**Please stand by, the webinar will begin shortly.**

# Department of Family and Support Services
## Hotel or Motel Room and Support Service Program RFP

**Release Date:** Thursday, November 18, 2021
**Due Date:** Thursday, December 16, 2021

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Department of Family
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# House Keeping

➢ Due to the volume of participants, everyone has been placed on mute.

➢ Please submit questions via the question box and we will respond to questions after going through the slides.

➢ Please use the question box to notify us of any technical issues.

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# Agenda

- ➢ Welcome and Introductions
- ➢ Purpose
- ➢ Background
- ➢ Information about the scope/program description
- ➢ Selection Criteria
- ➢ Timeline
- ➢ Technical Assistance for Applicants and eProcurement
- ➢ Questions

**CITY OF CHICAGO**

**REQUEST FOR PROPOSALS (RFP) FOR**
Hotel or Motel Room and Support Service Program
RFQ# 8359

**ISSUED BY:**
CITY OF CHICAGO DEPARTMENT OF FAMILY AND SUPPORT SERVICES

All proposals must be submitted via the eProcurement system.
http://www.cityofchicago.org/eprocurement
Questions concerning the RFP should be directed to:

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Director of Homeless Prevention, Policy and Planning
Department of Family and Support Services
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Chicago, Illinois 60622
312-746-8727
christine.riley@cityofchicago.org

LORI E. LIGHTFOOT
MAYOR

BRANDIE V. KNAZZE
COMMISSIONER

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# Purpose of the RFP

➢ The Department of Family and Support Services (DFSS) Homeless Services Division seeks applications from organizations to provide the service component as well the fiscal component of administering a Hotel or Motel Room and Support Service Program for individuals and couples experiencing homelessness.

➢ The Hotel or Motel Room and Support Service Program is a part of DFSS' response to the coronavirus pandemic and our winter contingency plan to provide warming options for our most vulnerable neighbors.

# Background

➢ Prior to COVID-19, the DFSS-supported shelter system operated ~3,300 beds.

➢ In response to the COVID-19 pandemic, DFSS worked with partners to set up alternate shelter facilities to decompress the existing shelter system to allow for safe social distancing.

➢ In March 2020, the City opened five alternate shelters with capacity to scale to 700 beds in large, congregate spaces.

➢ These alternate shelters were originally envisioned as disaster responses to the COVID-19 crisis, providing emergency housing to individuals experiencing homelessness.

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# Current State and Priorities for Improvement

➢    In response to COVID-19, congregate shelters worked with DFSS and public health partners to implement best practices in their facilities to keep residents and staff safe, such as installation of room dividers, bed dividers, plexiglass, and additional handwashing stations.

➢    With updated public health guidance, DFSS was able to bring back approximately 400 beds online in DFSS-supported shelters this summer.

➢    Shelters submitted plans to DFSS, informed by on-site consultation with health care partners, in early July which informed final numbers.

➢    This leaves a gap of approximately **300 beds** compared to pre-COVID levels.

# Goals

➢ The goal of the Hotel or Motel Room and Support Service Program is to support the continued decompression of the existing shelter system by managing hotel/motel rooms which would provide a safe, accessible place to stay for individuals and couples referred by outreach agencies or The Salvation Army who are seeking shelter during the winter months.

# Target Population

➢ Individuals and couples that are literally homeless (in accordance with the federal HEARTH definition) and are at high risk for COVID-19, with priority for people who are currently unsheltered. This includes:

- Older adults 65 years and older
- People of any age with serious underlying medical conditions
- Unsheltered
- Survivors of domestic violence (this subpopulation may include families)

Further details: https://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/index.html

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# Program Requirements

➢ **Hotel or Motel Site requirements:**

- ▪ Agency will need to secure agreement(s) with hotel/motel site(s)
  - • Blocks of rooms or clusters of rooms should be considered
  - • Facilities must be operated like shelter or scattered sites rooms

- ▪ Must apply for a minimum of 15 hotel or motel rooms

- ▪ Agency may pay for a hotel/motel directly or with a sub-contractor

- ▪ Funds can be used to pay for cleaning and repairs of rooms

- ▪ Facilities must be in the City of Chicago

- ▪ Use of hotel/motel facilities and non-guest space (for staff/case managers, etc.) is contingent upon agreements with hotel/motel vendors

