

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

**Department of Family and Support  
Services **New Arrivals Meal Program** RFP**

Release Date: October 12, 2023  
Due Date: November 9, 2023, 12pm



# 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 at the midpoint and end of the presentation.
- Please use the question box to notify us of any technical issues.
- This webinar is being recorded.
- A copy of the recording will be posted on the DFSS YouTube channel with a link to the recording and a .pdf of these Power Point slides will be posted to the DFSS webpage at:  
<https://www.chicago.gov/city/en/depts/fss.html> under the ‘Alerts’ and/or ‘Funding Opportunities’ tabs. This will take up to five business days.



## Purpose of the RFP

- DFSS seeks applications for an Administrator(s) to establish and manage the New Arrivals Meal Program: providing high quality, culturally congruent, and nutritious meals for the City's New Arrivals shelter system.
- The New Arrivals Meal Program will serve migrants residing in temporary City-coordinated shelters across a variety of settings citywide (e.g., Park District facilities, decommissioned schools, hotels), as well as New Arrivals at temporary respite sites (i.e., Police Stations).

# Agenda

- Welcome and Introductions
- Purpose
- Goals
- Current State
- Priorities for Improvement
- Program Requirements
- Performance Goals and Outcomes
- Selection Criteria
- Site Visits
- Timeline
- Technical Assistance for Applicants and eProcurement
- Questions

CITY OF CHICAGO



**REQUEST FOR PROPOSALS (RFP) FOR  
New Arrivals Meal Program  
RFQ# 9785**

**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:

Daniel Castaneda  
Director of Homeless Prevention – Policy & Planning  
Department of Family and Support Services  
1615 W. Chicago Ave, 2<sup>nd</sup> Floor  
Chicago, Illinois 60622  
312-743-1469  
Daniel.castaneda2@cityofchicago.org

**BRANDON JOHNSON  
MAYOR**

**BRANDIE V. KNAZZE  
COMMISSIONER**



# Goals

- Provide dignified, culturally congruent, and nutritious food
  - In accordance with the United States Department of Agriculture, culturally congruent foods describe safe and nutritious foods that meet the diverse tastes and needs of customers based on their cultural identity.
- Promote the health and well-being of all clients
  - The Centers for Disease Control and Prevention notes that healthy eating in childhood and adolescence is important for proper development. Malnutrition is a concern as children arrive to Chicago from the long trek during their migration journey.
  - The provision of frequent and nutrient rich food will ensure that clients are fed, healthy, and on the path towards well-being.
- Avoid adverse health conditions
  - New arrivals come with diverse health needs and the provision of healthy meals prevents exacerbating current ailments, prevent chronic disease, and reduce health care utilization.
  - Special meals will be provided for individuals with dietary restrictions.



## Current State

- Over the past year, over 18,000 New Arrivals have arrived in Chicago since last August 2022 with many being bused from the State of Texas and other cities, counties, and states near the southwest border.
- In response to this ongoing response, the City has opened and continues to open and operate a series of New Arrivals emergency shelters.
  - In these shelters, there are over 11,000 occupied beds serving adult individuals and families with children.
- As the number of New Arrivals coming to Chicago continues to grow, paired with the existing shelter system being at capacity, demand for shelter access by New Arrivals outweighs the supply of available shelter beds.
  - Suboptimal sheltering solutions have been implemented (i.e., staying at police stations) while the City has worked to open new shelter facilities across the City



## Priorities for Improvement

- Ensure quality food with ingredients, varied recipes, and preparation methods that support good nutrition and are culturally preferred. Note that the top four countries of origin for New Arrivals in Shelter are (in order): Venezuela, Colombia, Haiti, Ecuador.
  - Culturally preferred ingredients include but are not limited to:
    - Rice, Plantain, Chicken, Black Beans, Pasta, Eggs, Corn, Beef, Maize, Yams, and generally foods with limited spice.
- Ensure that all new arrival shelters receive two hot meals as part of the three meal units incorporated in the daily menu, ideally during the lunchtime and dinner meal.
- Provide high quality meals at a sustainable cost.



# Program Requirements

## ➤ Meal Provision

- The Administrator(s) are responsible for ensuring the daily provision of complete, freshly prepared, ready to eat meals at New Arrivals Shelters and temporary respite facilities citywide, as well as provision 11 of snacks and hydration. The volume of meals required fluctuates based on changes inflow and outflow from the New Arrivals Shelter system. The City anticipates that the New Arrivals Meal Program needs capacity to provide meals for up to 15,000 individuals.
- The Administrator shall be responsible for developing and submitting a varied menu sample in advance of program execution. The menu sample shall demonstrate how the Administrator will keep meals varied and culturally congruent. Ongoing, the Administrator will submit a 30-day meal menu to repeat at most three times over the course of the quarter and will be responsible for adjusting and reconfiguring the meal menu in consultation with DFSS to ensure variety.





