



Delegate Agency Solicitation #9725 (RFP)

CDGA DOH Housing Counseling Centers (HCC)

Specification Number:1278176

Required for use by: DEPARTMENT OF HOUSING

Bid/Proposal Submittal Date and Time: 12:00 PM Central Time, 28-SEP-2023

Deadline for Questions:

Buyer: BUDNIK, ALESSANDRA

Email Address: Alessandra.Budnik@cityofchicago.org

Phone Number: 3127444773

Pre-Solicitation Conference Date and Time: 11:00 AM Central Time, 14-SEP-2023

Pre-Solicitation Conference Location:

<https://us02web.zoom.us/j/81584554707?pwd=aWN0dE5xTnpmMEF3ejhsZ3F0L0NNUT09>

Passcode:0044551

Site Visit Date & Time: N/A

Site Visit Location: N/A

Please submit your response to:

<http://www.cityofchicago.org/eProcurement>
iSupplier vendor portal registration is required.
Allow 3 business days to complete registration.

BRANDON JOHNSON
MAYOR

James R. Horan
Acting Commissioner

Specification Number: 1278176

Type of Funding: FEDERAL

Title: CDGA DOH Housing Counseling Centers (HCC)

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1 Header Information

1.1 General Information

| | | | |
|--------------|--|------------|--|
| Title | CDGA DOH Housing Counseling Centers (HCC) | | |
| Description | CDGA DOH Housing Counseling Centers (HCC) | | |
| Preview Date | 08-SEP-2023 08:20:09 | Open Date | 08-SEP-2023 09:00:00 |
| Close Date | 12:00 PM Central Time, 28-SEP-2023 | Award Date | Not Specified |
| Time Zone | Central Time | Buyer | BUDNIK, ALESSANDRA |
| Quote Style | Blind | Email | Alessandra.Budnik@cityofchicago.org |
| Event | Delegate Agency | Outcome | Delegate Agency Blanket Agreement |

1.2 Terms

| | | | |
|------------------------------|---|------------------------------|---|
| Effective Start Date | Not Specified | Effective End Date | Not Specified |
| Ship-To Address | 021-2560 HOMEOWNERSHIP SERVICES 121 N LASALLE ST Chicago, IL 60602 United States | Bill-To Address | 021-2560 HOMEOWNERSHIP SERVICES 121 N LASALLE ST Chicago, IL 60602 United States |
| Payment Terms | IMMEDIATE | Carrier | |
| FOB | | Freight Terms | |
| Currency | USD (US Dollar) | Price Precision | Any |
| Total Agreement Amount (USD) | Not Specified | Minimum Release Amount (USD) | Not Specified |

1.3 Requirements

| Contact |
|--|
| First Name Provide your answer below |
| Last Name Provide your answer below |
| Telephone Number Provide your answer below |

| Contact |
|---|
| E-mail Address Provide your answer below |
| Contact Type Provide your answer below |
| Organization Information |
| Legal Organization Name Provide your answer below |
| Address Provide your answer below |
| City Provide your answer below |
| State Provide your answer below |

| Organization Information |
|--|
| Zip Provide your answer below |
| County Provide your answer below |
| Organization Telephone Number Provide your answer below |
| Federal Employer Identification Number Provide your answer below |
| Unique Entity Identification (UEI) Provide your answer below |
| Head of Agency Name Provide your answer below |

| Organization Information |
|--|
| Head of Agency Title Provide your answer below |
| Head of Agency Contact Telephone Provide your answer below |
| Head of Agency E-mail Contact Provide your answer below |
| Website Address Provide your answer below |
| Year Org. Established Provide your answer below |
| Did you attach the following in your Admin. section and label them accordingly? *Liability Insurance*Board Member Identification*IRS Determination Letter*SAM Certificate*Certificate of Good Standing*Bylaws and Articles of Incorporation*Financial Statement*Organizational Chart*Up-to-date Resumes*Quality Assurance or Control Procedures, if applicable*Resource List*Agency HUD Approval*HUD Certification for Housing Counselors*Counseling and Education Materials*Audit or review findings, if applicable Circle one from the response values below: Yes |

| |
|---|
| Organization Information |
| No |
| Organization Overview |
| What is your organization's mission statement, and how does it align with the Department of Housing's Mission, Vision, and Values? Provide your answer below |
| How does your organization prioritize housing equity for Chicagoans marginalized by race, ethnicity, immigration status, ability, sexual orientation, gender identity, arrest or conviction record, or income? Provide your answer below |
| How does your organization recruit and retain diverse staff who represent the clients they serve, including, but not limited to, those who have diverse racial and ethnic identities, abilities, sexual orientation, gender identity, and arrest or conviction records? Provide your answer below |
| What are the in-house services or programs provided by the agency? Please include the years the agency has been providing these services, the current demographics of the people receiving services, the geographic location(s) of the services or programs, and a summary of how these services or programs have benefited the community and people. Provide your answer below |
| How does your organization engage with the community? How do you listen to the community's or your client's needs to adjust your organization's services? Provide your answer below |
| Please describe how your organization incorporates equity inclusion in your approach to service delivery. |

| |
|--|
| <p>Organization Overview</p> <p>Please include relevant details of any cultural competency, trauma-informed, equity, justice, or inclusion training staff complete and how that training informs your organizational approach.</p> <p>.....</p> <p>Provide your answer below</p> |
| <p>Please attach your agency's organizational chart. The organization chart attached must include all staff positions working on or connected to the proposed program, including administrative and executive staff. Include the titles, overall years of experience in housing, social services, or equity-related work, and current annual salary.</p> <p>.....</p> <p>Provide your answer below</p> |
| <p>Auditing Requirements</p> <p>What is your agency's fiscal year? For example, January 1, 2023 through December 31, 2023.</p> <p>.....</p> <p>Provide your answer below</p> |
| <p>When do you intend to conduct an audit of this contract?</p> <p>.....</p> <p>Provide your answer below</p> |
| <p>Will your audit be annual or biennial (once every two years)?</p> <p>.....</p> <p>Circle one from the response values below: Annual Biennial</p> |
| <p>Does your agency anticipate receiving funding from any Federal or State agency for this program during 2024?</p> <p>.....</p> <p>Circle one from the response values below: No Yes</p> |
| <p>Please identify the Federal or State sources that will be funding your agency and the associated dollar values.</p> <p>.....</p> |

| |
|---|
| <p>Auditing Requirements</p> <p>Type Optional</p> <p>.....</p> <p>Provide your answer below</p> |
| <p>Please describe how your organization monitors program performance, collects data, and tracks and verifies outcomes. Include any internal quality control or assurance measures taken within your organization, the cadence, and the protocol for any internal finding because of monitoring. Your organization may upload your Quality Assurance or Quality Control procedures.</p> <p>.....</p> <p>Provide your answer below</p> |
| <p>Please describe how your organization will monitor program expenditures and ensure appropriate fiscal controls and records are in place.</p> <p>.....</p> <p>Provide your answer below</p> |
| <p>Additional Locations</p> <p>Does your organization have additional locations outside of the legal address?</p> <p>.....</p> <p>Circle one from the response values below:</p> <p>Yes</p> <p>No</p> |
| <p>Geographic Area(s) Served</p> <p>Please provide the street number for your site 1 address.</p> <p>.....</p> <p>Type Optional</p> <p>.....</p> <p>Provide your answer below</p> |
| <p>Please identify the street direction associated with your site street address.</p> <p>.....</p> <p>Type Optional</p> <p>.....</p> <p>Provide your answer below</p> |

| Geographic Area(s) Served |
|---|
| <p>Please provide the street name.</p> <p>.....</p> <p>Type Optional</p> <p>.....</p> <p>Provide your answer below</p> |
| <p>Please provide the city.</p> <p>.....</p> <p>Type Optional</p> <p>.....</p> <p>Provide your answer below</p> |
| <p>Please provide the zip code.</p> <p>.....</p> <p>Type Optional</p> <p>.....</p> <p>Provide your answer below</p> |
| <p>In which ward is this site located?</p> <p>.....</p> <p>Type Optional</p> <p>.....</p> <p>Provide your answer below</p> |
| <p>In which of the seventy-seven (77) community areas is this site located?</p> <p>.....</p> <p>Provide your answer below</p> |

| Geographic Area(s) Served |
|--|
| Please provide the street number for your site 2 address. Type Optional Provide your answer below |
| Please identify the street direction associated with your site 2 street address. Type Optional Circle one from the response values below: N. S. E. W. |
| Please provide the street name for site 2. Type Optional Provide your answer below |
| Please provide the city for site 2. Type Optional Provide your answer below |
| Please provide the zip code for site 2. Type Optional Provide your answer below |