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# Program Requirements Continued

➢ **Essential Services**:

- ▪ Agencies must provide case management services (on site or remote)

- ▪ Offer three meals per day

- ▪ Client supports (i.e., bus cards, hygiene kits)

- ▪ Coverage for blocks of rooms: 24/7 shelter staff coverage with daily room checks

- ▪ Coverage for scattered sites: on-call option with a minimum one time per week for visits

- ▪ Agency must accept referrals from The Salvation Army, outreach partners, or from the IL DV Hotline

# Anticipated term of contract

➢ DFSS anticipates awarding multiple awards resulting from this RFP depending on the size of their proposed program.

➢ This contract will operate on a reimbursement basis only. No advances will be given.

➢ The term of contract(s) executed under this RFP will be from January 1, 2022 – December 31, 2022, with up to two extensions, each not to exceed one year in length.

➢ DFSS currently has funding until September 2022, but if additional funding is available the contract can be extended. DFSS will only issue additional releases for funding if services are needed.  Funding will be awarded in 4–6-month increments.

# Anticipated term of contract

➢ **DFSS seeks agencies who can begin their hotel/motel voucher program on January 1, 2022.**

➢ **The term of contract(s) executed under this RFP will be from January 1, 2022 – December 31, 2022, with up to two extensions, each not to exceed one year in length.**

# Performance Goals and Outcomes

➢ DFSS seeks respondents with evidence of strong past performance against desired outcome goals. Performance indicators include:

- ▪ Percentage and number of households who exit shelter to permanent or more stable housing
- ▪ Average length of stay in shelter

➢ To monitor and recognize intermediate progress toward the above performance indicators, DFSS also intends to track output metrics that may include, but are not limited to:

- ▪ Percentage and number of households with complete CES assessments
- ▪ Bed utilization

# Selection Criteria – Strength of Proposed Program

➢ The Respondent demonstrates a clear understanding of the target population and their needs and challenges.

➢ The Respondent clearly defines services to be provided that are appropriate to addressing needs of and achieving desired outcomes for the target population.

➢ The Respondent demonstrates ability to implement public health guidance to protect clients and reduce spread of COVID-19.

➢ The Respondent's proposed program reflects the core values of Chicago's homeless services continuum including housing first approach, harm reduction, trauma informed care, reasonable accommodation and use of culturally competent, non-discriminatory, developmentally appropriate practices.

➢ The Respondent demonstrates the ability to coordinate with partners including hotel or motel management.

# Selection Criteria – Program Performance, Outcomes and Quality

➢ The Respondent demonstrates evidence of strong past performance against desired outcome goals and performance metrics and/or other notable accomplishments in providing services to the target population.

➢ The Respondent has the relevant systems and processes needed to gather and assess client feedback, and track and report performance on program outcomes including the use of HMIS where appropriate.

➢ The Respondent has the relevant systems and processes needed to collect and store key participant and performance data.

# Selection Criteria - Organizational Capacity

- The Respondent demonstrates ability to scale staffing and assume operations on the proposed timeline.
- The Respondent has qualified staff responsible for program oversight and management as further evidenced by its human resources policies and procedures and ability to hire in a timely manner.
- The Respondent has adequate systems and processes to support monitoring program expenditures and fiscal controls.
- The Respondent has expertise working with the target population and has relevant capabilities and/or infrastructure needed to serve this group.
- The Respondent's organization reflects and engages the diverse people of the communities it serves.

# Selection Criteria – Reasonable costs, budget justification, and leverage of funds

➢ The Respondent has the fiscal capacity to implement the proposed program.

➢ The Respondent has a system for tracking program expenditures and vouchers.

➢ The Respondent leverages in-kind contributions to support total program and administrative cost.

➢ The Respondent demonstrates reasonable implementation costs and funding requests relative to its financial and human resources. The proposed budget supports the proposed scope of work or work plan.

# Selection Criteria - Attachments

➢ You must attach any reports, studies or other documentation that show performance toward reaching the program goals, demonstrate results and accomplishments as well as the resumes for key staff that are overseeing the program.

➢ You must attach your organization's budget for this program.