# Program Requirements Continued

## ➤ Food Service Equipment Required

- The Administrator must ensure that the following equipment is provided for use at each shelter site as necessary. Respondents may propose alternative food service equipment in addition to the specified food service equipment specified below; however, the equipment must be described completely and include an extensive explanation for the use of the alternate equipment. The alternate equipment is subject to the approval of DFSS.
  - Steam Tables: Portable electric steam tables for each shelter site, up to a number sufficient to meet the requirements of each shelter site.
  - Steam Table Pans: Pan with tight fitting lids sufficient to maintain hot food for bulk meal service. Pans must meet the temperatures in this specification. Shelter staff will be responsible for serving equipment cleaning prior to returning to the Administrator or subcontracted providers. The Administrator or subcontracted providers will retrieve previous day's food pans for cleaning and sanitizing the following day of service.
  - Coffee Making Equipment: Standard pot with the capacity to serve the average meal count at each site, available upon request.
  - Refrigeration: the availability of refrigeration may vary depending on the site. DFSS cannot guarantee that current or future sites will have refrigeration available. The Administrator shall arrange for or provide refrigeration on-site when necessary. Refer to the table in the "Program Description" section for information about on-site refrigeration that will be already available at shelter sites.

# Program Requirements Continued

## ➤ Meal Delivery Specification

- New arrivals shelters: Meal unit deliveries must arrive within the following times, unless otherwise agreed to by DFSS: breakfast (5:30AM-7:00AM); lunch (10:30AM-12PM); dinner (3:30- 5:00PM). Additional time may be required for sites that serve a high volume of meals. Deliveries cannot be made if designated staff are not present at the site. If delivery cannot occur on a given day (e.g. a weekend day), the meal must be provided at the previous day's delivery time and with sufficient equipment to preserve the meals until the following day. The selected agency should be prepared to work with shelter staff ahead of time regarding delivery schedule, storage, and other logistical considerations. Deliveries must be made to the shelter site or relevant staff designated by DFSS.
- Temporary respite sites (e.g. police stations): Meal unit deliveries must arrive within the following times: breakfast (5:30AM-7:00AM); lunch (10:30AM-12PM); dinner (3:30-5:00PM).
- Deliveries must be made into the designated dining areas and may not be left in adjacent hallways, entryways, or outside the building. The driver must remain at the shelter site while the delivery is counted for accuracy and temperatures taken to ensure food safety.
- Hot food must be delivered hot (no less than 135 F) and cold foods must be delivered cold (no more than 41 F) or as required by the Chicago Department of Health. The Administrator and all subcontracted providers must use appropriate hot or cold food carriers and other related equipment as to maintain these temperatures during transit.
- The Administrator and all subcontracted providers are responsible for placing the hot food into preheated electric steam tables at the site and the cold food in or adjacent to the refrigerators at the sites in a ready-to-serve condition. Some hot or cold food carriers may be required to remain at designated sites until after meal service.
- If shelter staff, respite center staff, or DFSS staff notifies the Administrator or subcontracted provider, upon delivery, of any shortages and/or poorly prepared meals or portions of meals, the Administrator shall make every attempt to replace all necessary items prior to the serving time or otherwise issue a credit to DFSS.

# Program Requirements Continued

## ➤ Subcontracted Provider Requirements

- In addition to the directly providing catered meals, the selected Administrator may award additional subcontracts to catered meal providers including local restaurants, caterers, and other local support organizations. Secondary providers are expected to meet the same requirements and standards outlined in the above sections (Meal Unit Details, Food Service Equipment, Delivery Specification, Quality Control, and Coordination Requirements).
- The Administrator is encouraged to provide meals using a combination of their own resources and facilities along with subcontracted, local restaurants, caterers, and other local support organizations. These subcontractor responsibilities include, but are not limited to:
  - Providing meals to a newly opened/opening shelter that the primary provider cannot stock in time.
  - Providing meals in line with dietary, medical, or religious restrictions that the primary provider is not able to accommodate.
  - Providing meals in an unexpected surge of migrants at existing shelters or respite center locations when the primary provider is unable to meet the sudden increase in demand
  - Providing ad hoc meal capacity system wide as needed.
  - Ensuring food service staff have and maintain the appropriate training and certifications in accordance with state and local public health codes. As outlined in the Food Handling Regulation Enforcement Act (fG410 ILCS 625), all staff performing food handling duties, are required to receive training and certification as food handlers. Additionally, in accordance with public health codes, all staff working in the food preparation and food service area shall be under the supervision of a Person in Charge (PIC) with a food manager certification who will be present during restaurant hours of operation and ensures the application of hygienic techniques and safe practices in food handling, preparation, service, and delivery are followed.
  - Ensuring all equipment is cleaned, transported, and stored properly
- The Administrator must directly coordinate with subcontracted providers for meal provision. All subcontractors are required to follow the same safety requirements and attend listed trainings as outlined in this RFP, and the Administrator is responsible for ensuring all subcontracted agencies follow these requirements.