| Geographic Area(s) Served |
|--|
| In which ward is site 2 located? Type Optional Provide your answer below |
| In which of the seventy-seven (77) community areas is site 2 located? Provide your answer below |
| Please provide the street number for your site 3 address. Type Optional Provide your answer below |
| Please identify the street direction associated with your site 3 street address. Type Optional Circle one from the response values below: N. S. E. W. |
| Please provide the street name for site 3. Type Optional Provide your answer below |
| Please provide the city for site 3. |

| Geographic Area(s) Served |
|--|
| Type Optional Provide your answer below |
| Please provide the zip code for site 3. Type Optional Provide your answer below |
| In which ward is site 3 located? Type Optional Provide your answer below |
| In which of the seventy-seven (77) community areas is site 3 located? Provide your answer below |
| Please provide the street number for your site 4 address. Provide your answer below |
| Please identify the street direction associated with your site 4 street address. Provide your answer below |

| Geographic Area(s) Served |
|---|
| <p>Please provide the street name for site 4. Provide your answer below</p> |
| <p>Please provide the city for site 4. Provide your answer below</p> |
| <p>Please provide the zip code for site 4. Provide your answer below</p> |
| <p>In which ward is site 4 located? Provide your answer below</p> |
| <p>In which of the seventy-seven (77) community areas is site 4 located? Provide your answer below</p> |
| <p>Service Provision</p> <p>The Housing Counseling Centers Program requires HUD-approved Housing Counseling Agencies to be directly approved by HUD or approved through a HUD-Intermediary. Attaching your most recent HUD Certification, please provide evidence of your organization's HUD approval. Describe how long your organization has been delivering housing counseling, how long you have been HUD-approved, and which of the outlined housing counseling activities from the RFP your organization intends to work on.</p> |

| Service Provision |
|---|
| Provide your answer below |
| The Housing Counseling Centers Program requires organizations to adhere to HUD's Housing Counseling Requirements, including the Housing Counseling Certification Final Rule and the HUD Housing Counseling Handbook 7610.1 REV-5. Please provide evidence of each Housing Counselor's HUD Certificate. Provide your answer below |
| The Housing Counseling Centers Program requires organizations to have been delivering housing counseling for the past 24 months. Discuss your organization's current housing counseling and education services. Include how your organization provides services and how outreach and marketing are conducted. Provide your answer below |
| The Housing Counseling Centers Program requires Homebuyer Education to be either an eight (8) hour group workshop or a combination of six (6) hours of group workshop and a two (2) hour individual counseling session. Please describe which Homebuyer Education model your organization uses. If both options are used, please provide the percentage receiving an eight (8) hour group workshop versus the six (6) hours of group workshop and a two (2) hour individual counseling session. Provide your answer below |
| Provide an outline and materials for the topics covered in the proposed group education and housing counseling activities. For the materials, attach a copy of the presentation materials used during the workshop (e.g., PowerPoint for your organization's Homebuyer Education). You may upload your organization's HUD-approved work plan detailing your organization's housing counseling process instead of an outline. Provide your answer below |

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| Service Provision |
| <p>The Housing Counseling Centers Program requires HUD-approved Housing Counseling Agencies to be organized, maintain accurate records and client files, and use a HUD-compliant system to report data. Describe the HUD-compliant client management system used for housing counseling and education services.</p> <p>.....</p> <p>Provide your answer below</p> |
| <p>The Housing Counseling Centers Program requires agencies to be in good standing, which includes not having a HUD-Certification revoked in the past five (5) years. Please describe any findings from any audit or review performed and explain what steps your organization took to cure those findings. If there have been no findings by any funder, please note this. Please attach a copy of any results or findings in the past five (5) years. This includes any HUD audit findings.</p> <p>.....</p> <p>Provide your answer below</p> |
| Strength of the Proposed Program (Program Summary) |
| <p>Please provide the title of your proposed program.</p> <p>.....</p> <p>Provide your answer below</p> |
| <p>Please describe the proposed program. The narrative should include the needs and issues addressed as well as the populations or communities that will be served and benefit from the proposed program. In addition, include what data, quantitative or qualitative, your organization uses to understand the community's needs. Describe the work to be completed in detail, including all the activities undertaken within the program, the expected goals and outcomes, the duration of the activities, and the years of experience your agency has had delivering a similar program.</p> <p>.....</p> <p>Provide your answer below</p> |
| <p>Please describe how the proposed program addresses a need or issue for Chicagoans marginalized by race, ethnicity, immigration status, ability, sexual orientation, gender identity, arrest or conviction record, or income. If the proposed program has been in operation for over 12 months, include the program outcomes for the past 12 months.</p> |

| |
|--|
| Strength of the Proposed Program (Program Summary) |
| <p>.....</p> <p>Provide your answer below</p> |
| <p>Please explain any barriers or challenges People with Disabilities or Limited-English Proficient individuals may face when receiving services under the proposed program. If there are no barriers or challenges, please describe your organization's policies and procedures contributing to having People with Disabilities and Limited-English Proficient individuals receive services under the proposed program.</p> <p>.....</p> <p>Provide your answer below</p> |
| <p>Please attach up-to-date resumes for the staff members working on or connected to the proposed program, including administrative and executive staff.</p> <p>.....</p> <p>Provide your answer below</p> |
| Organizational Capacity |
| <p>Please describe the number of HUD-certified Housing Counselors employed by your organization, their years of experience in housing counseling, and the date they obtained their HUD certification. In addition, include the retention rate of employees at your organization in the past two (2) years.</p> <p>.....</p> <p>Provide your answer below</p> |
| <p>Please describe a HUD-certified Housing Counselor's average time spent per client counseled, the average caseload per housing counselor, the average amount of counseling appointments per week, the average amount of workshop tarught per month, and the average wait time for a client to have an appointment with a HUD-certified housing counselor.</p> <p>.....</p> <p>Provide your answer below</p> |
| <p>Please describe how your organization leverages other non-HUD certified housing counselors to build</p> |

| |
|--|
| <p>Organizational Capacity</p> <p>capacity within your organization's housing counseling or education services. For example, you may include how your organization partners to deliver group education.</p> <p>.....</p> <p>Provide your answer below</p> |
| <p>Please describe who at your organization will be responsible for program management, quality assurance, and evaluation. Include how this person or persons ensure(s) that work being performed by the organization meets Housing Counseling Centers standards.</p> <p>.....</p> <p>Provide your answer below</p> |
| <p>The Housing Counseling Centers Program requires timely submission of monthly or quarterly reports, communication with City staff, and quality data submitted with the reports. Please describe how your organization completes reports and quality assurance measures and how your organization will ensure reports submitted to the City are accurate and on time.</p> <p>.....</p> <p>Provide your answer below</p> |
| <p>Program Quality and Impact</p> <p>Please describe how your organization collaborates with other public or private agencies that support or enhance resources for Chicagoans marginalized by race, ethnicity, immigration status, ability, sexual orientation, gender identity, arrest or conviction record, or income. If your organization maintains a comprehensive resource list, please include it as an attachment.</p> <p>.....</p> <p>Provide your answer below</p> |
| <p>Please describe how funding this proposed program either: 1) expands access and choice for residents, 2) protects residents' rights to quality homes that are affordable, safe, and healthy, 3) prioritizes housing equity for chicagoans marginalized by the criteria above, 4) is centered around social justice and collaborative decision-making.</p> <p>.....</p> <p>Provide your answer below</p> |

| Program Quality and Impact |
|--|
| <p>Please describe how your organization reaches clients or the public, enrolls them in your program, and retains them in the program. Provide an estimate of the number of clients served, and describe the anticipated demographics, including age, gender, ethnicity, income level, communities and other data necessary.</p> <p>.....</p> <p>Provide your answer below</p> |
| <p>Using these instructions, please complete and attach the Work-Program Form provided.</p> <p>.....</p> <p>Provide your answer below</p> |
| Reasonable Cost, Budget Justification and Leverage of Funds |
| <p>Requested Grant Amount</p> <p>.....</p> <p>Value Type Numeric Value only</p> <p>.....</p> <p>Provide your answer below</p> |
| <p>Please provide the total amount (including funding from other sources) that you plan to allocate to this program.</p> <p>.....</p> <p>Provide your answer below</p> |
| <p>Using these instructions, please complete and attach the budget forms provided.</p> <p>.....</p> <p>Provide your answer below</p> |

| |
|--|
| Reasonable Cost, Budget Justification and Leverage of Funds |
| <p>City Delegate Agency programs operate under a reimbursement model for eligible expenses. Please describe your financial capacity (cash flow) to expend funds prior to reimbursement.</p> <p>.....</p> <p>Provide your answer below</p> |
| <p>Please describe your plans to use other funding on this program. In this section, only describe funds that are secured. Provide the sources of funds, amount of funds, timeframe for receiving funds, and how these funds will be used.</p> <p>.....</p> <p>Provide your answer below</p> |
| <p>Please describe your plans to seek new funding to supplement City funding. Describe the sources you will apply, the amounts sought and the proposed use of those funds.</p> <p>.....</p> <p>Provide your answer below</p> |
| <p>Please describe your donated goods and services. Estimate the value of these services and describe how you arrived at these amounts.</p> <p>.....</p> <p>Provide your answer below</p> |
| <p>Please explain why you consider your program costs, including cost per unit, to be reasonable.</p> <p>.....</p> <p>Provide your answer below</p> |
| National Objective Narrative |
| <p>Did you read the HUD National Objective Narrative_LMC?</p> <p>.....</p> <p>Circle one from the response values below:</p> |

| |
|---|
| National Objective Narrative |
| Yes NO |
| City of Chicago Compliance Acknowledgement |
| Do you acknowledge the Compliance with Laws, Statutes, Ordinances and Executive Orders for the City of Chicago? Circle one from the response values below: Yes No |
| Conflict of Interest |
| Did you complete and attach the Conflict of Interest Questionnaire? Circle one from the response values below: Yes No |

