

City of Springfield



Request for Proposals EMERGENCY SOLUTIONS GRANT (ESG) – HOUSING-FOCUSED STREET OUTREACH PROGRAM

FOR PERIOD MARCH 1, 2026 - JUNE 30, 2027

Proposals Due: January 21, 2026, 4:00 pm

Pre-Proposal Conference: January 12, 2026, 3:00 pm on Zoom

Register: <https://us02web.zoom.us/meeting/register/NQvxhnRsRf219lPrSyUjlg>

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Introduction and RFP Schedule

The City of Springfield is seeking a provider to operate a housing-focused homeless street outreach program during the period March 1, 2026 through June 30, 2027, with the potential for a one-year extension through June 30, 2028. The project will be funded with the City's Emergency Solutions Grant (ESG).

The amount of funds available for the initial 16-month grant period is \$197,000. The grant will be eligible for a one-year renewal of funds after the initial period.

SCHEDULE	
Event	Date
RFP Issued	January 5, 2026
Pre-Proposal Conference	January 12, 2026, 3 pm
Deadline to Submit Written Questions	January 14, 2026
Responses to Questions	January 16, 2026
Submission Deadline	January 21, 2026, 4 pm
Estimated Award Notification	Week of Feb. 2, 2026
Contract begins	March 1, 2026

Project Summary

Springfield estimates that 80-200 people are living unsheltered in the city at a point in time, with the higher number representing the size of the population during warmer months. The City coordinates with housing and service providers in an effort to connect these unsheltered people to housing and services.

The City of Springfield operates a small multidisciplinary outreach team that responds to unsheltered people in the City. The existing team consists of a civilian coordinator employed by the City of Springfield police department and clinical staff from Behavioral Health Network (BHN), and includes non-enforcement outreach by Springfield police officers. The primary goal of the outreach team is to engage people who are homeless with service and housing options.

The City of Springfield is the convenor and the lead agency for the Springfield-Hampden County Continuum of Care (CoC), which coordinates our community's response to homelessness. The CoC is launching a new Coordinated Access System in March 2026. The Coordinated Access system will provide a single shared point of entry for homeless people to services throughout Hampden County. It will use a single online system and common assessment to identify people in need, create housing and service plans, and make referrals to housing and services.

This solicitation seeks an additional partner to coordinate with the existing multi-disciplinary outreach team and to assist unsheltered people to enter the coordinated access system and be provided with effective services and referrals.

The selected provider is expected to provide housing-focused street outreach in coordination with the city's multi-disciplinary team, and will serve as an entry point to the CoC's Coordinated Access System for people who are unsheltered.

Scope of Work

Provider staff will conduct outreach to unsheltered people in outdoor locations and at places where unsheltered people go during the day, including drop-in centers such as the Bowen Center, the Living Room and Valor Recovery Center. Staff will engage people, building relationships and assessing interest in housing and services. Staff will collect intake and assessment information, and will coordinate with other members of the multi-disciplinary outreach team and the CoC to strategize engagement and referral options, and to prioritize unsheltered people for limited housing openings. Staff will provide assistance to unsheltered people to undertake tasks that are needed to access housing resources, including assistance in obtaining/replacing documentation such as birth certificates, social security cards, and identification documents. Staff will assist unsheltered people in accessing mainstream benefits, such as SNAP benefits, Emergency Assistance, and Social Security or Supplemental Security Income. Staff will refer people to health care and behavioral health care resources.

The selected provider should take a person-centered trauma-informed approach to the work. This may require flexibility in how and when outreach is undertaken, including the possibility of some outreach during non-regular work hours. Staff will be required to participate in CoC-provided training regarding housing-focused street outreach and motivational interviewing.

Staff will attend regularly-scheduled CoC case conferencing meetings and will be an active member of the CoC's Street Outreach Collaborative Group.

The project will enter data about people encountered during outreach into the CoC's Homeless Management Information System (HMIS).

The selected provider will be expected to provide outreach and engagement to a minimum of 80 people during the course of a calendar year.