# Budgets

➤ The term of contract(s) executed under this RFP will be from January 1, 2022 – December 31, 2022, with up to two extensions, each not to exceed one year in length

➤ DFSS anticipates awarding multiple awards resulting from this RFP depending on the size of their proposed program

➤ The minimum anticipated funding for the Hotel or Motel Program is $1,800,000.

➤ Administrative costs will be capped at 10 percent, or the agencies federally approved indirect rate if applicable per application.

➤ Please submit a budget for **nine months** of services.

➤ Cost category definitions are attached as Budget instructions in every RFP

➤ Be thoughtful and inclusive when developing your budget. Apply for your program's actual costs.

➤ Use the reasonable costs question on the application to discuss how you determined the costs reflected in the budget.

# Budgets or Cost Proposals – Common Errors

Common mistakes we see on budgets are:

➤ Fringes – check your calculations.

➤ Supplies – these are frequently under or over budgeted for.

➤ Put your budget in the appropriate column.

➤ Show your match!

# Selection and Transition Timeline

➢ **Pre-proposal webinar –** Tuesday, November 23, 2021, from 10:00 a.m. -11:30 a.m.

➢ **Applications due –** Thursday, December 16, 2021, at Noon

➢ **Program period begins –** January 1, 2022

# Deadline

**Applications are due on <span style="color:red">Thursday, December 16th, 2021,</span> at 12:00 noon**

# Application Tips

## Start Early!!

- If you have never done business with the City of Chicago, register into iSupplier/eProcurement ASAP.

- Review RFP narratives and application questions closely. Remember they align with the scope and selection criteria. Use the information in the RFP for guidance in formulating your answers.

- Carefully review the selection criteria.

- There is a 4,000 character limit which includes punctuation and spaces. Each response is allotted 4,000 characters.

- eProcurement works best with the Internet Explorer browser.

- Do not use the back button on your browser.

## Save Often!!

# Tips for Working in eProcurement

➢ You can "submit" your application and later amend it up until the due date DECEMBER 16, 2021, at 12:00 noon.

➢ Avoid the rush and possible mishaps by submitting early. Plan on submission taking 30-60 minutes.

➢ Late applications will not be accepted.

➢ Make use of the eProcurement hotline for help at 312-744-4357 (HELP).

➢ **Please note that the hotline operates during business hours only, Monday-Friday 9-5.**

## Save often, submit early!

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# New Agency Requirements

➤ 1)Provide Articles of Incorporation and any Amended Articles of Incorporation.

➤ 2) IRS Affirmation Letter – for not-for-profit agencies only.  This letter must be dated within sixty (60) days of submittal.  You can obtain this by calling the IRS directly at 1-877-829-5500.  If you are a for-profit agency, submit your original letter from the IRS showing your FEIN number.

➤ 3)DUNS Number.

➤ 4) Central Contractor Registration (CCR) – Provide a copy of the Entity Overview Page on the www.sam.gov website.

➤ 5) Certificate of Good Standing Letter with the State of Illinois.

# Technical Assistance!

➤ On the DFSS web page is a link to the RFP of interest and training documents. See "Alerts" Section on our website.

➤ For Questions on Registration and eProcurement Technical Assistance for Delegate Agencies –

CustomerSupport@cityofchicago.org
or
call 312-744-HELP (4357)

➤ Training Materials (Documents and Videos) – https://www.cityofchicago.org/city/en/depts/dps/isupplier/online-training-materials.html

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# How to accept an amendment

# How to accept an amendment – Step 1

➢ The RFP you are interested in has been amended. In order to start an application , you will need to acknowledge and accept the amendment first in order to start your application. (Please not that the RFP shown in this and subsequent slides is an example). To accept the amendment, click on "View Amendment History".

➢ **If** the RFP has not been amended (yet), select "Create Quote" from the drop-down menu in the "Actions" box and click on "Go". This will take you to the application page, where you can get started.

# How to accept an amendment – Step 2

➢ To begin the acceptance and acknowledgment process, to open the RFP in view only, click on the Document number (1) To review the amended changes to the RFP, click on the infinity or eyeglass icon (2) To acknowledge receipt and understanding of these changes and proceed, click on the "Acknowledge Amendments" button (3).

