Please stand by, the webinar will begin shortly.

Department of Family and Support Services

CHICAGO RESILIENCY FUND 2.0 PROGRAM ADMINISTRATOR
RFQ# 8523

Release Date: February 22, 2022
Due Date: March 15, 2022

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

➢ Background

➢ Scope Review

➢ Selection Criteria

➢ Timeline

➢ Technical Assistance for Applicants and eProcurement

➢ Questions

CITY OF CHICAGO

REQUEST FOR PROPOSALS (RFP) FOR
Chicago Resiliency Fund 2.0 Program Administrator
RFQ# 8523

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:

Mark Sanders
Deputy Commissioner
Department of Family and Support Services
1615 W. Chicago Ave, 2nd Floor
Chicago, Illinois 60622
312-743-1524
mark.sandersII@cityofchicago.org

LORI E. LIGHTFOOT
MAYOR

BRANDIE V. KNAZZE
COMMISSIONER

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Background

Pilot Background

➤   The City of Chicago has authorized a $10.7M emergency cash assistance fund for residents who were excluded from prior Federal stimulus relief, which includes, but is not limited to, undocumented residents, households with elderly or disabled adults who were claimed as dependents, and households with dependents age 17-24 ("Previously Excluded Residents").

➤   The Fund will provide a one-time $500 cash payment to up to 20,000 eligible residents who earn a household income at or below 300% of the Federal Poverty Level.

➤   The purpose of the Fund is to reach residents who have been negatively economically impacted by COVID-19 and to support their path to greater economic stability.

Chicago Resilience Fund 2.0

Provide Financial Relief

Mitigate economic hardships for low-income households who have been hard hit by COVID-19

Improve Residents' Wellbeing

Improve the financial stability, health, and wellbeing of program participants and their families

Transform City's Human Services

Improve and promote the City's capacity to create and deliver impactful, inclusive, people-centered anti-poverty programs that build on the existing safety net

Build Field of Practice

Enable policymakers and advocates across local, state, and federal levels to learn from our pilot, the largest program by reach in the US

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The Chicago Recovery Plan

Learn more at: www.chicago.gov/recoveryplan

Additional CRP Cash Assistance Opportunities

- **$4.8m Domestic Worker Relief Fund:** One-time, $500
  - RFP responses due March 11, 2022.