Eligible Applicants

This opportunity is for non-profit organizations that will operate programs to serve people who are homeless. Faith-based organizations are eligible for programs that will serve all eligible beneficiaries without regard to religion. Applicants must demonstrate the financial management and programmatic expertise to successfully develop, design, implement and monitor the proposed activities.

Applicants must have a Unique Entity Identifier (UEI) in the SAM.gov system. Applicants may not have a significant history of non-compliance with prior grant funding requirements and may not be federally excluded and/or debarred from federal contracts. Applicants must satisfy any outstanding financial obligations to the City of Springfield in order to receive funding.

Eligible Costs

Grant funds under this opportunity may be used for costs of providing essential services necessary to reach out to unsheltered homeless people; connect them with emergency shelter, housing, or critical services; and provide urgent, nonfacility-based care to unsheltered homeless people who are unwilling or unable to access emergency shelter, housing, or an appropriate health facility.

The eligible costs and requirements for essential services consist of:

(1) **Engagement.** The costs of activities to locate, identify, and build relationships with unsheltered homeless people and engage them for the purpose of providing immediate support, intervention, and connections with homeless assistance programs and/or mainstream social services and housing programs. These activities consist of making an initial assessment of needs and eligibility; providing crisis counseling; addressing urgent physical needs, such as providing meals, blankets, clothes, or toiletries; and actively connecting and providing information and referrals to programs targeted to homeless people and mainstream social services and housing programs, including emergency shelter, transitional housing, community-based services, permanent supportive housing, and rapid re-housing programs. Eligible costs include the cell phone costs of outreach workers during the performance of these activities.

(2) **Case management.** The cost of assessing housing and service needs, arranging, coordinating, and monitoring the delivery of individualized services to meet the needs of the program participant. Eligible services and activities are as follows: using the centralized or coordinated assessment system; conducting the initial evaluation, including verifying and documenting eligibility; counseling; developing, securing and coordinating services; obtaining Federal, State, and local benefits; monitoring and evaluating program participant progress; providing information and referrals to other providers; and developing an individualized housing and service plan, including planning a path to permanent housing stability.

(3) **Transportation.** The transportation costs of travel by outreach workers, social workers, medical professionals, or other service providers are eligible, provided that this travel takes place during the

provision of services eligible under this section. The costs of transporting unsheltered people to emergency shelters or other service facilities are also eligible. These costs include the following:

- (i) The cost of a program participant's travel on public transportation;
- (ii) If service workers use their own vehicles, mileage allowance for service workers to visit program participants;
- (iii) The cost of purchasing or leasing a vehicle for the recipient or subrecipient in which staff transports program participants and/or staff serving program participants, and the cost of gas, insurance, taxes and maintenance for the vehicle; and
- (iv) The travel costs of recipient or subrecipient staff to accompany or assist program participants to use public transportation.

Staff and overhead costs for providing the services may be included as allowable expenses within the eligible funding categories. No general administrative costs may be charged to the grant.

ESG Program Requirements

Participation of Homeless Individuals Recipients of ESG funds must, to the maximum extent possible, involve, through employment, volunteer services or otherwise, homeless individuals and families in maintaining and operating facilities and in providing services. Recipients of ESG funds must provide for participation of at least one homeless individual or former homeless individual on the board of directors or other equivalent policymaking entity of such recipient, or, if this is not possible, must explain why it is not possible and what substitute methods will be used to secure meaningful participation in policymaking for the program.

Required HMIS Participation ESG recipients are required to provide client-level data to the City of Springfield's Homeless Management Information System (HMIS). The only exception to this requirement is for those organizations which have a primary purpose of serving victims of domestic violence. These organizations are excluded by HUD from HMIS participation. However, each such organization must provide and collect the HUD-required data elements in a system which will allow it to produce HUD-required data.

Participation in the Coordinated Access System ESG-funded recipients must use the CoC's Coordinated Access System. The recipient must work with the Continuum of Care to ensure the screening, assessment and referral of program participants are consistent with the CoC's standards.