➢ By acknowledging the amendment, you are indicating that you are aware of the changes made to the RFP in the amendment.
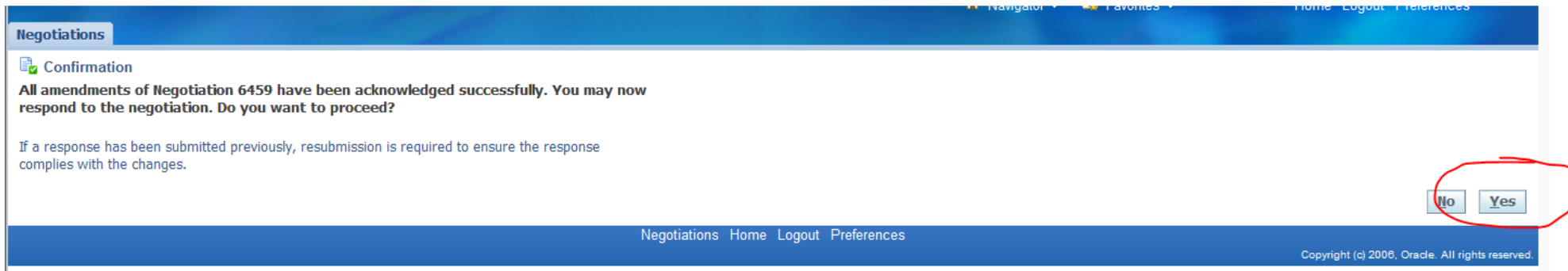
# How to accept an amendment – Step 3

➢ When you get to this screen, click on the "I accept…" check box and then click on "Acknowledge"

# How to accept an amendment – Step 4

➢ Click on "Yes" to indicate that you confirm your acknowledgement of the amendment.

# How to accept an amendment – Step 5

➢ Finally, (1) click on the checkbox that you accept the terms and conditions and then (2) click on "Accept" to accept them.

➢ This is the final step in acknowledging and accepting the amendment.

# How to submit an application

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# How to submit an application - Step 1

➢ When you are ready to submit, start by saving your draft one last time. Then click Continue.

# How to submit an application - Step 2

➢ If you are missing information, you will be given an error message on the top of the page.

# How to submit an application - Step 3

➢ Usually the error messages direct to something left undone in the application.

➢ In the last example, the error message indicated that the lines (found under the lines tab) had not been filled out.
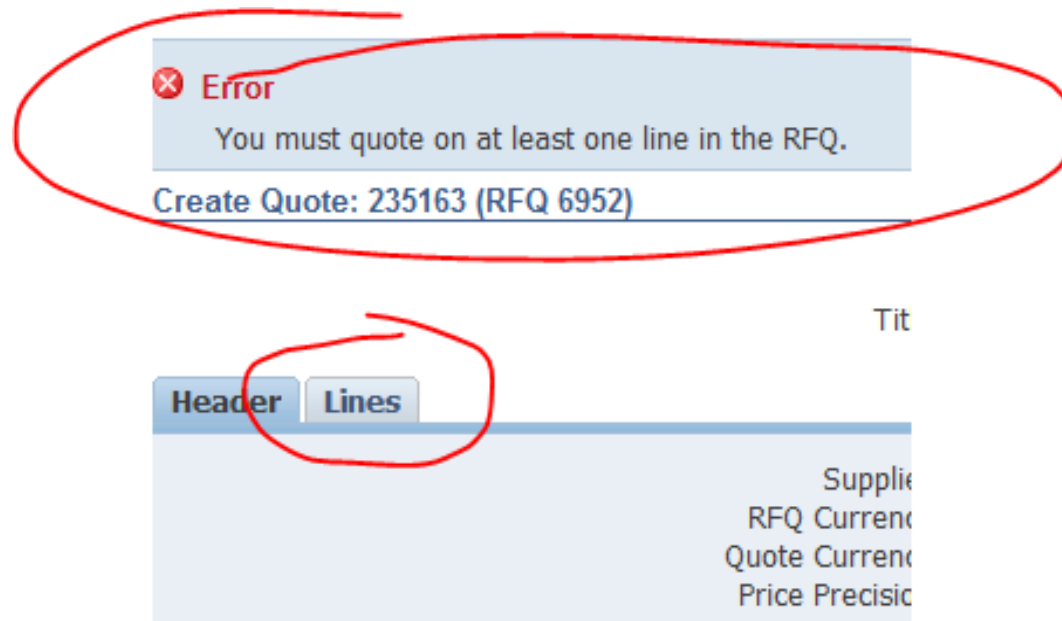
# How to submit an application - Step 4

➢ In this example, the error is about an unanswered question in the application (or Requirements section). The Quote Value refers to your (in this case, missing) answer.