- **$10.7m Chicago Resiliency Fund 2.0:** for households excluded from Federal stimulus support. One-time, $500
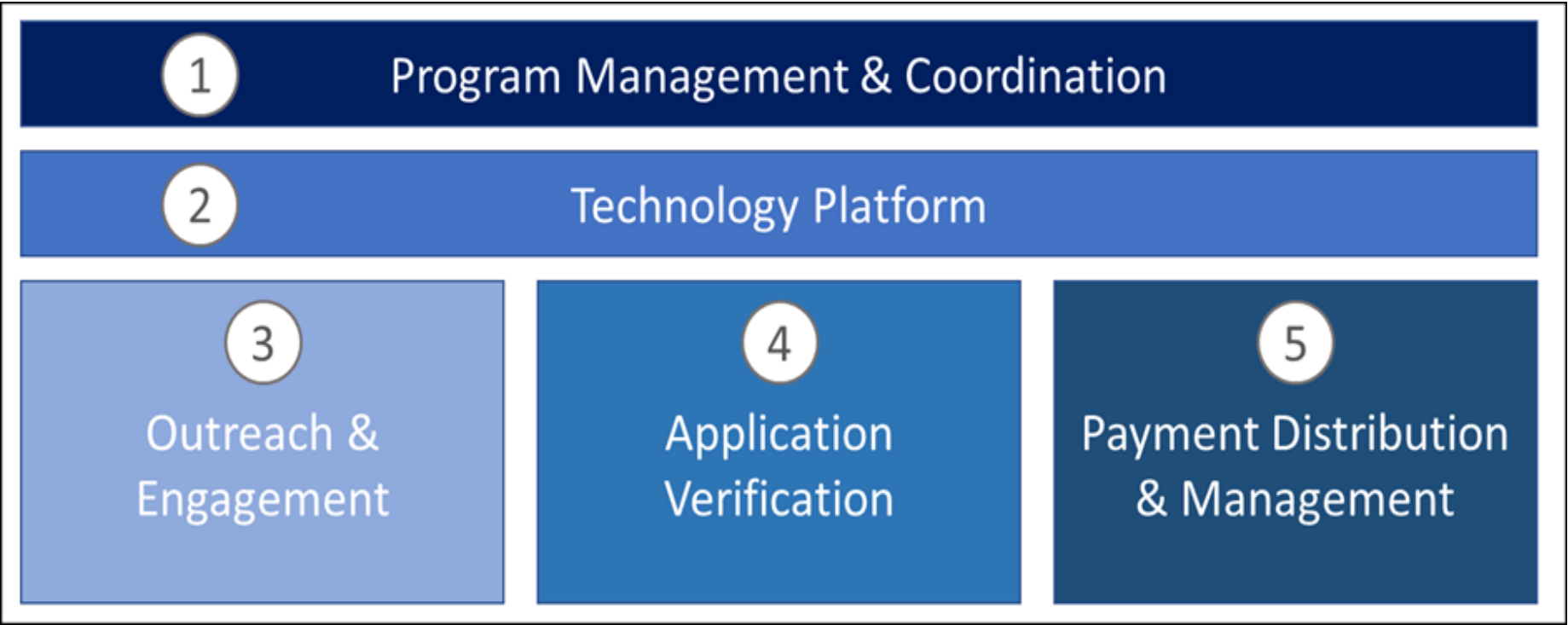 - RFP responses due March 15, 2022

For each fund, DFSS will be seeking a Program Administrator to manage outreach, applications, verification, and payment distribution.

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Scope Review

Purpose of the RFP

The Department of Family and Support Services ("DFSS") seeks proposals from agencies to perform the five program components critical to providing cash transfers to the focus population

1	Program Management & Coordination
2	Technology Platform

3	4	5
Outreach & Engagement	Application Verification	Payment Distribution & Management

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Program Requirements

➢ The role of the Program Administrator is to build and execute processes and infrastructure, and to manage people resources that facilitate a successful relief fund for Previously Excluded Residents. The primary objectives of the Program Administrator are to:

- Design and execute a communication and outreach strategy that targets Previously Excluded Residents and ensures smooth, consistent messaging and implementation.

- Design and manage tech-enabled processes for application, selection, onboarding, and ongoing program communications and supports that minimize participant burden and deliver a positive, empowering experience. Respondents must demonstrate that they currently have the technology to administer this program and IT personnel capable of customizing this technology as needed.

- Manage timely and accurate data collection and payment disbursement activities.

- Be the lead agency on all in-program technical assistance to participants, such as application troubleshooting, payment updates, and resolving other problems and concerns as required.

- Work with the City to design and build an application that collects critical program information in a clear, accessible, and culturally appropriate way.

- Support the City with federal reporting requirements associated with the Fund.

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Focus Populations – Previously Excluded Residents

➤ **Undocumented residents:** Individuals lacking a Social Security Number valid for employment were not eligible for prior rounds of Federal Stimulus relief. Specific thresholds and proof of eligibility will be based on federal Treasury guidelines, and DFSS will finalize with the Program Administrator and program evaluator, if applicable.

➤ **Households with dependent elderly or disabled residents**: Dependents who are elderly or disabled adults were not included in the total household awards for the First and Second round of Economic Impact Payments because such individuals did not meet the "qualifying children" standard set by Congress

➤ **Households with young adults claimed as dependents:** Dependents ages 17 to 24 were not included in the total household awards for the First and Second round of Economic Impact Payments because such individuals did not meet the "qualifying children" standard set by Congress.