# Program Requirements Continued

- **Coordination Requirements with Shelter Staff**
  - After delivery by the Administrator or subcontracted providers, meals shall be served by shelter staff. The Administrator shall work closely with shelter staff to ensure that the Administrator receives feedback on client satisfaction, food quality, and areas of improvement. To ensure consistent communication and improvement, the Administrator shall meet with DFSS staff assigned to New Arrivals operations once a week or as determined by DFSS to discuss food quality, safety, and satisfaction. The Administrator will also meet directly with shelter staff leadership weekly to go over ongoing issues, log those issues through the complaint reporting mechanism, and integrate into service changes as best as possible.



# Program Requirements Continued

- Emergency Procedures and Back Up Plan
  - The Administrator must notify DFSS 48 hours in advance if a scheduled delivery cannot be made. The notice must be made via email, including the reason why deliveries cannot be and when deliveries will be resumed. The administrator must provide DFSS a written back up plan for emergencies and other conditions which may prevent the scheduled delivery of meals, such as weather emergencies or equipment failures.



# Program Requirements Continued

## ➤ Standards for Quality Control

- The Administrator(s) must ensure compliance with all applicable federal, state and local laws, rules and regulations including but not limited to: those promulgated by the Illinois Department of Public Health, the Chicago Department of Public Health, and DFSS in the performance of this agreement, including but not limited to the procurement, storage, handling, preparation, cooking, heating, and chilling of meals. The Administrator is responsible for ensuring compliance with such laws and regulations for both meals they provide directly, as well as any meals provided by subcontractors.
- Time-temperature testing shall be conducted using an approved food grade thermometer and monitored by staff regularly. The Administrator must ensure that all meals are at the proper temperature before loading and during delivery. Cold meals must be at 41 degrees Fahrenheit or less. Hot meals must be heated to at least 165 degrees Fahrenheit before loading and maintained above 135 degrees Fahrenheit during delivery.
- The Administrator must ensure that it has a process for ensuring and enforcing food safety and sanitation procedures relative to the handling and preparation of food. The Administrator must ensure that all food is prepared in an inspected facility. All foods must be prepared and packaged with methods that avoid the growth of pathogenic organisms



# Program Requirements Continued

## ➤ Staffing and Staff Training Requirements

- The Administrator must have sufficient staffing levels for the operation of the New Arrivals Meal Program as outlined in this RFP. The Administrator must have a plan outlining which staff will be assigned to work with the New Arrivals Meal Program within the structure of their organization. The resumes, certifications and any special licenses for staff involved in the New Arrivals Meal Program must be submitted with the application. The Administrator must identify a program coordinator contact(s) that will be responsible for the New Arrivals Meal Program operation and for ensuring the requirements are being met.
- The Administrator must ensure food service staff directly employed or subcontracted by the Administrator have and maintain the appropriate training and certifications in accordance with state and local public health codes. As outlined in the Food Handling Regulation Enforcement Act (fG410 ILCS 625), all staff performing food handling duties, are required to receive training and certification as food handlers. Additionally, in accordance with public health codes, all staff working in the food preparation and food service area shall be under the supervision of a Person in Charge (PIC) with a food manager certification who will be present during shelter site hours of operation and ensures the application of hygienic techniques and safe practices in food handling, preparation, service, and delivery are followed.
- In addition, the Administrator is responsible for ensuring that all Shelter Staff who will be serving food have completed the appropriate food handler certification (e.g., SafeServ), and that sufficient Shelter staff have received the food service manager training to ensure that there is a certified food service manager on site at each shelter for each meal. The Administrator must coordinate with DFSS, Shelter staff, or Shelter Providers to enroll shelter staff in the appropriate food handling and food service manager trainings. Based on the currently operating shelters (and subject to change) approximately 300 Shelter staff will need to be trained to handle food and approximately 40 will need to be trained as food managers. This number may increase if the City adds additional New Arrival shelter facilities.
- The Respondent may either directly provide shelter staff these trainings and certifications if they are licensed to do so or may coordinate with shelters and DFSS to register and pay for staff to attend these trainings provided by other entities.



# Program Requirements Continued

## ➤ Resident Training and Information

- The Administrator will engage residents in monthly nutrition trainings at each shelter site, and provide written informational materials related to health and nutrition. Trainings should cover the following areas as appropriate:
  - Proper food preparation and storage
  - Basic nutritional standards and how those inform the chosen meal units
  - Dietary restrictions and risks associated with noncompliance
  - Health information specific to the migrant population, specifically the causes, effects, outward signs, and solutions for malnutrition and other food-related health maladies (e.g. food poisoning)
- Written informational materials should be made available at each training based on the average number of attendees. Additional written informational materials should be made available to shelter staff to have on hand for distribution as needed between monthly trainings, in a volume to be determined in collaboration with shelter staff (anticipated to be in an amount sufficient for about 30% of shelter population).
- All training and information, written and oral, must be culturally competent and available in the following languages: English, Spanish, French, and Creole as requested by specific shelter sites.
- The Administrator may engage a subcontracted, local restaurants, caterers, and other local support organizations for this purpose.