1.4 Attachments

| Name | Data Type | Description |
|--------------------|-----------|-------------|
| ATTACHMENT 01: RFP | File | |

1.5 Response Rules

- Solicitation is restricted to invited suppliers
- Suppliers are allowed to respond to selected lines
- Suppliers are allowed to provide multiple responses
- Buyer may close the solicitation before the Close Date
- Buyer may manually extend the solicitation while it is open

2 Price Schedule

2.1 Line Information

Display Rank As **No indicator displayed**
 Ranking **Price Only**
 Cost Factors **None**

| Line | Item, Rev / Job | Target Quantity | Unit | Unit Price | Amount |
|------|--|-----------------|------|------------|--------|
| 1 | 0005 - Personnel | 1 | USD | | |
| 2 | 0044 - Fringe Benefits | 1 | USD | | |
| 3 | 0100 - Operating/Technical | 1 | USD | | |
| 4 | 0140 - Professional and Technical Services | 1 | USD | | |
| 5 | 0200 - Travel | 1 | USD | | |
| 6 | 0300 - Materials and Supplies | 1 | USD | | |
| 7 | 0400 - Equipment | 1 | USD | | |
| 8 | 0801 - Indirect | 1 | USD | | |
| 9 | 0999 - Other | 1 | USD | | |

2.2 Line Details

2.2.1 Line 1 0005 - Personnel

| | | | |
|------------------------------|----------------------|--------------------|----------------------|
| Category | 94855.DA. | Start Price (USD) | Not Specified |
| Shopping Category | Not Specified | Target Price (USD) | Not Specified |
| Minimum Release Amount (USD) | Not Specified | | |
| Estimated Total Amount (USD) | Not Specified | | |

2.2.2 Line 2 0044 - Fringe Benefits

| | | | |
|------------------------------|----------------------|--------------------|----------------------|
| Category | 94855.DA. | Start Price (USD) | Not Specified |
| Shopping Category | Not Specified | Target Price (USD) | Not Specified |
| Minimum Release Amount (USD) | Not Specified | | |
| Estimated Total Amount (USD) | Not Specified | | |

2.2.3 Line 3 0100 - Operating/Technical

| | | | |
|------------------------------|----------------------|--------------------|----------------------|
| Category | 94855.DA. | Start Price (USD) | Not Specified |
| Shopping Category | Not Specified | Target Price (USD) | Not Specified |
| Minimum Release Amount (USD) | Not Specified | | |
| Estimated Total Amount (USD) | Not Specified | | |

2.2.4 Line 4 0140 - Professional and Technical Services

| | | | |
|------------------------------|----------------------|--------------------|----------------------|
| Category | 94855.DA. | Start Price (USD) | Not Specified |
| Shopping Category | Not Specified | Target Price (USD) | Not Specified |
| Minimum Release Amount (USD) | Not Specified | | |
| Estimated Total Amount (USD) | Not Specified | | |

2.2.5 Line 5 0200 - Travel

| | | | |
|------------------------------|----------------------|--------------------|----------------------|
| Category | 94855.DA. | Start Price (USD) | Not Specified |
| Shopping Category | Not Specified | Target Price (USD) | Not Specified |
| Minimum Release Amount (USD) | Not Specified | | |
| Estimated Total Amount (USD) | Not Specified | | |

2.2.6 Line 6 0300 - Materials and Supplies

| | | | |
|------------------------------|----------------------|--------------------|----------------------|
| Category | 94855.DA. | Start Price (USD) | Not Specified |
| Shopping Category | Not Specified | Target Price (USD) | Not Specified |
| Minimum Release Amount (USD) | Not Specified | | |
| Estimated Total Amount (USD) | Not Specified | | |

2.2.7 Line 7 0400 - Equipment

| | | | |
|------------------------------|----------------------|--------------------|----------------------|
| Category | 94855.DA. | Start Price (USD) | Not Specified |
| Shopping Category | Not Specified | Target Price (USD) | Not Specified |
| Minimum Release Amount (USD) | Not Specified | | |
| Estimated Total Amount (USD) | Not Specified | | |

2.2.8 Line 8 0801 - Indirect

| | | | |
|------------------------------|----------------------|--------------------|----------------------|
| Category | 94855.DA. | Start Price (USD) | Not Specified |
| Shopping Category | Not Specified | Target Price (USD) | Not Specified |
| Minimum Release Amount (USD) | Not Specified | | |
| Estimated Total Amount (USD) | Not Specified | | |

2.2.9 Line 9 0999 - Other

| | | | |
|------------------------------|----------------------|--------------------|----------------------|
| Category | 94855.DA. | Start Price (USD) | Not Specified |
| Shopping Category | Not Specified | Target Price (USD) | Not Specified |
| Minimum Release Amount (USD) | Not Specified | | |
| Estimated Total Amount (USD) | Not Specified | | |

CITY OF CHICAGO



COMMUNITY DEVELOPMENT GRANT APPLICATION (CDGA)

FOR

Housing Counseling Centers (HCC)

RFQ# 9725

Issued by:

City of Chicago Department of Housing

APPLICATIONS MUST BE SUBMITTED VIA ePROCUREMENT ONLINE:

[HTTP://WWW.CITYOFCHICAGO.ORG/EPROCUREMENT](http://www.cityofchicago.org/eProcurement)

PAPER APPLICATIONS WILL NOT BE ACCEPTED

Questions concerning the RFP should be directed to:

Whitney Houston, Project Coordinator

Department of Housing

121 N. LaSalle Street, Room 1006

Chicago, IL 60602

DOHCommunityPrograms@cityofchicago.org

ABOUT THE DEPARTMENT OF HOUSING:

The Department of Housing is committed to expanding access and choice for residents and protecting their right to quality homes that are affordable, safe, and healthy. DOH prioritizes housing equity for Chicagoans who have been historically marginalized by race, ethnicity, citizenship, ability, sexual orientation, arrest or conviction record, or income. More information on our Mission, Vision, and Values is on our website at Chicago.gov/housing.

PROGRAM DESIGN:

DOH is seeking nonprofit HUD-Approved Housing Counseling Agencies to apply to the Housing Counseling Centers (HCC) Request for Funding Proposal (RFP) to support their existing Housing Counseling program. A delegate agency is a subgrantee selected by the City of Chicago through a competitive bid process to provide services under a program. A delegate agency is expected to provide comprehensive housing counseling and education. All housing counseling activity performed under HCC must be conducted by a HUD-Certified Housing Counseling, and all housing education must be approved by a HUD-Certified Housing Counselor. HUD-Certified means they have passed the HUD Certification Exam verified their employment through FHA Connection. Effective January 13, 2017, all Housing Counselors must be able to discuss the entire cycle of Homeownership, regardless of what counseling topic they seek, and must distribute HUD Home Inspection Materials to clients. See Housing Counseling Certification Final Rule for compliance deadlines and HUD Housing Counseling Handbook 7610.1 REV-5, Chapter 3-5 for housing counseling requirements.

Housing Counseling Centers must provide both education and counseling services in one or more of the following numbered topics.

1. Financial Management
2. Pre-Purchase
3. Post-Purchase
4. Foreclosure Avoidance
5. Tenancy
6. Condo Purchase

The respondents must indicate which counseling activity their organization will deliver and ensure their program meets HUD Housing Counseling Requirements and the City of Chicago's minimum standards. Additionally, the delegate agency under this category must network and participate in community meetings and outreach events sponsored by DOH or its affiliates.