➤ The program will prioritize selecting individuals and households who have not received any other prior local or state COVID-19 relief, but all qualifying individuals and households will be eligible to apply regardless of citizenship or immigration status.

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Expected Reach

DFSS estimates the following volume of applicants and program participants to inform the Respondent's proposal content, staffing, and budgeting:

- A maximum of 20,000 selected households to receive the $500 one-time cash assistance

- More than 30,000 applicants to the program

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Contract Milestones

	Feb	Mar	Apr	May
Pilot Timeline	RFPs launched: Domestic Worker	RFPs awarded; execution begins	Outreach & recruitment begins!	First payments!
Contract Milestone	**Feb 22** ➤ RFP released	**Mar 15** ➤ Applications due ➤ Program design finalized within 2 weeks of selection ➤ Service blueprint finalized within 2 weeks of selection ➤ Customized CRM and application management system within 1 month of selection	**April 15** ➤ Application goes live	**May 30** ➤ First payments begin

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Performance Goals and Outcomes

➢ Reaching the hard-hit focus population and delivering a positive experience are the top objectives for the Program Administrator.

➢ To track progress toward achieving the outcome goals of this program and assess success, DFSS will monitor a set of performance indicators that may include, but are not limited to:

  ▪ Percentage and number of applications successfully submitted (as a proxy for applicant burden)

  ▪ Program uptake (percentage of approved applicants who successfully enroll)

  ▪ Percentage and number of participants successfully enrolled receive their one-time payment

  ▪ Reported participant satisfaction

Selection Criteria

Selection Criteria – Community Involvement

DFSS seeks Respondents that demonstrate:

➢ A clear understanding of the focus population and their strengths, assets, needs, and challenges
➢ Expertise working with the focus population and has relevant capabilities and/or infrastructure needed to serve these groups
➢ A commitment to diversity, equity, inclusion, and access
➢ Leadership that reflects and engages the diverse people of the communities it serves

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Selection Criteria - Organizational Capacity

DFSS seeks Respondents that have:

➢ Qualified staff in a staffing pattern that addresses all required service components
➢ A strategy to hire new staff and/or subcontractors in a timely manner
➢ Adequate systems and processes to support monitoring program expenditures and fiscal controls
➢ The ability to provide and maintain a technology platform that can house key public facing program details and provide critical information optimized for broad usability. Existing systems must evidence the ability for multi-channel program communications, CRM, program application, and data collection and management that can be quickly customized to support the Fund

➢ Demonstrated experience in collecting, storing, protecting, managing, and analyzing a secure CRM system containing personal identifying information and other sensitive information

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Selection Criteria – Strength of proposed program

DFSS seeks Respondents that have:

➤ Demonstrated experience implementing and managing large, complex, multi-partner economic inclusion, financial assistance, racial equity, and/or community development programs to designated beneficiaries

➤ Identified and proposes a communication strategy that is clear, accessible, and culturally appropriate

➤ A proposed a plan, including trusted community partners as sub-contractors, to successfully communicate, and conduct outreach and recruitment to the focus population

➤ Proposed a design and implementation plan to efficiently review and approve applicant documentation for participation while minimizing participant burden and controlling for possible fraud

➤ The ability to administer payments to program participants, track paying and spending data, provide customer service and report out to DFSS and program evaluator, if applicable the Respondent demonstrates a plan to secure low or no fee online banking options for participants.

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Selection Criteria – Program Performance, Outcomes and Quality

DFSS seeks Respondents that have:

➢ Demonstrated evidence of strong past performance against desired outcome goals and performance metrics and/or other notable accomplishments in providing services to the focus population

➢ Experience using data to inform and improve its services or practices

➢ The relevant systems and processes needed to track and report performance on program outcomes in order to be data-driven

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

DFSS seeks Respondents that demonstrate:

➢ The fiscal capacity to implement the proposed program

➢ 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

➢ Be sure to attach **reports, studies or other documentation that show performance** toward reaching the program goals, demonstrate results and accomplishments.