# Performance Goals and Outcomes

- 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:
  - 100% of client complaints are logged through proper channels to DFSS, and are brought to attention into regular check-in meetings with DFSS program managers and shelter staff
  - 100% of meal units are delivered on time, barring inclement weather and/or events that might prohibit timely delivery
- 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:
  - Number of meal units provided by site
  - Number of staff and resident trainings provided, as well as attendance at those trainings
  - Number of on-site inspections at both shelter and respite centers
  - Food safety presentations to shelter staff are attended by at least 60% of on-site shelter staff, and safety presentations following a rotten or spoiled food complaint receive 100% attendance for on-site shelter staff.
- DFSS encourages Respondents to propose additional indicators and metrics, including those that demonstrate early success and are indicative of participants' progress.



# Selection Criteria - Community Involvement

- The Respondent demonstrates a clear understanding of the target population, including their strengths and assets and needs and challenges.
- The Respondent demonstrates client and community engagement activities that inform service delivery.
- The Respondent has expertise working with the target population and has relevant capabilities and/or infrastructure needed to serve this group.
- The Respondent demonstrates a commitment to diversity, equity, inclusion, and access.
- The Respondent's leadership reflects and engages the diverse people of the communities it serves



## Selection Criteria - Organizational Capacity

- The Respondent has qualified staff responsible for program oversight and management.
- The Respondent has adequate systems and processes to support monitoring program expenditures and fiscal controls.
- The Respondent describes an HR strategy for filling essential positions in a timely manner, including a timeline to execute their plan.
- The Respondent describes the logistics of meal preparation, delivery, and other demands, along with existing infrastructure to support those tasks.

## Selection Criteria – Strength of Proposed Program

- The Respondent clearly defines services to be provided (directly or through partnerships/linkage agreements with other agencies) that are appropriate to addressing needs of and achieving desired outcomes for the target population.
- The Respondent provides their experience in the planning, preparation, and delivery of food service.
- The Respondent clearly demonstrates an ability to adjust service delivery to meet changes in the target population including increases or decreases in size of the population.
- The Respondent describes the ways in which their service will include subcontracted and other local support organizations, including letters of agreement or support.
- The Respondent describes how they will source, prepare, and serve meals that support good nutrition and cultural preference for a complex and evolving population.
- The Respondent provides a 30-day meal menu aligned around culturally appropriate foods and other mission-critical elements.
- The Respondent speaks to their ability to provide hot meals at respite centers in compliance with food safety requirements of this RFP.



# Selection Criteria - Performance Management and Outcomes

- The Respondent demonstrates evidence of strong past performance against desired outcome goals and performance metrics and/or other notable accomplishments in providing services.
- The Respondent has experience using data to inform/improve its services or practices.
- The Respondent has the relevant systems and processes needed to collect and secure data.



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

- The Respondent has the fiscal capacity to implement the proposed program.
- The Respondent leverages other funds and in-kind contributions to support total program and administrative cost (e.g., state, federal, foundation, corporate, individual donations).
- 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

- Be sure to attach your organizations **budget** and **cost proposal** for this program
  - These are separate documents included in the application, and are required
  - Please make sure all program requirements are addressed



## Site Visits

- In order to ensure respondents can accurately respond to this request for proposal, DFSS is offering site visits at the following times:
  - North Region of Chicago (north of W. Lake Street): Monday, October 23rd starting at 9am and Tuesday, October 24th starting at 9am.
  - South Region of Chicago (south of W. Lake Street): Tuesday, October 24th starting at 1pm and Wednesday, October 25th starting at 9am.
- Respondents must register in advance for a site visit by emailing [DFSS-homeless@cityofchicago.org](mailto:DFSS-homeless@cityofchicago.org) no later than **Thursday, October 19th at 11:59pm** with the name(s) and contact information of who will attend.
- Please limit attendance to no more than 2 people per agency per site.