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# How to submit an application - Step 5

➢ Once your application is free from errors, you are ready to proceed and submit! At this point, clicking "Continue" should put your application into the "Review and Submit" phase.

# How to submit an application - Step 6

➢ This is your last chance to review all your data and confirm that it is accurate. Check your attachments and scroll to the bottom of the screen to see all your responses.

**Header**

| | | |
|---|---|---|
| Title | **Chicago Early Learning Community-Based Programs RFP #2** | |
| Supplier | **Claridigm Inc** | |
| RFQ Currency | **USD** | |
| Quote Currency | **USD** | |
| Price Precision | **Any** | |

| | |
|---|---|
| Time Left | **20 days 3 hours** |
| Close Date | **15-Jul-2019 12:00:00** |
| Quote Valid Until | |
| Reference Number | |
| Note to Buyer | |

**Attachments**

| Title | Type | Description | Category | Last Updated By | Last Updated | Usage | Update | Delete |
|---|---|---|---|---|---|---|---|---|
| No results found. | | | | | | | | |

**Requirements**

Show All Details | Hide All Details

**Details Section**

⊟ Hide  Contact Information

| Requirement | Target Value | Quote Value |
|---|---|---|
| First Name | | John |
| Last Name | | Chicago |
| Telephone | | 864-855-9999 |
| E-mail Address | | TheBestAgency@childcare.com |
| Contact Type | | Email Applicant |

⊟ Hide  Organization Information

| Requirement | Target Value | Quote Value |
|---|---|---|
| Legal Organization Name | | Super Leaders Academy Nation |
| Address | | 18555 E. 32nd St |
| City | | Chicago |
| State | | IL |
| Zip | | 60699 |
| Telephone Number | | 845-251-XXXX |
| Federal Employer Identification Number | | 84-992289 |
| DUNS Number | | 92-8992-5110 |
| Head of Agency Name | | Jane Doe |
| Head of Agency Title | | Executive Director |
| Head of Agency Contact Telephone | | 845-251-XXXX |
| Head of Agency E-mail Contact | | JaneDoe@superLeadersAcademy.com |
| Chief Finance Officer Name | | Terry Doe Jr. |
| Chief Finance Officer Title | | Finance Officer |
| Chief Finance Officer Telephone | | 845-251-XXXX |
| Chief Finance Officer E-mail | | terrdoe@superLeadersAcademy.com |
| Website Address | | NA |
| Year Org. Established | | 2008 |
| Did you attach the following in your Admin. section? *Liability Insurance *Board Member Identification *IRS Determination Letter *SAM Certificate *Certificate of Good Standing *Bylaws and Articles of Incorporation *Financial Statement | | Yes |

⊞ Show  Geographic Area(s) Served

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# How to submit an application - Step 7

➤ At the bottom of the screen you will be asked to provide an electronic signature. Be sure to fill in the signature before checking the box!

| | | | | | |
|---|---|---|---|---|---|
| ○ 10 00 FF - Admin - T... | | 20,000.00 | USD | 1 | 20,000.00 |
| ○ 11 0100 - Admin - Op... | | 7,400.00 | USD | 1 | 7,400.00 |
| ○ 12 0140 - Admin - Pr... | | 25,000.00 | USD | 1 | 25,000.00 |
| ○ 13 0200 - Admin - Tr... | | 1,500.00 | USD | 1 | 1,500.00 |
| ○ 14 0300 - Admin - Ma... | | 6,000.00 | USD | 1 | 6,000.00 |
| ○ 15 0400 - Admin - Eq... | | 1.00 | USD | 1 | 1.00 |
| ○ 16 0801 - Admin - In... | | 1.00 | USD | 1 | 1.00 |
| ○ 17 0999 - Admin - Ot... | | 2,500.00 | USD | 1 | 2,500.00 |
| ○ 18 1240 - Program - ... | | 19,500.00 | USD | 1 | 19,500.00 |

**Line 1: 0005 - Program - Personnel**

**Notes**

Note to Buyer

**Attachments**

| Title | Type | Description | Category | Last Updated By | Last Updated | Usage | Update |
|---|---|---|---|---|---|---|---|
| No results found. | | | | | | | |

**Electronic Signature**

* ☑ By submitting a bid/proposal/application and inputting his/her name and title, the person signing below certifies that he/she is authorized to submit this bid/proposal/application on behalf of the submitting party and warrants that all certifications and statements contained in the bid/proposal/application are true, accurate and complete as of the date furnished to the City. The person signing below understands that this submission will be binding on the submitting party.