➢ Be sure to attach the **resumes for key staff** that are overseeing the program.

➢ Be sure to attach job descriptions for **key positions** overseeing the program.

➢ Be sure to attach your organization's **budget** and budget narrative.

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Budgets or Cost Proposals

➤ The term of contract executed under this RFP will be from **April 1, 2022 – December 31, 2023.**

➤ DFSS anticipates funding **one** agency.

➤ The maximum award will be $10.9M for the entire term of the project.

➤ Up to $10M of this amount is pass-through grant, which shall be provided to participants in compliance with the program requirements, and up to between $290,000 - $540,000 of this amount is for the selected Respondent's administrative costs.

➤ No match requirement.

➤ Please submit a budget for ONE year (12 mos.) of services.

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

➤ Use the budget narrative document (that you develop and attach) to outline how and why your proposed costs were determined.

➤ Use the reasonable costs question on the application to discuss how your proposed costs are realistic.

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Advances

➢   Advances for administrative costs will be considered according to the City's advance payment policy. The Respondent is required to incur and pay expenses before seeking reimbursement from the City.

➢   However, with respect to cash assistance costs only, the grantee may ask the City to reimburse approved cash assistance costs on an expedited basis. In this case, the City would transfer funds directly to one or more third parties ("Third Party Providers") engaged by the grantee to provide (a) prepaid debit cards, (b) physical checks and/or (c) other cash assistance disbursement methods to which the City and grantee may agree.

➢   Each Third-Party Provider would then use these funds solely to provide approved cash assistance payments under the program. The grantee will be responsible for the accuracy of all expedited cash assistance reimbursement requests, and any errors found during the City's audit of the supporting documentation will require the grantee to reimburse the City for the disallowed costs.

➢   The grantee will be required to provide supporting documentation within seven days after the City provides funding for each distribution and will be responsible for ensuring that any unexpected funds are promptly returned to the City.

Selection and Transition Timeline

➢ **Pre-proposal webinar – Monday , February 28, 2022 – 1:00p.m.-3:00p.m**

➢ **Due date to submit pre-proposal questions – Tuesday, March 1, 2022**

➢ **Applications due – Friday, March 15, 2022, at 12:00, Noon**

➢ **Program period begins – Friday, April 1, 2022**

Applications are due on March 15, 2022 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 March 15, 2022 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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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 –

<div align="center">

CustomerSupport@cityofchicago.org

or

call 312-744-HELP (4357)

</div>

➢ 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

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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 note 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.

⚠ **Warning**
RFQ 6459 has been amended. To be considered for award you must acknowledge each amendment and submit (or resubmit) all your responses to ensure that they comply with the changes.

View Amendment History

RFQ: 6459,1

Actions [Create Quote ▼] [Go]

Title	Community Housing Development Organization (CHDO) Certification	
Status	Active	Supplier Response Start Date 28-Aug-2018 13:25:01
Time Left	476 days 22 hours	Bid Opening Date/Supplier Response Due Date 14-Aug-2020 14:01:32

Header | Lines | Controls | Contract Terms

Buyer	MCCLARN, GRAYLEN	Event **Delegate Agency**
Quote Style	Blind	Amendment Description This addendum is to remind applicants that the CHDO certification and recertification process is not a request for funding.
Outcome		
Description	Community Housing Development Organization (CHDO) Certification	

Terms

Bill-To Address	054-2819 HOME INVESTMENT PARTNERSHIP	Payment Terms
Ship-To Address	054-2819 HOME INVESTMENT PARTNERSHIP	Carrier
FOB		Freight Terms

Currency

RFQ Currency	USD	Price Precision 0

Requirements

Show All Details | Hide All Details
Details Section

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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"

Negotiations >   Active Solicitations >   RFQ: 6459,1 >   Amendment History (RFQ 6459) >   Review Changes (RFQ 6459 RFQ 6459,1) >

Acknowledge Amendment (RFQ 6459,1)
To be considered for award you must acknowledge each amendment and submit (or resubmit) your response to ensure your response complies with the changes.   Cancel   Acknowledge

☑ I accept the terms and conditions of the RFQ and also acknowledge the changes made to the RFQ amendment document 6459,1.