# Timeline

- **Pre-proposal webinar:** October 18, 2023
- **Site Visits:** October 23, 2023 – October 25, 2023
- **Due date to submit pre-proposal questions:** October 25, 2023, 11:59pm
- **Applications due:** November 9, 2023, 12:00pm
- **Program period begins:** December 1, 2023

# Budgets and Cost Proposals

- The term of contract(s) executed under this RFP will be from December 1, 2023 – December 30, 2024. Based on need, availability of funds, and contractor performance, DFSS may extend this term for up to five times for six-month terms. Continued support will be dependent upon the selected Respondent's performance and the continued availability of funding and need.
- Anticipated funding per award will be based on a per client per day meal cost of \$13-\$17. There will be up to two awards for this RFP. This contract will operate on a reimbursement basis only.
- Respondents must submit both an overall budget, and a cost proposal providing information about the cost per meal for a specified set of meal unit types. Applicants should include in their cost proposal the expected cost per meal unit and be prepared to explain the reasoning behind this estimate. Per meal estimates should include all costs related to meal production and delivery, such as staffing, transportation, and direct meal costs. Additionally, applicants should indicate in their proposal whether any in-kind donations or provisions (e.g., equipment, storage, food) would be included in their standard operations for this program. Respondents should include their true estimated costs and should indicate in their budget proposal the cost for staff safety and resident nutrition trainings using the template provided.
- Please submit a budget for ONE year (12 mos.) of services.
- Cost category definitions are attached as Budget instructions in every RFP (except RFPs that have cost proposals).
- Be thoughtful and inclusive when developing your budget. Apply for your program's actual costs.
- We cannot give you more money than what you ask for- however, we can give you less.
- Use the reasonable costs question on the application to discuss how you determined the costs reflected in the budget.



## Deadline



**Applications are due  
on November 9, 2023  
at 12:00, Noon**



# 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.
- Client assistance – if this is an appropriate and allowable cost, don't forget to include it. Make sure your job description titles and your job description uploads have the same title. Also put a brief description of the job in the budget document itself, if you have not discussed it specifically in your application.
- Put your budget in the appropriate column.
- Show your match!



## 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.
- There is a 4,000-character limit which includes punctuation and spaces. Each response is allotted 4,000 characters.
- Do not use the back button on your browser.

### Save Often!

## Tips for Working in eProcurement

- To submit multiple applications for a single RFP applicants will need to set up a unique user account in iSupplier but all the user accounts can use the same email address. The eProcurement system is not capable of submitting more than one distinct proposal per associated e-mail address. Therefore, **you must use a separate email address for each submittal proposal.**
- You can “submit” your application and later amend it up until the due date **November 9, 2023**, 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!**



# 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) SAM Certificate
- 4) Central Contractor Registration (CCR) – Provide a copy of the Entity Overview Page on the [www.sam.gov](http://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](mailto: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>



# How to accept an amendment

# How to accept an amendment – Step 1

- If 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. (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.

The screenshot displays a procurement system interface. At the top, a navigation bar shows 'Negotiations' and 'Active Solicitations'. A warning message is highlighted with a red circle: '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'. Below the warning, the RFQ number 'RFQ: 6459,3' is shown. In the 'Actions' section, a dropdown menu is set to 'Create Quote' and a 'Go' button is highlighted with a red circle. The main content area shows details for 'Community Housing Development Organization (CHDO) Certification', including status 'Active' and time left '555 days 23 hours'. It also lists dates for 'Supplier Response Start Date' (17-Aug-2020 11:01:54) and 'Bid Opening Date/Supplier Response Due Date' (31-Dec-2023 12:00:00). Below this, there are tabs for 'Header', 'Lines', 'Controls', and 'Contract Terms'. The 'Header' tab is active, showing buyer information: 'MCCLARN, GRAYLEN', 'Blind' quote style, and 'Community Housing Development Organization (CHDO) Certification' description. It also shows 'Event Delegate Agency' and 'Updating Issuing Officers information'. A 'Terms' section is partially visible at the bottom, showing 'Bill-To Address' and 'Ship-To Address' as '021-2819 HOME INVEST', and 'Payment Terms', 'Carrier', and 'Freight Terms'.

# How to accept an amendment – Step 2

- To begin the acceptance and acknowledgment process, to open the RFP in view only: (1) click on the Document number. (2) To review the amended changes to the RFP, click on the infinity or eyeglass icon. (3) To acknowledge receipt and understanding of these changes and proceed, click on the “Acknowledge Amendments” button.
- By acknowledging the amendment, you are indicating that you are aware of the changes made to the RFP in the amendment.

**CITY OF CHICAGO Sourcing**

Home Logout Preferences Help

Negotiations > Active Solicitations > RFQ: 6459,1 >

**Amendment History (RFQ 6459)**

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. [Acknowledge Amendments](#)

Show All Details | Hide All Details

Details	Document Number	Title	Status	Acknowledgement Date	Review Changes
<a href="#">Hide</a>	6459.1	Community Housing Development Organization (CHDO) Certification	Active		
Amendment Description <b>This addendum is to remind applicants that the CHDO certification and recertification process is not a request for funding.</b>					
Published Date <b>28-Aug-2018 13:25:01</b>			Close Date <b>14-Aug-2020 14:01:32</b>		
<a href="#">Show</a>	6459	Community Housing Development Organization (CHDO) Certification	Amended		

[Return to RFQ: 6459.1](#)

[Acknowledge Amendments](#)

Negotiations Home Logout Preferences Help

Copyright (c) 2008, Oracle. All rights reserved.