1. **Financial Management** – Deliver Financial Counseling and Education on various topics, including Budget, Credit, Managing Assets, and Protecting Assets. A HUD-Certified Housing Counselor must conduct all Housing Counseling under this activity, and a HUD-Certified Housing Counselor must approve all education.
 - a. Counseling

- i. HUD-Certified Housing Counselor helps client improve financial health through personalize guidance on other financial topics separate from foreclosure prevention, post-purchase, and pre-purchase counseling.
- ii. Collects necessary baseline information and related financial documents from client to verify budget and debt levels.
- iii. Housing Counselors analyze clients' budget and financial situation to determine their available options related to their housing goal.
- iv. Housing Counselor develops a personalized action plan outlining clear steps client must take to achieve their housing related goal.
- v. Provides referrals for additional services as needed.
- vi. Delivered face-to-face, online or via telephone.

b. Education

- i. Group Education teaching clients' financial skills and knowledge on various topics such as: opening an account, reading a bank statement and other banking products, creating a budget, using credit, repairing credit.
- ii. Group education curriculum must be a minimum of 90 minutes.
- iii. Delivered in person or online.
- iv. Available to City of Chicago residents only.

c. Performance Measures

- i. The delegate agency must provide a minimum of 4 Financial Management workshops.
- ii. To make this program successful, ensure that 75% of financial counseling clients achieve their goal outlined in the action plan set by the housing counselor. Successful outcomes include, but are not limited to:
 - 1. Increasing household savings and or income
 - 2. Reducing household debt or expenses
 - 3. Accessing local, state, or federal resources improving their household's financial situation
 - 4. Establishing an account in traditional financial institutions
 - 5. Improving credit or access to credit
- iii. The delegate agency must submit demographic data for all reported clients in accordance with DOH standards.
- iv. The delegate agency must be able to provide documentation proving client workshop and/or counseling outcomes reported.

2. Pre-Purchase- Deliver Pre-Purchase Counseling and Education (i.e., First-Time Homebuyer Education) and possessing a strong knowledge of the entire homebuying process, including budgeting, credit, mortgage financing options, insurance requirements, inspections, home maintenance, fair housing, choosing a community, etc. A HUD-Certified Housing Counselor must conduct all Housing Counseling under this activity, and a HUD-Certified Housing Counselor must approve all education.

a. Pre-Purchase Counseling

- i. Collects necessary baseline information and related financial documents from client to verify budget and debt levels.
 - ii. Housing Counselor analyzes clients' budget and conducts a financial assessment to determine their available options as it relates to a home purchase.
 - iii. Housing Counselor develops a personalized action plan outlining clear steps client must take to achieve homeownership.
 - iv. Housing Counselor provides step-by-step guidance during any point of the homebuying process, from just starting the process to closing of the loan.
 - v. Provides referrals for additional services as needed and promotes existing DOH programs.
 - vi. Delivered face-to-face, online or via telephone.
 - b. Pre-Purchase Education (Homebuyer Education)
 - i. Provided in a group education setting which covers the entire cycle of the home buying process.
 - ii. Must be a minimum of 8 hours of group homebuyer education or six hours of homebuyer education plus 2 hours of individualized pre-purchase counseling.
 - 1. The delegate agency dividing the group education portion into different times must only report one workshop for every 8-hour or 6-hour group education session.
 - 2. The delegate agency is responsible to track completion rates.
 - iii. Covers topics related to the purchase of a home, including affordability, budget & credit, loan types, the lending process, how to shop for a home, the different types of homes and owning types, predatory loans and DOH programs.
 - iv. Allowed formats include in-person, web-based or using HUD-Approved platforms eHome America or Framework.
 - c. Performance Measures
 - i. The delegate agency must provide a minimum of 12 pre-purchase (homebuyer) education workshops.
 - ii. To make this program successful, the delegate agency must ensure that at least 75% of Pre-Purchase attendees complete the homebuyer education workshop, AND
 - iii. 50% pre-purchase attendees completing the homebuyer education workshop engage in a one-on-one counseling session AND
 - iv. 25% of one-on-one pre-purchase counseling clients become first-time homebuyers within the City of Chicago.
 - v. The delegate agency must submit demographic data for all reported clients in accordance with DOH standards.
 - vi. The delegate agency must be able to provide documentation proving client workshop and/or counseling outcomes reported.
3. Post-Purchase – Deliver Non-Delinquency Post-Purchase Counseling and Education and possess a strong knowledge of various topics impacting existing homeowners in Chicago. Counseling and education can include, but is not limited to Refinancing Options, Predatory Lending, Tax Exemptions, Homeowners Insurance, Probate, Estate, Wills, Energy Efficiency, Weatherization, Saving or Planning for Home Maintenance and Repairs, Reverse Mortgage and Financial

Management for Homeowners. Homeowners receiving post-purchase services must not be delinquent on their mortgage, property taxes, and insurance or at risk of becoming delinquent on their mortgage, property taxes, and insurance. A HUD-Certified Housing Counselor must conduct all Housing Counseling under this activity, and a HUD-Certified Housing Counselor must approve all education.

a. Post-Purchase Counseling

- i. Collects necessary baseline information and related financial documents from client to verify budget and debt levels.
- ii. Housing Counselors analyze non-delinquent clients' budget and financial situation to determine their available options as it relates to a homeownership.
- iii. Housing Counselor develops a personalized action plan outlining clear steps client must take to achieve or remedy their homeownership related goal.
- iv. Delivered face-to-face, online or via telephone.
- v. Available to City of Chicago residents only.

b. Post-Purchase Education

- i. Group education providing clients a variety of homeownership related topics including Refinancing Options, Predatory Lending, Tax Exemptions, Homeowners Insurance, Probate, Estate, Wills, Energy Efficiency, Weatherization, Home Maintenance and Repairs, Reverse Mortgage and Financial Management for Homeowners.
- ii. Group education curriculum must be a minimum of 90 minutes.
- iii. Delivered face-to-face, online or via telephone.
- iv. Available to City of Chicago residents only.

c. Performance Measures

- i. The delegate agency must provide a minimum of 4 post-purchase workshops.
- ii. 50% of post-purchase counseling clients are connected to local, state, or federal resources aiding in their housing related goal.
- iii. The delegate agency must submit demographic data for all reported clients in accordance with DOH standards.
- iv. The delegate agency must be able to provide documentation proving client workshop and/or counseling outcomes reported.

4. Foreclosure - Deliver Foreclosure Prevention Counseling and Education and possess a strong knowledge of various methods to help homeowners in Chicago avoid foreclosure. Counseling and education can include but are not limited to assisting homeowners in understanding all options available under loss mitigation, working with loan services to negotiate and obtain a resolution, guiding homeownership through non-retention options, and recovering from foreclosure. A HUD-Certified Housing Counselor must conduct all Housing Counseling under this activity, and a HUD-Certified Housing Counselor must approve all education.

a. Foreclosure Prevention Counseling

- i. Collects necessary baseline information and related financial documents from client to verify budget and debt level.

- ii. Housing Counselor analyzes clients' budget and conducts a financial assessment to determine available options which helps the homeowner avoid mortgage delinquency or foreclosure.
- iii. Housing Counselor develops a personalized action plan outlining clear steps client must take to achieve housing related goal.
- iv. Housing counselor guides client through the loss mitigation process, including connecting them to resources for non-retention options.
- v. When necessary, Housing Counselor helps by contacting lenders/ servicers directly to investigate available mortgage relief options and submits necessary documentation to the lender/ servicer to apply for available mortgage relief options.
- vi. Provides referrals for additional services as needed.
- vii. Delivered face-to-face, online or via telephone.
- viii. Available to City of Chicago residents only.

b. Foreclosure Education

- i. Group education providing clients an overall review of the loss mitigation process, different mortgage relief options, available resources in the area and/ or budgeting and credit to avoid delinquency.
- ii. Delivered in person or online.
- iii. Group education curriculum must be a minimum of 90 minutes.
- iv. Available to City of Chicago residents only.

c. Performance Measures

- i. To make this program successful DOH expects a minimum of 20% of homeowners seeking foreclosure counseling to obtain an outcome avoiding foreclosure.
 - 1. Secure loan modification (permanent or trial)
 - 2. Obtain mortgage reinstatement.
 - 3. Obtain short sale.
 - 4. List property for sale
 - 5. Obtain repayment plan.
 - 6. Obtain a forbearance.
 - 7. Obtain a Deed in Lieu.
 - 8. Obtain a short-payoff or refinance.
 - 9. Obtain a Partial Claim.
- ii. The delegate agency must submit demographic data for all reported clients in accordance with DOH standards.
- iii. The delegate agency must be able to provide documentation proving client workshop and/or counseling outcomes reported.

