Crisis Services seeking RFPs for:  
Design, Development and Implementation of a Donor Wall

December 17, 2021

Crisis Services is seeking sealed bid proposals for the design, development, and installation of a donor wall at Crisis Services, 100 River Rock Drive, Suite 300, Buffalo NY.

The Donor Wall will serve as a way to honor donations designated as general, memorial, honorarium, and legacy gifts. The Donor Wall will serve as a place to honor the work our Crisis First Responders provide to the community daily and the hope that we offer to those in a Mental Health, Suicide, and/or a Domestic and Sexual Violence crisis.

It is our hope that this space represents our efforts to break stigma in all areas of our work, and the hope that is shared as we deliver our un-relentless promise to the community through our vision and mission:

Mission & Vision

Mission Statement: We are a 24-hour comprehensive crisis center and community resource whose first responders provide support to anyone in need. We save lives by restoring safety, promoting emotional strength and reducing the impact of trauma through intervention, education, prevention and community collaboration.

Vision Statement: A community where people in crisis find safety, help and hope.

Tagline: This moment forward.

Goals of the Crisis Services Donor Wall

- Recognize and honor the donor family of Crisis Services
- Provide an opportunity for Tiered Giving
- Give unique and important space for honorarium and memorial giving
- Incorporate Crisis Services logo/ colors / branding palette
- Use the tag-line “This Moment Forward” in a creative multi-dimensional display
- Provide a space that is uplifting to the Crisis First Responders at our 24/7 Crisis Center
- Ensure the display is removable, moveable, and could be relocated if needed
- Provide on-going partnership for adding names to the display
SPECIFICATIONS DETAILS

● Interchangeable installation of annual donors – approximately 200 donors each year
  ○ Costs for adding of donor names and updates to be included in proposal
● Space available: 31 ft x 9 feet tall - entire wall space does not need to be utilized and can be agreed upon by Crisis Services and designer.
● Design and Implement a 3D display that incorporates Crisis Services Tag Line: “This Moment Forward”
● Use Crisis Services branding palette (below)
● Incorporate opportunities for Tiered Giving levels
● Provide plan for ongoing support for updating names of annual donors
● Seeking a vendor who is supportive of Crisis Services’ mission, and able to meet the financial and project needs to not exceed $5,000.00.
  ○ Proposal should include break down of costs for design, development, materials, installation

SUBMISSION REQUIREMENTS

● Vendors need to provide at least 3 customer references, and contact information for similar work
● Preliminary applications will include:
  ○ name and contact information for the Project Manager, along with credentials
  ○ Photos of previous / similar work
  ○ Timeline of design/development/implementaiton
  ○ Description of why vendor would want to support the project with Crisis Services
● No e-mail, telephone, fax or verbal quotations will be accepted. Please indicate Donor Wall RFP on your envelope or package. Crisis Services will acknowledge receipt of RFP via email. Crisis Services is not responsible for late, lost, misdirected, damaged, incomplete, illegible or postage-due mail.
● Final applications will include:
  ○ All of the items from the preliminary application
  ○ 2-3 color design submissions
  ○ Timeline of design, installation
  ○ Projected costs for ongoing update of donor names

TIMELINE

● December 17, 2021 Notice of RFP
  ○ Interested vendors must view online video that displays the space, a message from Crisis Services CEO, and information about the Donor Wall project
    ■ https://youtu.be/LfVJNtVo5Ak
● January 5th: 11:00a-11:30am Optional Zoom Q&A with Crisis Services team
  ○ Email Olivia Retallack to RSVP
● January 17, 2022 Preliminary RFPs due by 5:00pm
  ○ RFP should include:
    ■ Notice of interest, please include a statement of why you would be interested in partnering with Crisis Services for this project
    ■ Budget Outline
    ■ Samples of similar work
    ■ 2 references for Donor Wall projects
January 24, 2022 Pre-qualification determination - candidates notified
  ■ Final candidates will be invited to view the site in-person, given no changes are needed due to the ongoing COVID-19 pandemic

January 31, 2022 Final on-site review with pre-qualified vendors – invitation only to finalists

February 4, 2022 Final RFPs Due by 5:00pm
  ○ Final RFPs will include
    ■ 2-3 designs that include CS color palette
    ■ Final concepts to be discussed and approved by Crisis Services Committee
    ■ RFPs will include plan for maintaining and updating donor names
    ■ Timeline of project design, implementation, and suggested date for unveiling of May 2022

February 18, 2022 RFP Vendor selected
  ○ all candidates will be notified via email of awardee

Installation and completion / unveiling of wall for May 2022 during Mental Health Awareness Month

Value in our Partnership

We appreciate your time, talents, and consideration in this project! We will honor the work and mission of this project with an official unveiling in May 2022 to the community that will include social media outreach, a press release, spotlight on our website, and an invitation for our media partners to join us. The vendor will be promoted and tagged in the release.

Donor Wall RFP Contact

All questions should be directed to:
Olivia Retallack
Executive and Donor Manager
oretallack@crississervices.org
716-831-4442

RFPs should be mailed to:
Crisis Services
C/O: Olivia Retallack
100 River Rock Drive, Suite 300
Buffalo NY, 14207

Logo:

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Crisis Services' Color Palette:

- **PMS 307 C**
  - CMYK: 100/20/0/25
  - RGB: 0/107/166
  - HEX: #065BA6

- **PMS 2390 C**
  - CMYK: 84/31/4/8
  - RGB: 7/124/171
  - HEX: #066da6

- **PMS 7692 C**
  - CMYK: 98/51/1/25
  - RGB: 0/86/135
  - HEX: #005687

- **PMS 2188c**
  - CMYK: 100/43/0/55
  - RGB: 0/66/106
  - HEX: #0426A

- **PMS Black 6 C**
  - CMYK: 100/79/64/93
  - RGB: 16/24/32
  - HEX: #

- **PMS 7405 C**
  - CMYK: 0/12/100/1
  - RGB: 241/196/0
  - HEX: #F1C400

- **PMS 120 C**
  - CMYK: 0/5/66/0
  - RGB: 251/219/101
  - HEX: #FBDB65

- **PMS 601c**
  - CMYK: 2/0/49/0
  - RGB: 240/233/145
  - HEX: #F6E991

- **PMS Cool Gray 6 C**
  - CMYK: 33/24/20/2
  - RGB: 167/168/169
  - HEX: #A7A8A9

- **PMS Cool Gray 2 C**
  - CMYK: 10/10/8/0
  - RGB: 205/208/209
  - HEX: #D0D0CE

- **PMS White 000C**
  - CMYK: 0/0/0/0
  - RGB: 255/255/255
  - HEX: #FFFFFF