# 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”

## Acknowledge Amendment (RFQ 6459,3)

To be considered for award you must acknowledge each amendment and submit (or resubmit) your response to ensure your response complies with the changes.

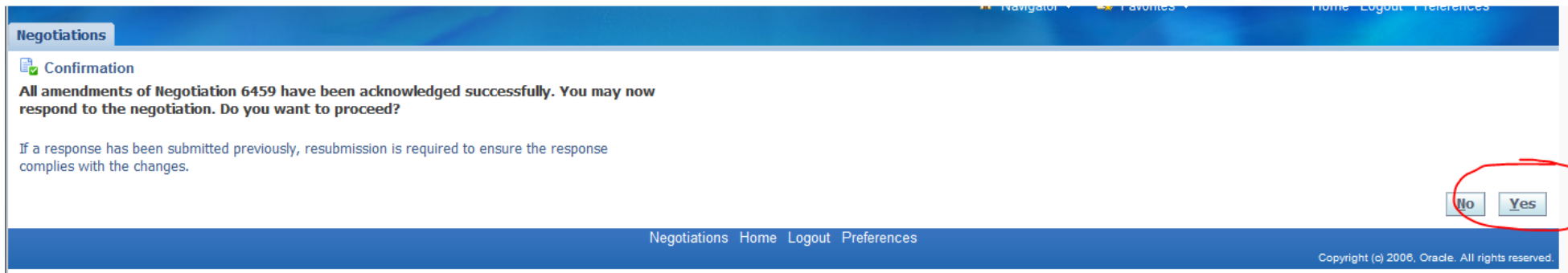
[Cancel](#) [Back](#) Step 3 of 3 [Acknowledge](#)

I accept the terms and conditions of the RFQ and also acknowledge the changes made to the RFQ amendment document 6459,3.

Header		
<b>Label</b>	<b>RFQ 6459,2</b>	<b>RFQ 6459,3</b>
Amendment Description	This amendment was created to extend the closing date.	Updating Issuing Officers information
Terms		
<b>Label</b>	<b>RFQ 6459,2</b>	<b>RFQ 6459,3</b>
Bill-To Address	054-2819 HOME INVESTMENT PARTNERSHIP	021-2819 HOME INVEST
Ship-To Address	054-2819 HOME INVESTMENT PARTNERSHIP	021-2819 HOME INVEST
Requirements		

## How to accept an amendment – Step 4

- Click on “Yes” to indicate that you confirm your acknowledgement of the amendment.



The screenshot displays a web application interface with a blue header and footer. The main content area is white and contains a confirmation message. The message reads: "Confirmation" followed by "All amendments of Negotiation 6459 have been acknowledged successfully. You may now respond to the negotiation. Do you want to proceed?". Below this message, there is a note: "If a response has been submitted previously, resubmission is required to ensure the response complies with the changes." At the bottom right of the main content area, there are two buttons: "No" and "Yes". The "Yes" button is circled in red. The footer contains the text "Negotiations Home Logout Preferences" and "Copyright (c) 2006, Oracle. All rights reserved."

# 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.

**Negotiations**

**Terms and Conditions**

The following terms and conditions must be accepted before a quote is placed in this RFQ.

City makes no representations or warranties that the electronic procurement system utilized by the City on any procurement will accurately and timely transmit any bidder's bid or proposal or any other information to the City. All bidders use this system at their own risk. The City disclaims all liability that may result or arise from the use by any bidder of the eprocurement system, including claims for lost profits and consequential damages.

**Attachments**

Title	Type	Description	Category	Last Updated By	Last Updated	Usage	Update	Delete	Publish to Catalog
No results found.									

I have read and accepted the terms and conditions

1

2

# 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.

Negotiations > RFQ: 6459,3 >  
Create Quote: 427990 (RFQ 6459,3)

Cancel View RFQ Quote By Spreadsheet **Save Draft** **Continue**

Title Community Housing Development Organization (CHDO) Certification Time Left **555 days 19 hours**  
Bid Opening Date/Supplier Response Due Date **31-Dec-2023 12:00:00**

**Header** Lines

Supplier **PHALANX FAMILY SERVICES**  
RFQ Currency **USD**  
Quote Currency **USD**  
Price Precision **0 decimals maximum**

Quote Valid Until    
(example: 23-Jun-2022)

Reference Number   
Note to Buyer

**Attachments**

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





# 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.

**Error**  
The RFQ control requires you to quote on all lines

Create Quote: 427990 (RFQ 6459,3)

[Cancel](#) [View RFQ](#) [Quote By Spreadsheet](#) [Save Draft](#) [Continue](#)

Title [Community Housing Development Organization \(CHDO\) Certification](#) Time Left **555 days 19 hours**  
Bid Opening Date/Supplier Response Due Date **31-Dec-2023 12:00:00**

