



Request for Proposals

Proposal to Provide Staffing and Ensure Safety and Welcoming Environment in City Parks

Background

The City of South Bend wants City parks to feel safe and welcoming for all visitors. In recent years there have been instances where fights have occurred at parks and residents have expressed safety concerns. The City's goal is to partner with local organizations to provide staffing and conduct outreach at City parks to ensure City parks are a safe and welcoming experience for all. The City will invest in the capacity of community service agencies who have relationships with the residents they serve and lean on tried methods of resident engagement.

Scope of Services

The Provider(s) will initiate engagement with visitors at parks, be knowledgeable of park safety procedures, and conduct activities that increase feelings of safety and welcomeness. The City will provide training on safety procedures, share best practices for increasing safety and welcomeness at City parks, and share resources for outreach materials. The City will also offer space for the Provider(s) to conduct meetings at park sites and be available for informal office hours.

These activities will occur during 2024, with training and onboarding beginning in January 2024 and the Provider(s) deployed to Park sites between March 2024 through November 2024. Providers may also be incentivized with monetary bonuses to conduct activities that increase feelings of safety and welcomeness for park visitors.

The Provider will:

1. Coordinate with City of South Bend personnel on day-to-day activities and outreach;
2. Initiate engagement with visitors at select Park sites;
3. Follow park safety procedures;

The City will:

1. Train the Provider(s) about safety procedures and best practices for increasing safety and welcomeness for Park visitors;
2. Provide recommended language for promotional materials related to customer experience surveys, organizing outreach activities and events, etc.;
3. Offer City staff or representatives to attend events to assist residents;
4. Track customer experience survey responses and share results;

Payment Structure

The fee for this engagement will be calculated per Park site the Provider(s) is conducting activities at. Interested provider(s) can submit proposals for a single park or multiple parks listed in Table 1. An initial payment will be made available upon execution of the contract and invoice from the Provider(s). Subsequent payments will be made on a monthly basis for each month the Provider conducts activities at the Park site(s). Activities will be recorded by the Provider for each month and invoiced on the Provider's invoice date. Price will not be a factor on which proposals are evaluated.

In addition, the Provider(s) may be incentivized to ensure Park visitors feel safe and welcome as detailed in Table 2 ("Performance bonus"). Feelings of safety and welcomeness will be measured by the performance metrics listed in Table 2. The City will define, track, and calculate performance metrics on a monthly basis and communicate results to the Provider(s) on the first Friday of each month, so performance bonuses can be included in the Provider(s)'s next regular invoice.

Table 1. Park sites

Park Site	Address	Destination Park (Yes/No)
Fremont Park (District 1, Canneth Lee)	1800 North Fremont St., South Bend, IN 46628	No
Muessel Grove Park (District 2, Henry Davis, Jr.)	1222 Wilber Street, South Bend, IN 46628	No
Southeast Park (District 3, Sharon McBride)	Wenger Street, South Bend, IN 46601	No
Howard Park / Event Center (District 4, Troy Warner)	219 S. St. Louis Blvd., South Bend, IN 46617	Yes
Coquillard Park (District 4, Troy Warner)	1235 Chalfant Street, South Bend, IN 46617	No
O'Brien Park (District 5, Eli Wax)	321 East Walter Street, South Bend, IN 46614	No
Phil St. Clair Park / Byers Softball Complex (District 6, Sheila Niezgodski)	1300 S Mayflower Road, South Bend, IN 46619	No

Table 2. Performance Bonuses

The City is considering offering performance bonuses to incentivize specific program outcomes. Below is a list of possible metrics that will be used to inform performance-based payments.

Possible Performance Metrics
Public Safety <ul style="list-style-type: none"> Reducing calls for Police services, incident reports, trespass notices Increasing feelings of safety for park goers and nearby residents/businesses
Welcomeness <ul style="list-style-type: none"> Increasing feelings of welcomeness for park goers and nearby residents/businesses Increasing foot traffic at Park sites Organizing special events

Proposal Instructions, Evaluation, and Timeline

The person/organization making a proposal shall submit a completed Proposal Form via email, mail, or [the linked online proposal form](#). Interested provider(s) can submit proposals for a single park or multiple parks listed in Table 1. Proposals must meet the minimum expectations as provided in the City’s Request for Proposals (RFP) in order to be considered. Proposals must be accompanied by a certified check or other evidence of financial responsibility. Exceptions to any requirements mentioned in this RFP must be clearly noted. Discussions will be conducted with responsible offerors who submit proposals determined to be reasonably susceptible of being selected for award. The City reserves the right to ask for additional documentation such as resumes, references, or work products during later stages of the process.

Information submitted will be scored based on factors outlined in the bulleted list below and will be graded by a review team made up of City staff. Proposal cost will not be a factor.

Criteria	Weight
Evening and weekend staffing and availability	25 points
Interview	20 points
Ability to work through January 2024 to November 2024	20 points

Relevant expertise and/or experience in public safety, outreach, and/or creating welcoming experiences for customers	
<ul style="list-style-type: none"> • Experience coordinating with law enforcement • Identification of familiarity with City programming at Park site(s) • Identification of familiarity with outreach strategies and/or community engagement • Qualifications in team management, performance management, and communications 	10 points
Description of plan to maintain public safety and follow public safety procedures at Park site(s)	10 points
Description of plan to initiate engagement with visitors at parks and increase feelings of safety and welcomeness	10 points
Professional References	10 points
Person/organization is located locally	5 points
Description of plan to conduct programming at Park site(s)	5 points
MBE/WBE status	5 points

The City must receive Proposal Forms by 11:59 p.m. EDT on December 1, 2023. Forms may be completed at [the linked online proposal form](#), or may be emailed to Maurice Scott, Director of Community Initiatives (msscott@southbendin.gov), or mailed to:

Howard Park Experience Lodge
 Attn: Maurice Scott
 301 S St. Louis Blvd
 South Bend, IN 46617

1st Publication: November 3, 2023
 2nd Publication: November 10, 2023
 Proposals Due: December 1, 2023

Direct URL to online proposal form:

<https://forms.office.com/Pages/ResponsePage.aspx?id=5fjdxv5706GYHhhsUkuwNrrR53mPJCg7ndcXwl385UOE1OOVdROTNVQjFPRIZNQIhBN09GMDRDOSQIQCN0PWcu>