* Name: KMA

* Title: President Test

* Indicates required fields. Before submitting the response please enter Name and Title and accept the disclaimer by checking the box above.

Cancel | Back | Validate | Save Draft | Printable Vi...

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# How to submit an application - Step 8

➤ Then click "**Submit**".

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Applicant Webinar**

# How to submit an application - Step 9

➢ Make sure that you see this submittal confirmation screen. The eProcurement system will send a confirmation email within 24 hours of your submission. Please call or email me if you desire confirmation prior to then.
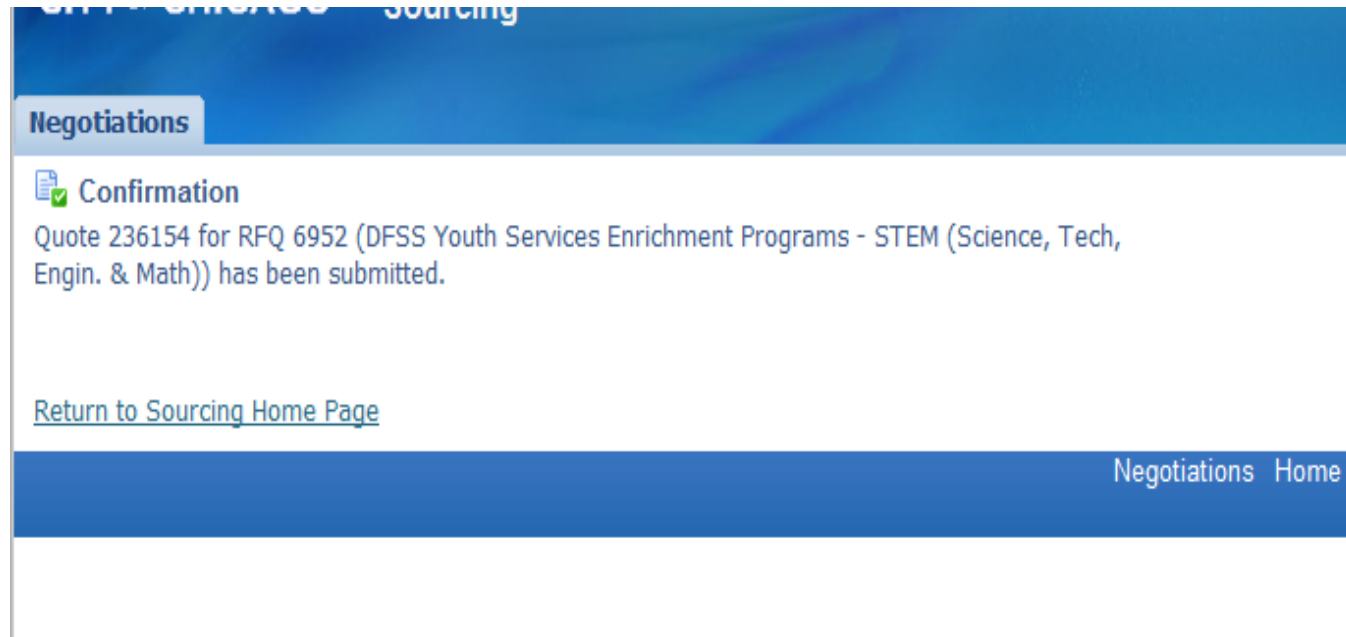
# Questions?

# Program Questions?

**Christine A. Riley**

**312-746-8727**

**Christine.Riley@cityofchicago.org**

# For non-programmatic questions contact:

**Julia Talbot**

**(312)-743-1679**

**Julia.Talbot@cityofchicago.org**