Match Requirement

ESG funds have a mandatory dollar for dollar match requirement. For the initial 16-month grant period, the City of Springfield will meet the match requirement, so the applicant does not need to document match. If the applicant will seek renewal funds for the period beginning July 1, 2027, the applicant may be required to meet the match requirement for the extended period of the grant.

Pre-Proposal Conference and Written Questions

The City will hold a pre-proposal question-and-answer session on January 12, 2026 at 3 pm on Zoom. Registration is available at <https://us02web.zoom.us/meeting/register/NQvxhnRsRf219lPrSyUjlg>. Once registered, you will be sent a link for the session.

Questions regarding this RFP may be submitted in writing no later than January 14, 2026, to gmccafferty@springfieldcityhall.com. Responses will be posted on the [Office of Housing website](#) on or before January 16, 2026.

Application Process

The RFP is available for distribution starting January 5, 2026, 1600 E. Columbus Ave., Springfield, Monday through Friday, 8:15 a.m. to 4:30 p.m.

Proposals will be submitted online using the Cognito site; the application is available at: <https://www.cognitoforms.com/CityOfSpringfield1/ESGStreetOutreachFY26>

Applications which meet the minimum evaluation criteria will be evaluated by a review committee which will score applications based on the comparative evaluation criteria provided below.

The selected provider will be notified in early February 2026 and offered a contract with a start date of March 1, 2026. The selected grant recipient and the amount of the award will be posted on the [Office of Housing website](#).

Proposal Requirements and Evaluation of Proposals

Minimum Evaluation Criteria

1. Applicant is a non-profit organization.
2. Application is complete and is submitted on time.

Comparative Evaluation Criteria

1. **Experience**

Highly Advantageous: Applicant demonstrates experience working with homeless population and in conducting street outreach or otherwise working with the unsheltered population. Agency has previously received and successfully managed federal funding.

Advantageous: Applicant demonstrates experience working with homeless population but does not have direct experience providing services to the unsheltered population.

Not Advantageous: Applicant has general social services experiences but does not have experience working with the homeless population.

Unacceptable: Information provided is non-responsive.

2. Capacity

Highly Advantageous: Applicant provides evidence of strong organizational capacity through its audit/financial statement, Articles of Incorporation that identify a relevant mission, and a developed Board of Directors.

Advantageous: Applicant provides evidence of adequate organizational capacity through its audit/financial statement, Articles of Incorporation, and Board of Directors.

Not Advantageous: Applicant provides evidence of limited organizational capacity through its audit/financial statement, Articles of Incorporation, and Board of Directors.

Unacceptable: Information provided is non-responsive.

3. Project design

Highly Advantageous: Project design is highly responsive to needs identified in request for proposals and demonstrates that it will effectively serve unsheltered people, collaborate with the City's existing multi-disciplinary outreach team and the Continuum of Care, provide flexibility to respond to the needs of unsheltered individuals, and will be person-centered, trauma-informed, and housing focused.

Advantageous: Project design is responsive to needs identified in request for proposals, but lacks details or does not address all priorities included in the RFP.

Not Advantageous: Project design is not responsive to needs identified in request for proposals.

Unacceptable: Information provided is non-responsive.

4. Readiness to proceed

Highly Advantageous: Applicant demonstrates a clear readiness to proceed quickly: applicant will use existing staff or provides a complete and relevant job description and a plan to hire quickly; applicant's salary for the staff position(s) is competitive and likely to draw interested applicants; and applicant indicates a willingness to work quickly to start this program.

Advantageous: Applicant demonstrates a readiness to proceed quickly, but some aspects of its plan lack detail or do not meet standards that would enable the project to start quickly.

Not Advantageous: Applicant does not demonstrate readiness to proceed.

Unacceptable: Information provided is non-responsive.

5. Financial feasibility/budget:

Highly Advantageous: Proposal includes a budget with allowable and reasonable costs for the project scope.

Advantageous: Proposal budget is mostly clear and compliant but requires clarification and negotiation to be acceptable.

Not Advantageous: Proposal budget is unclear and/or includes clearly unallowable or unreasonable costs.

Unacceptable: Information provided is non-responsive.