



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.”

Request for Proposals Process

The Chicago Department of Family & Support Services (DFSS) is dedicated to supporting a continuum of coordinated services to enhance the lives of Chicago residents, particularly those most in need, from birth through the senior years. DFSS does this work by collaborating with over 380 delegate agencies to deliver services. Request for Proposals (RFPs) play a critical role in executing the work of DFSS. RFPs are issued by DFSS to invite local community organizations to apply to contract with us to provide services.

How RFPs work at DFSS

All RFPs are posted online at the Department of Procurement Services website found here: https://eprocurement.cityofchicago.org/OA_HTML/OA.jsp?OAFunc=PON_ABSTRACT_PAGE&PON_NEGOTIATION_STATUS=ACTIVE Aldermen, State and Federal elected officials, community partners, agencies and other potential applicants are also notified about the posting. RFPs are posted for at least two weeks, but typically four weeks. To apply, an agency must be registered through iSupplier.

Registering in iSupplier

All delegate agencies who would like to apply for an RFP must be registered in iSupplier. Information on how to register for iSupplier can be found on the Department of Procurement Services Website at: <https://www.cityofchicago.org/city/en/depts/dps/isupplier/online-training-materials.html> The iSupplier and eProcurement websites are managed by the Department of Procurement Services. Registration through iSupplier takes approximately three to five business days. Applicants should plan accordingly for this process. All matters around registering in iSupplier are handled by the Department of Procurement Services. We encourage delegate agencies to register in iSupplier at least 6 weeks before then plan to submit an application for an RFP.

Frequently asked questions and eProcurement instructions can also be accessed here:

<https://www.cityofchicago.org/city/en/depts/dps/isupplier/online-training-materials.html>

Technical and Programmatic Assistance for Applicants

When an RFP is released to the public, within two weeks the program manager will conduct a webinar to review the technical and programmatic requirements. Applicants also can submit questions to the program manager and RFP coordinator during the webinar. A link to register for webinar is listed in the RFP application. If an applicant is unable to attend the webinar, a link is emailed to anyone who downloads the RFP and is posted to the DFSS website at <https://www.cityofchicago.org/fss>.

Each RFP lists contact information for DFSS staff specifically tasked with providing programmatic and technical assistance. Emails and phone calls directed to DFSS are answered within 24 hours of receipt.

The Office of Budget and Management provides assistance for the eProcurement system and can be contacted at OBMGMU@cityofchicago.org. Each RFP also includes links to on-line training documents and videos with instructions for submitting proposals. There are also links to technical assistance concerning management to eProcurement website.

Submission Process and Late Applications

All applications must be submitted by 12 noon on the day of RFP due date. Late applications will not be accepted.

Application Review Process

Applications are reviewed by DFSS staff and external partners. Each proposal is evaluated based on the criteria listed in the RFP by multiple readers. Awards are made based on proposal scoring, funding availability, and community need.

Tips for Applying for an RFP

- Start early and don't wait until the due date to submit a proposal
- Read the RFP carefully
- Attend the webinar
- Submit any questions in writing to the program manager and RFP coordinator listed in the RFP
- Applications are due at 12 noon –late applications will not be accepted
- Submit complete and thorough applications
- Don't assume the RFP evaluator is familiar with your proposal
- Submit a realistic budget
- Highlight your program and the good work your agency does including organizational history in the community, evidence of program impact, and performance metrics
- The RFP process is competitive - put your best foot forward

Other reminders

While DFSS is one of the largest human service agencies in Chicago, we encourage delegate agencies to have diverse funding streams to help support program costs. Additionally, we are unable to enter into contracts with entities that are not in compliance with the State of Illinois Good Standing, the IRS or other requirements.

Conclusion

In conclusion, DFSS receives hundreds of proposals throughout the year. It is important for applications to be detailed, adhere to the program requirements and be submitted on-time. Without the RFP process and the 380 delegate agencies, DFSS could not do the work it does to serve Chicago residents.