Header	Lines
Supplier	<b>PHALANX FAMILY SERVICES</b>
RFQ Currency	<b>USD</b>
Quote Currency	<b>USD</b>
Price Precision	<b>0 decimals maximum</b>

Quote Valid Until    
(example: 23-Jun-2022)

Reference Number

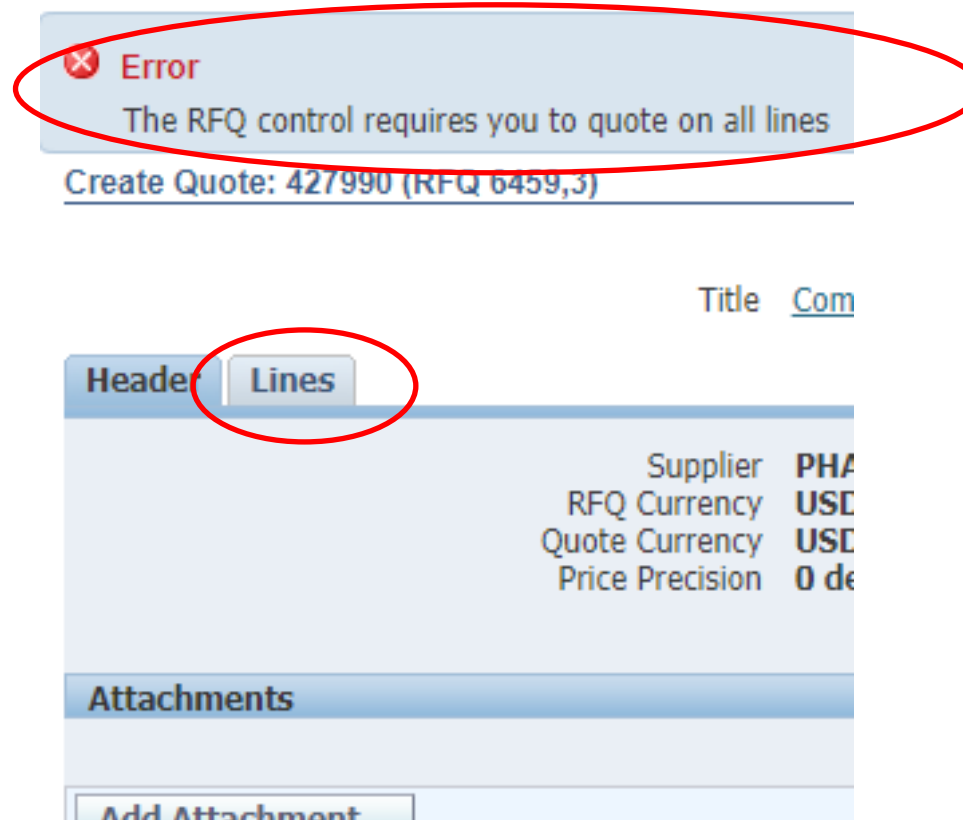
Note to Buyer

**Attachments**

[Add Attachment](#)

# 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.

The screenshot displays a procurement system interface for RFQ 6459.3. At the top, a navigation bar shows 'Negotiations > RFQ: 6459.3 >'. Below this, a red-bordered error message box contains the text: 'Error: A quote value is required for requirement First Name.' Below the error message is a link: 'Create Quote: 427990 (RFQ 6459,3)'. The main header area includes the title 'Community Housing Development Organization (CHDO) Certification', 'Time Left: 555 days 19 hours', and 'Bid Opening Date/Supplier Response Due Date: 31-Dec-2023 12:00:00'. There are buttons for 'Cancel', 'View RFQ', 'Quote By Spreadsheet', 'Save Draft', and 'Continue'. The 'Header' section shows 'Supplier: PHALANX FAMILY SERVICES', 'RFQ Currency: USD', 'Quote Currency: USD', and 'Price Precision: 0 decimals maximum'. It also includes fields for 'Quote Valid Until', 'Reference Number', and 'Note to Buyer'. Below the header is an 'Attachments' section with an 'Add Attachment...' button and a table with columns: Title, Type, Description, Category, Last Updated By, Last Updated, Usage, Update, and Delete. The table shows 'No results found.'. The 'Requirements' section is highlighted with a red circle. It has 'Expand All' and 'Collapse All' buttons. A table lists requirements with columns 'Focus Title', 'Target Value', and 'Quote Value'. The 'Quote Value' column is circled in red. The first requirement is 'Requirements' and the second is 'Contact Information'. The 'First Name' requirement is circled in red, and its corresponding 'Quote Value' input field is empty.