Header		
Label	RFQ 6459	RFQ 6459,1
Amendment Description		This addendum is to remind applicants that the CHDO certification and recertification process is not a request for funding.
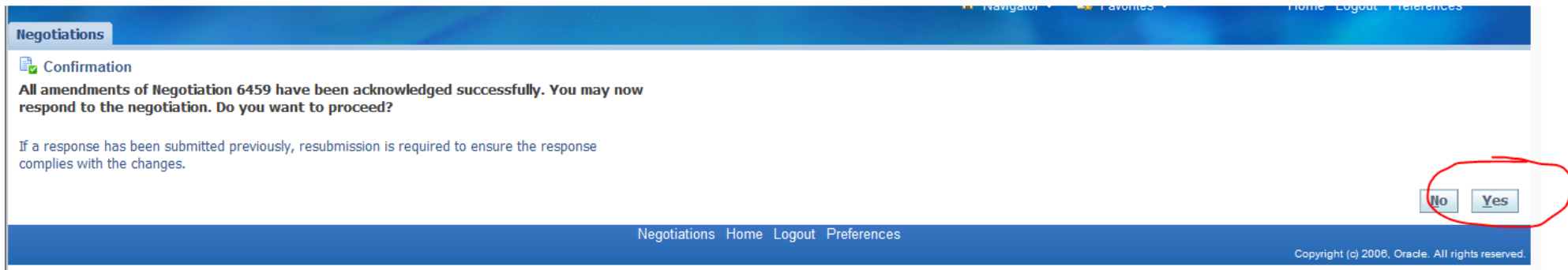
Notes and Attachments

RFQ 6459

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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.

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How to submit an application

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.

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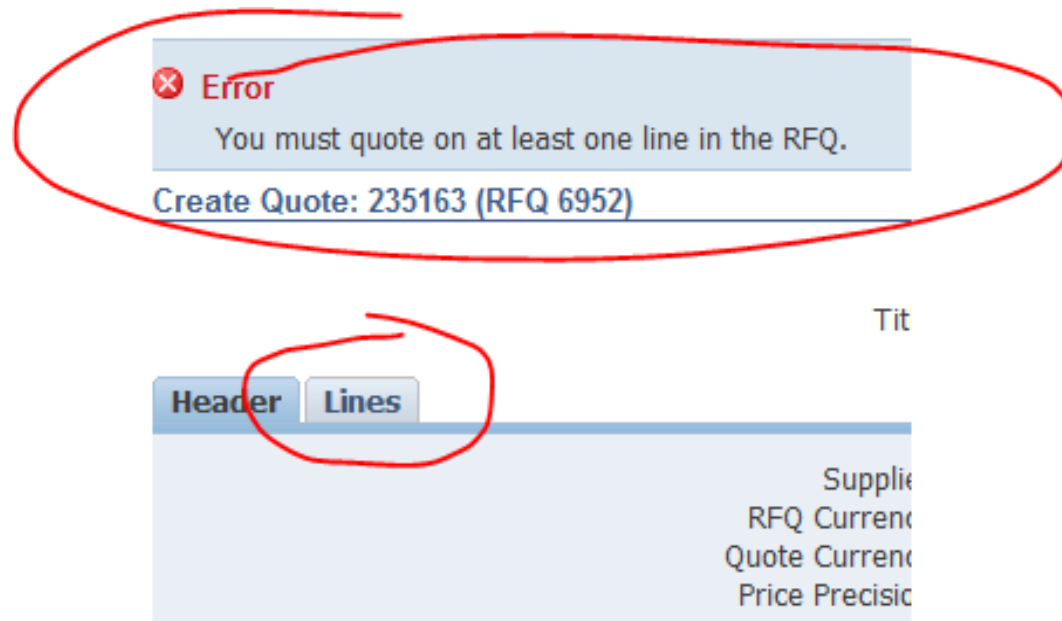
How to submit an application - Step 4

➢ 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.