5. Tenancy – Deliver Rental Counseling and Education and possessing a strong knowledge of a variety of methods that can help existing tenants and prospective tenants in Chicago. Counseling and education can include but is not limited to helping clients identify an affordable unit, educate on renter's rights and responsibilities, and help the tenant sustain their rental unit. A HUD-Certified Housing Counselor must conduct all Housing Counseling under this activity, and a HUD-Certified Housing Counselor must approve all education.

- a. Rental Counseling
 - i. Collects necessary baseline information and related financial documents from client to verify budget and debt levels.
 - ii. Housing Counselors analyze client’s budget and financial situation to determine their available options as it relates to renting.
 - iii. Housing Counselor develops a personalized action plan outlining clear steps client must take to achieve or remedy their housing-related goal.
 - iv. As needed, Housing Counselor works with the client to determine if they are ready to rent and assists with understanding local, state, and federal requirements and programs. Additionally, housing counselor provides in-depth assistance to renter assisting in applying to any local, state, and federal programs.
 - v. As needed, Housing Counselor works with client to find an affordable unit or market rate unit.
 - vi. As needed, Housing Counselor provides in-depth support for existing renters facing eviction and connects them to support legal services.
 - vii. Housing Counselor assists clients understanding their rights and responsibilities, including, but not limited to
 - 1. Fair Notice Ordinance
 - 2. Eviction Support
 - 3. Residential Landlord and Tenant Ordinance (RLTO)
 - a. Landlord’s general duties
 - b. Landlords right of access
 - c. Security and prepaid rent
 - 4. Heat Ordinance
 - 5. Fair Housing
 - a. Local, State and Federal Requirements
 - b. Protected Classes
 - c. Submitting a Housing Discrimination Complaint
 - viii. Delivered face-to-face, online or via telephone.
 - ix. Available to City of Chicago residents only.
- b. Rental Education
 - i. Group education providing clients an overview of their rights and responsibilities, eviction matters, and local, state and or federal laws pertaining to renter. Housing Counseling Agency can also create specialized rental topics as new rental programs become available.
 - ii. Delivered in person or online.
 - iii. Available to City of Chicago residents only.
- c. Performance Measures
 - i. The delegate agency must provide a minimum of 4 rental counseling workshops.
 - ii. To make this program successful, ensure that 75% of rental counseling achieve their housing goal. Successful outcomes include, but are not limited to:
 - 1. Understanding their rights and responsibilities as tenants
 - 2. Obtaining a rental unit, whether an affordable unit or market rate unit
 - 3. Avoiding eviction
 - iii. The delegate agency must submit demographic data for all reported clients in accordance with DOH standards.

- iv. The delegate agency must be able to provide documentation proving client workshop and/or counseling outcomes reported.
6. **Condo Purchase**– Deliver Counseling and Education tailored explicitly for individuals seeking to purchase a condo in the City of Chicago. The delegate agency must possess a strong knowledge of various methods to help prospective buyers navigate the additional complexities of buying a condominium and its structure. Condo counseling and education must be separate workshops and activities from pre-purchase counseling and education. A HUD-Certified Housing Counselor must conduct all Housing Counseling under this activity, and a HUD-Certified Housing Counselor must approve all education.
- a. **Condo Counseling**
 - i. Collects necessary baseline information and related financial documents from client to verify budget and debt levels.
 - ii. Housing Counselors analyze client’s budget and financial situation to determine feasibility of purchasing a condo.
 - iii. Housing counselor provides in-depth, personalized guidance on the additional requirements for condominium owners, including homeowners’ association fees, special assessments, and consumer protections.
 - b. **Condo Education**
 - i. Group education providing clients an overall review of condominium homeownership related topics including, but not limited to:
 - 1. Governing Documents
 - 2. Condominium Rules and Regulations
 - 3. Financial Management
 - 4. Homeowner's Association (an "Association" or HOA)
 - 5. Election of Members of the Board of Directors
 - 6. Common Elements and Limited Common Elements
 - 7. Condominium Insurance
 - 8. Management Company versus Self-Managed Property
 - 9. Filing a Condominium Valuation Appeal
 - ii. Group education curriculum must be a minimum of 90 minutes.
 - iii. Delivered face-to-face, online or via telephone.
 - c. **Performance Measures**
 - i. The delegate agency must provide a minimum of 4 condo workshops.
 - ii. 25% of condo counseling clients purchase a condo.
 - iii. The delegate agency must submit demographic data for all reported clients in accordance with DOH standards.
 - iv. The delegate agency must be able to provide documentation proving client workshop and/or counseling outcomes reported.

PERFORMANCE MEASURES AND REPORTING REQUIREMENTS:

Under the Bureau of Community Engagement, Racial Equity, and Strategic Initiatives (CERESI), the delegate agency must provide requested data using a city-approved platform or alternate approved method to submit delegate agency reports. Required reports include sharing qualitative and quantitative data and information the City leverages to assess program impact every quarter. At the beginning of every program year, the delegate agency will meet with their assigned Program Managers to set performance goals and discuss expectations for the year. The delegate agency will be informed of the required reporting structure and must be able to provide data in a dynamic file type or an online platform. Dynamic file types typically include Excel, Word, Adobe, and PowerPoint.

Requested data will include, but is not limited to:

- # Of workshops, events, or classes
- # Of attendees at workshops, events, or classes
- # Of individuals or households receiving counseling services
- # Of HUD-Certified Housing Counselors
- # Of Non-HUD-Certified Housing Counselors
- Client Outcomes
- Thorough responses to narrative questions
- Performance Summary
- Program and or client files

In addition to the data outlined above, the delegate agency must also be following all local, state, and federal requirements governed by the funding source leveraged for the program. DOH reserves the right to determine the appropriate funding source or funding sources for each program.

Furthermore, the delegate agency is subject to an annual program audit, which includes monitoring program service delivery and process documents. This includes, but is not limited to, providing the following to DOH:

- Agency or Program Process Manual for Service Delivery
- Client Data collection procedures
- Policy on serving Limited English Proficient (LEP) Individuals
- Policy on serving People with Disabilities including reasonable accommodation process.
- Agency process for determining client satisfaction and program effectiveness.
- Program quality control and program oversight procedures
- Agency's referral and or resource list
- List of all Board Members with demographics (race, ethnicity, gender identity) and phone number or email address
- Agency Personnel, Record Retention, and Information Security Policy
- Non-Discrimination and Anti-Harassment Policy
- Procurement Procedure
- Signed contract agreement with subcontractors and/or consultants providing services.
- List of program staff up to date resumes
- Program staff timesheets

- Program files and or case files
- Group Education files
- Subcontractor agreements, if applicable
- Marketing, training, or program materials for client use

Any delegate agency that is not performing in accordance with DOH’s goals and expectations is subject to corrective measures including, but not limited to:

- Recurring check-ins with Program Manager
- Monthly reporting in lieu of quarterly reporting
- Written plan of action by delegate agency outlining steps for improvement
- Meeting between DOH and delegate agency Senior Leadership
- Award decrease or elimination
- Cure notice

REQUIRED FOR PROPOSAL CONTENT:

The respondent is advised to carefully review the Request for Proposals (RFP) instructions and adhere to all requirements. The respondent must provide all information requested, provide thorough responses, and submit all requested documents. The respondents applying to multiple RFPs must include all required documents requested of the RFP. Failure to fully comply may cause the submitted proposal to be categorized as non-compliant and subsequently have the rejection of the non-compliant proposal.

The City reserves the right to request clarification or additional information from the respondent during the evaluation and selection process. Any respondent that makes a material misrepresentation will be eliminated from further consideration. The City reserves the right to reject proposals for any of the following reason(s):

- Non-compliant proposals (e.g., required documents not uploaded).
- Respondent has DOH or other City Departments performance-related concerns in the past (5) five years.
- The deadline for submissions was missed.
- The proposal topic was not aligned with the requirements of the RFP.
- The budget was unrealistic in terms of the estimated requirements for the program.
- Respondents proposed staffing is insufficient to carry out the scope of the proposed program.
- Respondents proposed Work Program does not meet DOH Standards and or is unrealistic in terms of the requirements for the program.

AGENCY CRITERIA:

To be eligible, respondents must meet all the requirements outlined in this RFP, including the Application Review Criteria immediately following this section. Respondents must be a nonprofit 501(c)(3) organization with a proven track record of providing services to vulnerable Chicagoans and being deeply engaged in their community. The selected delegate agency must participate in DOH-CERESI led trainings focused on racial justice, climate resiliency, diversity, equity, and inclusion (DEI). Additionally, successful respondents will:

- Have a proven history of providing similar services to the communities they serve.
- Have adequate staffing levels to carry out the proposed activities, including any applicable program intakes, case management services, workshop management, program quality assurance, program evaluation and monitoring, and fiscal controls.
- Have adequate systems, internal processes, and procedures outlining:
 - Process Manual for Service Delivery Process and Policy assisting individuals with Limited English Proficient (LEP) and People with Disabilities (PWD).
 - Hiring, Recruitment, and Staff Training Plans by Human Resources or other responsible parties
 - Plan for continuity of services should responsible program staff change.
- Have the capacity to coordinate and network with other public or private agencies to support or enhance resources to target populations.
- Can carry out the services under the program within the allotted timeframe of one-year.
- Can work under a reimbursement model.
- The delegate agency must submit invoices to the city for payment.
- Have a competent Board of Directors and Staff responsive to the needs of the community or communities they are serving.

