagement.

This evaluation methodology is designed to ensure a fair, competitive, and transparent selection process, with the ultimate goal of identifying the proposer best suited to fulfill the objectives outlined in the RFP. Proposers are encouraged to submit comprehensive and well-articulated proposals to facilitate a smooth evaluation process.

B. Scoring Criteria

Program Specific Criteria

1. Emergency Homeless Shelter and Services (Non Congregate Facility Operation) – 70 Points

- a) **Case Management**
 - i. Development of viable housing plans
 - ii. Intensity and effectiveness of case management
- b) **Community Engagement**
 - i. Collaboration with local entities for service coordination
 - ii. Engagement strategies for gainful employment of clients
- c) **Winter Weather Shelter**

- i. Collaborative Operations
 - ii. Protection against Hypothermia
 - d) Drop-In Center Program**
 - i. Development of Drop-In Center
 - e) Permanent Supportive Housing**
 - f) Program Funding**
 - i. Budget and Funding
 - g) Facility Maintenance**
 - i. Maintenance and Repairs
 - ii. Safety Compliance
 - h) Program Management**
 - i. Day-to-Day Management
 - ii. Community Engagement
- 2. **Professional Experience - 20 Points**
 - a) Relevant experience in managing non congregate emergency shelters
 - b) Qualifications and expertise of the proposed team
- 3. **Past Performance (Subject to caveat in below section) – 10 Points**
 - a) Quality of past projects and performance history in non congregate facility operations
 - b) References and feedback from previous clients

C. Disqualification Caveat

All proposers are required to adhere to the following stipulations concerning prior findings for recovery and actions taken against them:

1. **No Prior Findings for Recovery:** Proposers must not have had any prior findings for recovery initiated against them at the local, state, or federal level. This includes, but is not limited to, financial irregularities, misappropriation of funds, or any other recovery actions that have been legally instituted.
2. **Full Disclosure of Actions:** Proposers are mandated to disclose any and all actions that have been taken against them at any governmental level. This disclosure must be comprehensive, detailing the nature of the action, the governmental entity involved, the outcome of the action, and any other pertinent details that give a full account of the incident.
3. **Right to Disqualification:** The Public Entities reserve the full right and discretion to disqualify any proposer based on the disclosures made or any other information available regarding actions taken against the proposer. This discretion will be exercised judiciously, taking into consideration the gravity of the action, its relevance to the RFP, and its potential impact on the proposer's ability to fulfill the responsibilities outlined in the RFP.
4. **Mandatory Agreement:** By submitting a proposal in response to this RFP, the proposer unequivocally agrees to the terms outlined in this section, acknowledging the right of the Public Entities to exercise full discretion in the evaluation and potential disqualification based on the disclosed actions or any other pertinent information.

5. **Verification and Accuracy:** Proposers are expected to ensure the veracity and accuracy of the information provided in their disclosure. Any falsification or misrepresentation will be grounds for immediate disqualification and may result in further legal actions.
6. **Suspension and Debarment:** Non-Federal entities are subject to the non-procurement debarment and suspension regulations implementing Executive Orders 12549 and 12689, 2 CFR part 180. The regulations in 2 CFR part 180 restrict awards, subawards, and contracts with certain parties that are debarred, suspended, or otherwise excluded from or ineligible for participation in Federal assistance programs or activities.
7. **Confidentiality:** The Public Entities commit to maintaining the confidentiality of the disclosures to the extent permitted by law, using the information solely for the purpose of evaluating the proposals.

Proposers are advised to approach this requirement with the utmost transparency and diligence, ensuring that all relevant information is disclosed as part of their proposal submission. This is in line with the commitment to foster a relationship built on trust, transparency, and ethical compliance.

D. Protests:

Respondents to this RFP may submit a written protest to the Public Entities via the communication contact within 5 business days of a decision or action if they believe the Public Entities have not adhered to RFP procedures or violated laws or regulations. Protests should specify the grounds and include supporting evidence. The Public Entities will review and decide on the protest within 10 business days. This decision is final unless legally challenged. A protest may delay the RFP process, but the Public Entities reserve the right to proceed with contract award in their best interests.

Section 9: Appendices

Appendix A: Proposal Forms, Templates, Required Compliance and Additional Documents

1. City Specific Obligations
2. Affidavit in Compliance with ORC 3517
3. Non-Collusion Affidavit
4. Bidder's Personal Property Tax Statement

Appendix B: References and Supporting Documents

In this section, proposers are required to provide references and any supporting documents that substantiate their experience, expertise, and ability to successfully implement and manage the services outlined in this RFP. Please adhere to the following guidelines while filling out this section:

References (To Follow)

Proposers must provide a minimum of three (3) references from organizations or entities for whom similar services have been provided. For each reference, please provide the following details:

Organization/Entity Name:
Contact Person:
Position/Title:
Phone Number:
Email Address:
Services Provided:
Duration of Service (MM/YYYY - MM/YYYY):
Outcome/Impact of the Service:
Additional Comments:
Organization/Entity Name:
Contact Person:
Position/Title:
Phone Number:
Email Address:
Services Provided:
Duration of Service (MM/YYYY - MM/YYYY):
Outcome/Impact of the Service:
Additional Comments:
Organization/Entity Name:
Contact Person:
Position/Title:
Phone Number:
Email Address:
Services Provided:
Duration of Service (MM/YYYY - MM/YYYY):
Outcome/Impact of the Service:
Additional Comments:



Supporting Documents

Proposers are encouraged to attach supporting documents that further demonstrate their qualifications and experience. These may include, but are not limited to:

1. **Case Studies/Project Reports:** Detailed reports of previous projects that are similar in scope to the services requested in this RFP.
2. **Certificates/Awards:** Any certificates or awards received that are relevant to the services outlined in this RFP.
3. **Letters of Recommendation:** Letters from previous clients or partners attesting to the quality of work and professionalism.
4. **Policies and Procedures:** Copies of policies and procedures that will be implemented for the services outlined in this RFP.
5. **Organizational Chart:** A chart illustrating the organizational structure that will be utilized for this project.
6. **Financial Statements:** Recent financial statements to demonstrate financial stability.
7. **Insurance Certificates:** Copies of insurance certificates showing the current coverage.
8. **Licenses and Accreditations:** Copies of relevant licenses and accreditations.

Please ensure that all documents are legible and organized in a manner that facilitates easy review. Clearly label each document with the appropriate title and, if possible, provide a brief description of the contents.

Note: The Public Entities reserve the right to contact the references provided and any other sources available to obtain information on the proposer's performance and qualifications.

Section 10: Conclusion

A. Closing Remarks

Thank you for considering the opportunity to collaborate with the City of Springfield in our concerted effort to enhance the support system for vulnerable populations in our community. Through this Request for Proposals (RFP), we aim to foster partnerships that are grounded in experience, innovation, and a deep commitment to the well-being of all Springfield guests.

As you reach the conclusion of your proposal, we invite you to share any closing remarks that encapsulate your organization's vision and eagerness to undertake this project. This section offers a space for proposers to:

1. **Reiterate Key Strengths:** Highlight the core strengths of your organization and the unique attributes that set you apart from other proposers.
2. **Express Commitment:** Affirm your organization's dedication to working collaboratively with the City of Springfield and other stakeholders to achieve the objectives outlined in this RFP.
3. **Vision for the Future:** Share your vision for the potential impact of this partnership on the Springfield community, and the lasting changes you hope to foster through the implementation of the proposed services.
4. **Additional Information:** Provide any additional information or insights that have not been covered in the previous sections but are pertinent to your proposal.

Please keep your closing remarks concise, ideally limited to one page or less.