Mission: "Working with community partners, we connect Chicago residents and families to resources that build stability, support their well-being, and empower them to thrive."

DFSS: CDGA RFP Process – Frequently Asked Questions

About our RFPs, selection criteria, and application process

What programs are you issuing RFPs for as part of this process?

DFSS Program Division	Program
Domestic Violence	Counseling Services for Victims of Domestic Violence
Domestic Violence	Legal Advocacy and Counseling Services for Victims of Domestic Violence
Domestic Violence	Legal Services for Victims of Domestic Violence
Domestic Violence	Multi-Disciplinary Team Services for Victims of Domestic Violence
Domestic Violence	Resource and Information Advocacy Services for Victims of Domestic Violence
Domestic Violence	Supervised Visitation and Safe Exchange for Domestic Violence
Homeless Services	Coordinated Entry
Homeless Services	Frequent Users Service Engagement (FUSE)
Homeless Services	Homeless Prevention Assistance Program
Homeless Services	Mobile Crisis Response and Shelter Referral
Homeless Services	Outreach, Engagement & Housing Navigation Services
Homeless Services	Permanent Housing with Short Term Supports
Homeless Services	Permanent Supportive Housing Support Services including Safe Havens
Homeless Services	Rapid Rehousing Program Coordinator
Homeless Services	Rental Assistance Program Manager
Homeless Services	Shelter
Homeless Services	Youth Intentional Housing Supports
Human Services	Emergency Food Assistance for At-Risk Populations
Human Services	Public Benefits Outreach and Enrollment
Human Services	Tax Prep Chicago
Senior Services	Intensive Case Advocacy and Support for At-Risk Seniors
Workforce Services	Community Re-Entry Support Centers
Workforce Services	Employment Preparation and Placement
Workforce Services	Industry-Specific Training and Placement
Workforce Services	Community Construction Training Program
Workforce Services	Transitional Jobs Program

What is the DFSS Strategic Framework?
The Chicago Department of Family and Support Services (DFSS) launched the Strategic Framework in early 2016 to transition our department to a more outcomes-oriented and data-driven approach for delivering services. At its heart, the Strategic Framework is about placing greater focus on the quality of services and client progress (outcomes), as opposed to the number of clients or units of service delivered (outputs). The City's Community Development Grant Application (CDGA) is DFSS' first opportunity to incorporate the Strategic Framework into our contracting and engage with the service provider community to improve outcomes in line with these goals. Outcomes-based decision-making is a shift happening in human services nationally and we have an opportunity to be at the forefront of this because we share a common commitment to improving the lives of vulnerable Chicagoans.

Why do your RFPs, selection criteria, and application questions look different than in previous years?
As part of our Strategic Framework efforts to set priorities and outcome goals for our work, DFSS wants to engage with our delegate agency partners in new ways to improve services and outcomes in line with our goals. Our RFPs look different because we want to use them as critical tools to ensure outcomes continue to be at the center of our work; communicate our priorities for and how we will track improvement; and share information about best practices, high-quality services, and the needs present in our community.

What changed about your RFPs this year?
We have added content to RFPs to ensure we clearly communicate desired outcome goals, target population, program requirements, key performance measures, and additional context for where the program is today and our priorities for the future.

What changed about selection criteria?
We assigned new category names and point values that reflect DFSS priorities and re-arranged, refined, and added selection criteria to reflect key concepts in human services (e.g. understanding of target population, evidence base). In particular, the category entitled "Program performance, outcomes, and quality" has been elevated with more points and new criteria about past performance, data collection and performance management capabilities, and use of data to improve services. We are also placing a greater emphasis on diversity and inclusivity within the organizations we fund. To that end, we have included criteria about applicants' commitment to ensuring their staff leadership and boards reflect and engage the diverse people and experiences of the communities served.

What changed about application questions?
To help us understand your work and make better decisions, we adjusted the application to ask more specific questions that are tailored to a human services context and our programs. We also added new questions that reflect DFSS' focus on evidence, best practices, and using data to improve. There are more questions than in previous applications, but questions are more specific, which should allow you to provide more concise responses. We recommend you take a fresh look at the application to make sure you can respond to these new concepts.

Are there limits on the length of my answers to application questions?
Yes. eProcurement has a 4,000 character limit in all text fields.

When can I start working on my application? When is my application due?
You can access application questions and begin to complete your application in the eProcurement system on April 16, 2018 at 9am. **Applications are due on May 31, 2018 at 12pm.**

How will my application be scored?
Applications will be read and scored on a 100 point system. Answers to questions will be assigned points based on the extent to which they align with selection criteria. DFSS may also consider geography, service array, language, and ability to serve specific sub-populations, in addition to division- or program-specific factors, to ensure a variety of needs can be met through delegate agency services.

If my agency is selected through the RFP process, how long will the contracts for services last?
Successful applicants will have the opportunity to sign contracts with the City for 2 years (January 1, 2019 – December 31, 2020).

You've mentioned outcomes, performance measurement, and using data to improve services a lot. How will that change the way we work together?
As part of our commitment to be more outcomes-oriented, we want to actively and regularly collaborate with our delegate agencies to monitor performance and track improvement over time. We will establish a clear plan for data collection, sharing data, and expectations for what this collaboration will look like (e.g. meetings, communications) in any resulting contract. Together, we can actively use data to improve results, spread best practices across the delegate community, and adjust program delivery. In the future, we also plan to use absolute and relative performance against key performance measures to inform funding decisions.

What if I have more questions?
We encourage you to participate in our divisions' webinars [please refer to this link for dates and times], when we'll go into more depth on our RFPs and answer questions. We will also post the webinar video along with other information and resources on the CDGA process. We also encourage you to reach out by email to the program contact listed at the end of each RFP.

About the eProcurement system
Do I have to submit my application using the new eProcurement system?
Yes. All agencies responding to CDGA RFPs must register and submit their information and applications in the new online purchasing system eProcurement (also known as iSupplier). Detailed guidance is included in the text of the RFP. We encourage you to **start early** since the system is new and may take additional time to navigate.

How do I register for the system?
The first step in the process is for applicants to register in iSupplier. Please allow 5-7 days for your registration to be processed. New vendors can register at www.cityofchicago.org/eProcurement. Existing vendors should request an iSupplier invitation via e-mail to eprocsupport@cityofchicago.org (please include your complete company name and City of Chicago Vendor/Supplier Number found on front page of your contract in your email. For questions on registration, contact eprocsupport@cityofchicago.org.

What resources are available to help me navigate the system?
You can find a set of online training materials (documents and videos) to help you navigate the system at https://www.cityofchicago.org/city/en/depts/dps/isupplier/online-training-materials.html. The City is also providing training for delegate agencies. The calendar of scheduled trainings is posted here (www.SignUpGenius.com/go/10C0B4CADAA23A1F94-eprocurement) and will be updated over time to accommodate the need for additional training. Please direct any questions about training or supports to OBMGMU@cityofchicago.org.

What if I want to submit multiple applications within the system?
Organizations that plan to submit more than one proposal to a specific RFP may do so by submitting each proposal by a separate, unique registered account user. Please refer to this handout for guidance: https://www.cityofchicago.org/content/dam/city/depts/dps/isupplier/training/Vendor_Create_New_Address_and_Contact.pdf.

Please check this link and follow us on twitter for the most up-to-date information.