Current Delegate Agency: Respondents who have been a DOH delegate agency within the past five years is subject to additional evaluation. This includes disclosing information about your organization to the Evaluation Committee member(s) before scoring. Information and or documentation to be shared with the Evaluation Committee includes, but is not limited to:

- Review of current Year to Date (YTD) deliverables
- Review of historical performance and outcomes
- Review of any performance summary or summaries

APPLICATION REVIEW CRITERIA:

All proposals received by the deadline within the City's procurement system, iSupplier Portal, will undergo a technical review to determine whether all required components have been addressed and included. Only complete proposals will be considered by DOH, and a formal notice of rejection will be provided to the respondents submitting incomplete proposals. DOH reserves the right to waive minor irregularities across all submitted proposals. Minor irregularities include anything within the proposal that does not affect the quality of the proposed services or mandatory requirements. For example, spelling and grammatical errors may be classified as minor irregularities.

Additionally, DOH reserved the right to review the respondents' DOH-performance-related and performance-related concerns in other City Departments and remove from consideration respondents without a proven track record of effective program management.

Applications will be reviewed and scored using an Evaluation Committee comprised of members selected by DOH. Evaluation Committee members may include DOH Staff and those outside of DOH. Evaluation Committee members will be responsible for reviewing applications and supporting documents and any

additional information supplied by DOH Staff to score applications based on the selection criteria outlined below.

DOH will then tabulate all Evaluation Committee Scores and review any comments or concerns identified by Evaluation Committee members. Finally, DOH's Program Director and Managing Deputy Commissioner will work collaboratively to create the recommended delegate agencies in alignment with DOH's Mission, Vision, Values, CERESI goals, and Evaluation Committee scores and comments.

A recommendation of delegate agencies will be provided to The Commissioner. Upon review, the Commissioner may reject, deny, or recommend agencies that have applied based on previous performance or area need.

Proposals will be scored based on the following criteria, with 100 points being the maximum score:

| Selection Criteria | Points |
|---|---------------|
| <u>Strength of the Proposed Program (Program Summary)</u> | 25 |
| <u>Organizational Capacity</u> | 25 |
| <u>Program Quality and Impact</u> | 20 |
| <u>Reasonable Cost, budget justification and leverage of funds</u> | 20 |
| <u>Overall Response</u> | 10 |

Required Document: As part of the RFP submission process, the following documents must be uploaded in the Administrative Section and labeled accordingly.

1. Liability Insurance
2. Board Member Identification
3. IRS Determination Letter
4. SAM Certificate
5. Certificate of Good Standing
6. Bylaws and Articles of Incorporation
7. Financial Statement
8. Organizational Chart
9. Up-to-date resumes
10. Quality Assurance or Control procedures, if applicable.
11. Resource List
12. Work Program Form
13. Budget Forms
14. Agency HUD Approval
15. HUD Certification for Housing Counselors
16. Counseling and Education Materials
17. Audit or review findings, if applicable.

18. Conflict of Interest Questionnaire

BASIS OF AWARD:

DOH reserves the right to consider additional factors in the selection of delegate agencies to ensure program-level needs are met, including prioritizing organizations whose proposals demonstrate they have a strong track record serving people marginalized by race, ethnicity, citizenship, ability, sexual orientation, arrest or conviction record, or income. DOH may also factor in the organization's geographic location to ensure residents in all Chicago wards can be provided services through the entire delegate agency network.

The selection of delegate agencies will not be final until the city and the selected respondent have fully negotiated and executed a contract. The city assumes no liability for costs incurred in responding to this RFP or for costs by the respondent chosen in anticipation of a fully executed contract. Receipt of a final application does not commit the department to award a grant to pay any costs incurred in preparing an application. Furthermore, respondents' history of prior executed delegate agency contract with DOH is not a guarantee of continued funding under this RFP.

FUNDING FOR THE PROGRAM:

Funding for each contract executed under this RFP is subject to the availability of funds and their appropriation by the City Council of the City, State and/or Federal authorities, if applicable. No payments will be made or due to you under the terms of any contract executed under this RFP, beyond those amounts appropriated and budgeted by the City to fund payments under the terms of such contract. The City's obligations under such contract shall cease immediately, without penalty or further payment being required, if the City Council of the City, the Illinois General Assembly and/or federal funding source(s) fails to make an appropriation sufficient to fund terms of such contract.

The city reserves the right to use additional funding sources. For more information about the various rules and regulations that may govern the use of these funding sources, visit the specific web site referenced by each funding source.

- City of Chicago Local Funds
 - chicago.gov/budget
- U.S. Department of Housing and Urban Development (HUD): Community Development Block Grant (CDBG)
 - https://www.hud.gov/program_offices/comm_planning

For FY24, the anticipated award range is \$55,000.00 through \$225,000.00 and final awards are contingent on the appropriation and availability of funds from the various sources identified above. Also, the contract period is anticipated to start on January 1, 2024, through December 31, 2024, with no opportunity for an extension.

Funding Statistics for FY23: The following table contains the funding statistics for FY23, or January 1, 2023, through December 31, 2023.

| | |
|-----------------------|----------------------|
| Applications Received | 13 |
| Agencies Funded | 13 |
| Range of Funding | \$45,500 - \$247,267 |
| Total Funding | \$1,164,531 |

PROGRAM CONTACT:

| | |
|----------|--|
| Name: | Whitney Houston |
| Phone: | 312-744-4749 |
| Email: | DOHCommunityPrograms@cityofchicago.org |
| Website: | Chicago.gov/housing |

APPLICATION DUE DATE and PRE-PROPOSAL CONFERENCE

Applications will be due: September 28, 2023, 12:00 PM CST.

Late submissions will not be accepted.

A Pre-Proposal Zoom Conference will be held on September 14, 2023 from 11:00-1:00 CST.

Attendance is strongly encouraged.

THE e-PROCUREMENT SYSTEM

Proposals must be submitted via the online application. Emailed or faxed proposals will not be accepted. To complete an application for this RFP, applicants must have an account in the eProcurement/iSupplier system.

The Department of Procurement Services (DPS) manages the iSupplier registration process. All delegate agencies are required to register in the iSupplier portal at www.cityofchicago.org/eProcurement. All vendors must have a Federal Employer Identification Number (FEIN) and an IRS W9 for registration and confirmation of vendor business information.

- New Vendors must register at www.cityofchicago.org/eProcurement. Registration in iSupplier is the first step to ensuring your agency’s ability to conduct business with the City of Chicago. Please allow five to seven days for your registration to be processed.
- Existing Vendors – Must request an iSupplier invitation via email. Include your complete Company Name and City of Chicago Vendor/Supplier Number (found on the front page of your contract) in your email to customersupport@cityofchicago.org. You will then receive a response from DPS so you can complete the registration process. Please check your junk email folder if you have made a request and not heard back as many agencies have reported responses going their junk folder.

To receive training about all aspects of the eProcurement system, follow the link below. Training will cover eProcurement functions such as iSupplier registration and overview, responding to RFPs, creating invoices and reviewing / tracking payments.

Online training materials and videos can be found at:

<https://www.cityofchicago.org/city/en/depts/dps/isupplier/online-training-materials.html>. Respondents may also e-mail CustomerSupport@cityofchicago.org to receive more specific advice and troubleshooting.

INSURANCE REQUIREMENTS:

Respondents must provide and maintain at the Respondent's own expense, during the term of the Agreement and during the time period following expiration if the Respondent is required to return and perform any work, services or operations, the insurance coverages and requirements specified below, insuring all work, services, or operations related to this Agreement.

1) Workers Compensation and Employers Liability (Primary and Umbrella)

Workers Compensation Insurance, as prescribed by applicable law covering all employees who are to provide work, services or operations under this Agreement and Employers Liability coverage with limits of not less than \$500,000 each accident, \$500,000 disease-policy limit, and \$500,000 disease-each employee, or the full per occurrence limits of the policy, whichever is greater. Coverage must include but not be limited to, the following: other states endorsement, alternate employer and voluntary compensation endorsement, when applicable.