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	Time Left	20 days 3 hours
Supplier	Claridigm Inc	Close Date	15-Jul-2019 12:00:00
RFQ Currency	USD	Quote Valid Until	
Quote Currency	USD	Reference Number	
Price Precision	Any	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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Chicago Resiliency 2.0 Fund Program Administrator RFP

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!

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How to submit an application - Step 8

➤ Then click "**Submit**".

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.
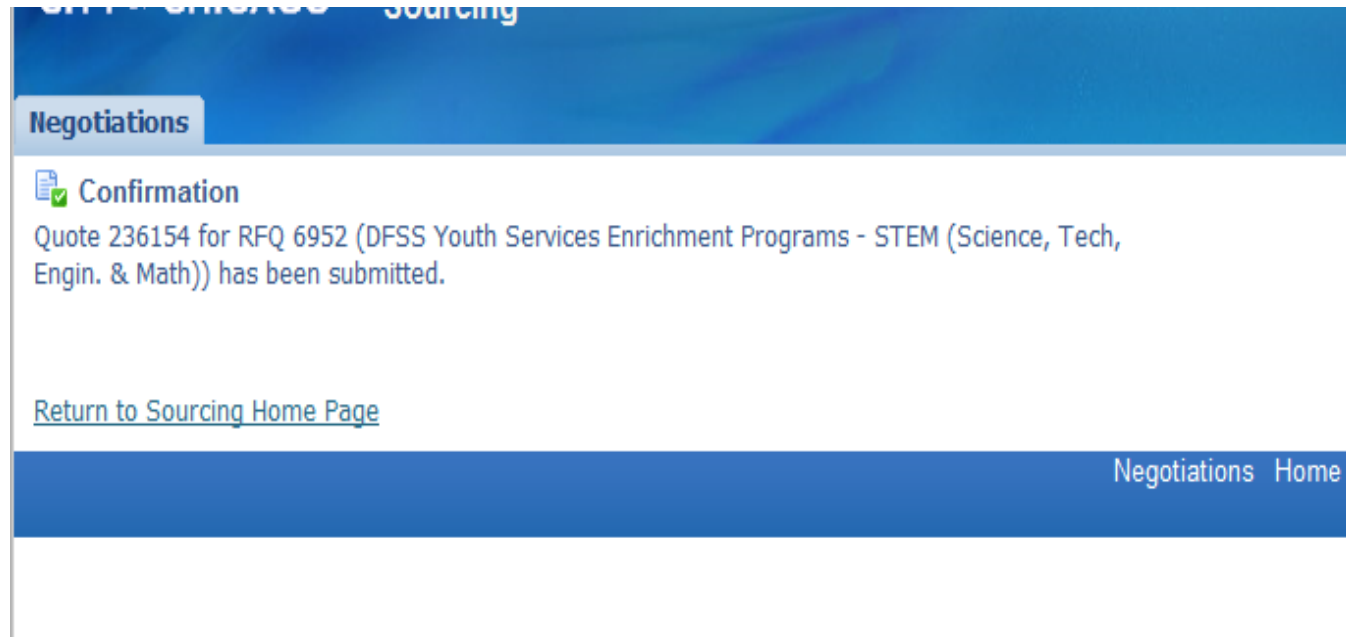
Program Questions?

Mark Sanders II

312-743-1524

mark.sandersII@cityofchicago.org

For non-programmatic questions contact:

Julia Talbot

(312)-743-1679

Julia.Talbot@cityofchicago.org

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