2) Commercial General Liability (Primary and Umbrella)

Commercial General Liability Insurance or equivalent must be maintained with limits of not less than \$1,000,000 per occurrence, or the full per occurrence limits of the policy, whichever is greater, for bodily injury, personal injury, and property damage liability. Coverages must include but not be limited to, the following, if applicable to the work, services, or operations performed: All premises and operations, products/completed operations (for the full statute of repose following project completion) or (for a minimum of two (2) years following project completion) explosion, collapse, underground, separation of insureds, mobile equipment, products and completed operations for food or beverages for consumption, food or beverage contamination, defense, contractual liability (not to include endorsement CG 21 39 or equivalent).

The City and other entities as required by City must be provided additional insured status with respect to liability arising out of Provider's work, services or operations performed on behalf of the City. The City's additional insured status must apply to liability and defense of suits arising out of Provider's acts or omissions, whether such liability is attributable to you or to the City on an additional insured endorsement form acceptable to the City. The full policy limits and scope of protection also will apply to the City as an additional insured, even if they exceed the City's minimum limits required herein. Provider's liability insurance must be primary without right of contribution by any other insurance or self-insurance maintained by or available to the City.

3) Automobile Liability (Primary and Umbrella)

When any motor vehicles (owned, non-owned and hired) are used in connection with work, services, or operations to be performed, Automobile Liability Insurance must be maintained with limits of not less than \$500,000 per occurrence, or the full per occurrence limits of the policy, whichever is greater, for bodily injury and property damage. Coverage must include but not be limited to, the following: ownership, maintenance, or use of any auto whether owned, leased, non-owned or hired used in the performance of the work or services. The City is to be named as an additional insured on a primary, non-contributory basis.

4) Professional Liability

When any architects, engineers, construction managers or other professional consultants perform work, services, or operations in connection with this Agreement, Professional Liability Insurance covering acts, errors, or omissions must be maintained with limits of not less than \$1,000,000. Coverage must include, but not be limited to, technology errors and omissions and pollution liability if environmental site assessments are conducted. When policies are renewed or replaced, the policy retroactive date must coincide with, or precede, start of work on this Agreement. A claims-made policy which is not renewed or replaced must have an extended reporting period of two (2) years.

5) Cyber Liability (Primary and Umbrella)

If any personally identifiable information (“PII”), protected health information (“PHI”) or payment card industry data (“PCI”) is collected and maintained by you, Cyber Liability must be maintained with limits of not less than \$1,000,000 for each occurrence or claim. Coverage must be sufficiently broad to respond to the duties and obligations as is undertaken by you in this Agreement and must include, but not be limited to, the following: invasion of privacy violations, information theft, release of private information, extortion and network security, breach response coverage and cost, regulatory liability including fines and penalties and credit monitoring expenses, denial or loss of service, unauthorized access to or use of computer systems, no exclusion/restriction for unencrypted portable devices/media may be on the policy and introduction, implantation, and/or spread of malicious software code and property damage liability in an amount sufficient to cover the full replacement value of damage to, alteration of, loss of, or destruction of electronic data and/or information property of the City that will be in your care, custody, or control must also be included. The City must be named as an indemnified party or additional insured. Should the City be named as an additional insured and the policy contains an insured vs insured exclusion, the exclusion must be amended and not be applicable to the City.

6) Additional Requirements

Evidence of Insurance. Provider must furnish to the City of Chicago, Department of Housing, 121 N. LaSalle Street, Room 1006, Chicago, IL 60602 certificates of insurance and additional insured endorsement, or other evidence of insurance, to be in force on the date of the Agreement, and renewal certificates of Insurance and additional insured endorsement, or such similar evidence, if the coverages have an expiration or renewal date occurring during the term of the Agreement. You must submit certificate of insurance, additional insured endorsements, or other evidence of insurance prior to execution of Agreement. The receipt of any certificate of insurance and additional insured endorsement does not constitute agreement by the City that the insurance requirements in this Agreement have been fully met

or that the insurance policies indicated on the certificate are in compliance with all requirements of Agreement. The failure of the City to obtain a certificate of insurance, additional insured endorsement or other evidence of insurance from you, your insurance broker(s) and/or insurer(s) will not be construed as a waiver by the City of any of the required insurance provisions. In addition, the City's receipt of, or failure to object to, a non-complying certificate of insurance, additional insured endorsement or other evidence of insurance from Provider, Provider's insurance broker(s) and/or insurer(s) will not be construed as a waiver by the City of any of the required insurance provisions. Provider must advise all insurers of this Agreement provisions regarding insurance. The City in no way warrants that the insurance required herein is sufficient to protect you for liabilities which may arise from or relate to this Agreement. The City reserves the right to obtain complete, certified copies of any required insurance policies at any time.

Failure to Maintain Insurance. Provider's failure to comply with required coverage and terms and conditions outlined herein will not limit Provider's liability or responsibility nor does it relieve Provider of Provider's obligation to provide insurance as specified in the Agreement. Nonfulfillment of the insurance conditions may constitute a violation of this Agreement, and the City retains the right to suspend this Agreement until proper evidence of insurance is provided, or this Agreement may be terminated.

Notice of Material Change, Cancellation or Non-Renewal. Provider must provide the City sixty (60) days prior written notice before any required insurance is substantially changed, canceled or non-renewed and ten (10) days prior written notice for non-payment of premium.

Deductibles and Self-Insured Retentions. Any deductibles or self-insured retentions on referenced insurance coverages must be borne by Provider.

Waiver of Subrogation. Provider hereby waives its rights and agrees to require its insurers to waive their rights of subrogation against the City under all required insurance herein for any loss arising from or relating to this Agreement. Provider agrees to obtain any endorsement that may be necessary to effect this waiver of subrogation, but this provision applies regardless of whether or not the City received a waiver of subrogation endorsement from your insurer(s).

Provider's Insurance Primary. All insurance required Provider under this Agreement must be endorsed to state that Provider's insurance policy is primary and not contributory with any insurance procured or maintained by the City.

No Limitation as to Provider's Liabilities. The coverages and limits furnished by Provider in no way limit or restricts Provider's liabilities and responsibilities specified within this Agreement or by law.

No Contribution by City. Any insurance or self-insurance programs maintained by the City do not contribute with insurance provided by Provider under this Agreement.

Insurance not Limited by Indemnification. The required insurance to be carried is not limited by any limitations expressed in the indemnification language in this Agreement or any limitation placed on the indemnity in this Agreement given as a matter of law.

Insurance and Limits Maintained. If Provider maintains higher limits and/or broader coverage than the minimums shown herein, the City is entitled to the higher limits and/or broader coverage.

Joint Venture or Limited Liability Company. If Provider is a joint venture or limited liability company, the insurance policies must name the joint venture or limited liability company as a Named Insured.

Other Insurance obtained by You. If Providers desires additional coverages, then Provider will be responsible for the acquisition and cost.

Insurance required of subcontractors. Provider must either name subcontractor(s) as a named insured(s) under Provider's insurance or require each subcontractor(s) to provide and maintain Commercial General Liability, Commercial Automobile Liability, Worker's Compensation and Employers Liability Insurance. The limits of coverage will be determined by Provider and may be subject to approval by the City. Provider must determine if subcontractor(s) must also provide any additional coverage or other coverage outlined in Section A, Insurance Required. Provider is responsible for ensuring that each subcontractor has named the City as an additional insured where required and name the City as an additional insured on an endorsement form at least as broad and acceptable to the City. Provider is also responsible for ensuring that each subcontractor has complied with the required coverage and terms and conditions outlined in this Section B, Additional Requirements. When requested by the City, Provider must provide to the City certificates of insurance and additional insured endorsements or other evidence of insurance from each subcontractor. The City reserves the right to obtain complete, certified copies of any required insurance policies at any time. Failure of the subcontractors to comply with required coverage and terms and conditions outlined herein will not limit Provider's liability or responsibility.

City's Right to Modify. Notwithstanding any provisions in the Agreement to the contrary, the City, Department of Finance, Risk Management Office maintains the right to modify, delete, alter or change these requirements.

CANCELLATION

The City reserves the right, at any time and in its sole and absolute discretion, to reject any or all submissions, or to withdraw the RFP without notice. In no event shall the City be liable to respondents for any cost or damages incurred by respondents, team members, consultants, or other interested parties in connection with the RFP process, including but not limited to any and all costs of preparing the preliminary cost budget, architectural drawings and renderings or other submitted materials, and participation in any conferences, oral presentations, or negotiations.

COMPLIANCE with LAWS, STATUTES, ORDINANCES and EXECUTIVE ORDERS:

Grant awards will not be final until the City and the respondent have fully negotiated and executed a grant agreement. All payments under grant agreements are subject to annual appropriation and availability of funds. The City assumes no liability for costs incurred in responding to this RFP or for costs incurred by the respondent in anticipation of a grant agreement. As a condition of a grant award, respondents must comply with the following and with each provision of the grant agreement:

1. Conflict of Interest Clause: No member of the governing body of the City of Chicago or other unit of government and no other officer, employee, or agent of the City of Chicago or other government unit who exercises any functions or responsibilities in connection with the carrying out of the project shall have any personal interest, direct or indirect, in the grant agreement.

The respondent covenants that he/she presently has no interest, and shall not acquire any interest, direct, or indirect, in the project to which the grant agreement pertains which would conflict in any manner or degree with the performance of his/her work hereunder. The respondent further covenants that in the performance of the grant agreement no person having any such interest shall be employed.

2. Governmental Ethics Ordinance, Chapter 2-156: All respondents agree to comply with the Governmental Ethics Ordinance, Chapter 2-156 which includes the following provisions: a) a representation by the respondent that he/she has not procured the grant agreement in violation of this order; and b) a provision that any grant agreement which the respondent has negotiated, entered into, or performed in violation of any of the provisions of this Ordinance shall be voidable by the City.
3. Selected respondents shall establish procedures and policies to promote a Drug-free Workplace. The selected respondent shall notify employees of its policy for maintaining a drug-free workplace, and the penalties that may be imposed for drug abuse violations occurring in the workplace. The selected respondent shall notify the City if any of its employees are convicted of a criminal offense in the workplace no later than ten days after such conviction.
4. Business Relationships with Elected Officials - Pursuant to Section 2-156-030(b) of the Municipal Code of Chicago, as amended (the "**Municipal Code**") it is illegal for any elected official of the City, or any person acting at the direction of such official, to contact, either orally or in writing, any other City official or employee with respect to any matter involving any person with whom the elected official has a business relationship, or to participate in any discussion in any City Council committee hearing or in any City Council meeting or to vote on any matter involving the person with whom an elected official has a business relationship. **Violation of Section 2-156-030(b) by any elected official with respect to the grant agreement shall be grounds for termination of the grant agreement.** The term business relationship is defined as set forth in Section 2-156-080 of the Municipal Code.

Section 2-156-080 defines a "business relationship" as any contractual or other private business dealing of an official, or his or her spouse or domestic partner, or of any entity in which an official or his or her spouse or domestic partner has a financial interest, with a person or entity which entitles an official to compensation or payment in the amount of \$2,500 or more in a calendar year; provided, however, a financial interest shall not include: (i) any ownership through purchase at fair market value or inheritance of less than one percent of the share of a corporation, or any corporate subsidiary, parent or affiliate thereof, regardless of the value of or dividends on such shares, if such shares are registered on a securities exchange pursuant to the

Securities Exchange Act of 1934, as amended; (ii) the authorized compensation paid to an official or employee for his office or employment; (iii) any economic benefit provided equally to all residents of the City; (iv) a time or demand deposit in a financial institution; or (v) an endowment or insurance policy or annuity contract purchased from an insurance company. A “contractual or other private business dealing” shall not include any employment relationship of an official’s spouse or domestic partner with an entity when such spouse or domestic partner has no discretion concerning or input relating to the relationship between that entity and the City.

5. Compliance with Federal, State of Illinois and City of Chicago regulations, ordinances, policies, procedures, rules, executive orders and requirements, including Disclosure of Ownership Interests Ordinance (Chapter 2-154 of the Municipal Code); the State of Illinois - Certification Affidavit Statute (Illinois Criminal Code); State Tax Delinquencies (65ILCS 5/11-42.1-1); Governmental Ethics Ordinance (Chapter 2-156 of the Municipal Code); Office of the Inspector General Ordinance (Chapter 2-56 of the Municipal Code); Child Support Arrearage Ordinance (Section 2-92-380 of the Municipal Code); and Landscape Ordinance (Chapters 32 and 194A of the Municipal Code).
6. If selected for grant award, respondents are required to (a) execute the Economic Disclosure Statement and Affidavit, and (b) indemnify the City as described in the grant agreement between the City and the successful respondents.
7. **Prohibition on Certain Contributions, Mayoral Executive Order 2011-4.** Neither you nor any person or entity who directly or indirectly has an ownership or beneficial interest in you of more than 7.5% ("**Owners**"), spouses and domestic partners of such Owners, your Subcontractors, any person or entity who directly or indirectly has an ownership or beneficial interest in any Subcontractor of more than 7.5% ("**Sub-owners**") and spouses and domestic partners of such Sub-owners (you and all the other preceding classes of persons and entities are together, the "**Identified Parties**"), shall make a contribution of any amount to the Mayor of the City of Chicago (the "**Mayor**") or to his political fundraising committee during (i) the bid or other solicitation process for the grant agreement or Other Contract, including while the grant agreement or Other Contract is executory, (ii) the term of the grant agreement or any Other Contract between City and you, and/or (iii) any period in which an extension of the grant agreement or Other Contract with the City is being sought or negotiated.

You represent and warrant that since the date of public advertisement of the specification, request for qualifications, request for proposals or request for information (or any combination of those requests) or, if not competitively procured, from the date the City approached you or the date you approached the City, as applicable, regarding the formulation of the grant agreement, no Identified Parties have made a contribution of any amount to the Mayor or to his political fundraising committee.

You shall not: (a) coerce, compel or intimidate your employees to make a contribution of any amount to the Mayor or to the Mayor’s political fundraising committee; (b) reimburse your

employees for a contribution of any amount made to the Mayor or to the Mayor's political fundraising committee; or (c) bundle or solicit others to bundle contributions to the Mayor or to his political fundraising committee.

The Identified Parties must not engage in any conduct whatsoever designed to intentionally violate this provision or Mayoral Executive Order No. 2011-4 or to entice, direct or solicit others to intentionally violate this provision or Mayoral Executive Order No. 2011-4.

Violation of, non-compliance with, misrepresentation with respect to, or breach of any covenant or warranty under this provision or violation of Mayoral Executive Order No. 2011-4 constitutes a breach and default under the grant agreement, and under any Other Contract for which no opportunity to cure will be granted. Such breach and default entitles the City to all remedies (including without limitation termination for default) under the grant agreement, under any Other Contract, at law and in equity. This provision amends any Other Contract and supersedes any inconsistent provision contained therein.

If you violate this provision or Mayoral Executive Order No. 2011-4 prior to award of the Agreement resulting from this specification, the Commissioner may reject your bid.

For purposes of this provision:

"Other Contract" means any agreement entered into between you and the City that is (i) formed under the authority of Municipal Code Ch. 2-92; (ii) for the purchase, sale or lease of real or personal property; or (iii) for materials, supplies, equipment or services which are approved and/or authorized by the City Council.

"Contribution" means a "political contribution" as defined in Municipal Code Ch. 2-156, as amended.

"Political fundraising committee" means a "political fundraising committee" as defined in Municipal Code Ch. 2-156, as amended.

8. (a) The City is subject to the June 24, 2011 "City of Chicago Hiring Plan" (the "2011 City Hiring Plan") entered in *Shakman v. Democratic Organization of Cook County*, Case No 69 C 2145 (United States District Court for the Northern District of Illinois). Among other things, the 2011 City Hiring Plan prohibits the City from hiring persons as governmental employees in non-exempt positions on the basis of political reasons or factors.

(b) You are aware that City policy prohibits City employees from directing any individual to apply for a position with you, either as an employee or as a subcontractor, and from directing you to hire an individual as an employee or as a subcontractor. Accordingly, you must follow your own hiring and contracting procedures, without being influenced by City employees. Any and all personnel provided by you under the grant agreement are employees or subcontractors of you, not employees of the City of Chicago. The grant agreement is not intended to and does not constitute, create, give rise to, or otherwise recognize an employer-employee relationship of any kind between the City and any personnel provided by you.

(c) You will not condition, base, or knowingly prejudice or affect any term or aspect of the

employment of any personnel provided under the grant agreement, or offer employment to any individual to provide services under the grant agreement, based upon or because of any political reason or factor, including, without limitation, any individual's political affiliation, membership in a political organization or party, political support or activity, political financial contributions, promises of such political support, activity or financial contributions, or such individual's political sponsorship or recommendation. For purposes of the grant agreement, a political organization or party is an identifiable group or entity that has as its primary purpose the support of or opposition to candidates for elected public office. Individual political activities are the activities of individual persons in support of or in opposition to political organizations or parties or candidates for elected public office.

(d) In the event of any communication to you by a City employee or City official in violation of paragraph (b) above, or advocating a violation of paragraph (c) above, you will, as soon as is reasonably practicable, report such communication to the Hiring Oversight Section of the City's Office of the Inspector General ("IGO Hiring Oversight"), and also to the head of the Department. You will also cooperate with any inquiries by IGO Hiring Oversight related to this Agreement.