# 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.

**Negotiations**

Negotiations > RFQ: 6459,3 >  
**Create Quote 427990: Review and Submit (RFQ 6459,3)**

**Header**

Title	Community Housing Development Organization (CHDO)	Time Left	555 days 19 hours
Certification		Close Date	31-Dec-2023 12:00:00
Supplier	PHALANX FAMILY SERVICES	Quote Valid Until	
RFQ Currency	USD	Reference Number	
Quote Currency	USD	Note to Buyer	
Price Precision	0 decimals maximum		

**Attachments**



# 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



# 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!

<input type="radio"/>	11 0100 - Admin - Op...			7,400.00	USD	1	7,400.00		
<input type="radio"/>	12 0140 - Admin - Pr...			25,000.00	USD	1	25,000.00		
<input type="radio"/>	13 0200 - Admin - Tr...			1,500.00	USD	1	1,500.00		
<input type="radio"/>	14 0300 - Admin - Ma...			6,000.00	USD	1	6,000.00		
<input type="radio"/>	15 0400 - Admin - Eq...			1.00	USD	1	1.00		
<input type="radio"/>	16 0801 - Admin - In...			1.00	USD	1	1.00		
<input type="radio"/>	17 0999 - Admin - Ot...			2,500.00	USD	1	2,500.00		
<input type="radio"/>	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
0 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:   
\* Title:

\* 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 View](#)



# How to submit an application – Step 8

➤ Then click “Submit”.

Op...			7,400.00	USD	1	7,400.00		
Pr...			25,000.00	USD	1	25,000.00		
Tr...			1,500.00	USD	1	1,500.00		
Ma...			6,000.00	USD	1	6,000.00		
Eq...			1.00	USD	1	1.00		
In...			1.00	USD	1	1.00		
Ot...			2,500.00	USD	1	2,500.00		
- ...			19,500.00	USD	1	19,500.00		

n - Personnel

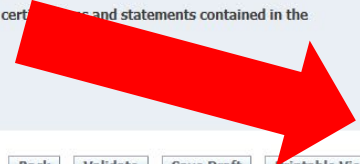
Type	Description	Category	Last Updated By	Last Updated	Usage	Update	Delete
------	-------------	----------	-----------------	--------------	-------	--------	--------

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 cert... and statements contained in the 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.

Test

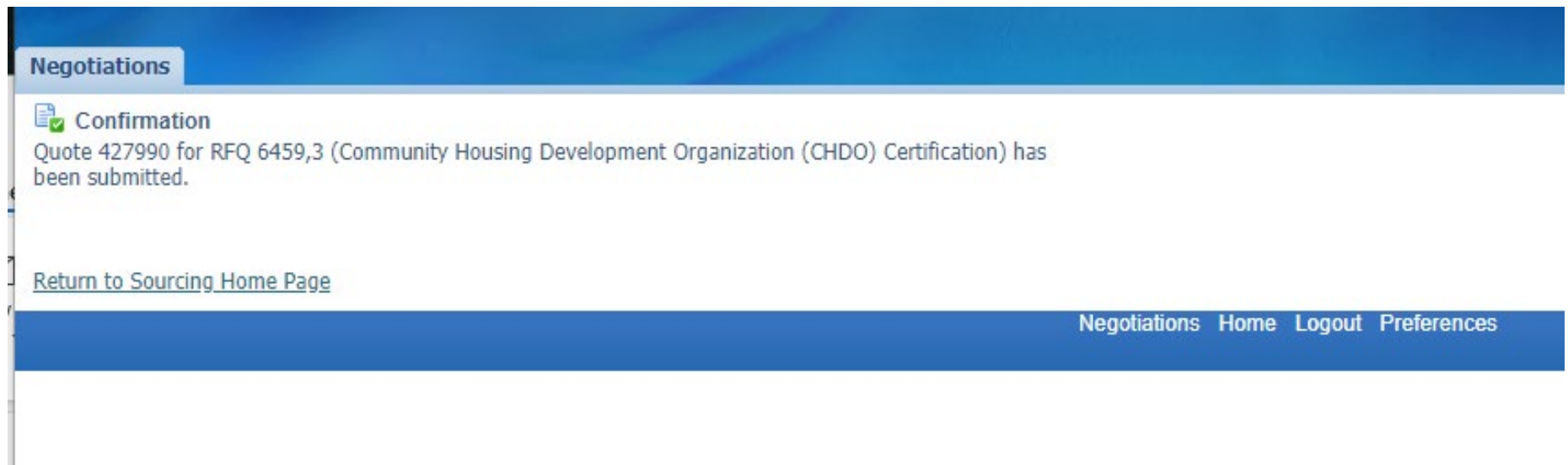
Before submitting the response please enter Name and Title and accept the disclaimer by checking the box above.

Cancel Back Validate Save Draft Printable View **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.





**Questions?**

**Program Questions:**

Daniel Castañeda

312-743-1469

[daniel.castaneda2@cityofchicago.org](mailto:daniel.castaneda2@cityofchicago.org)

**Non-Program Questions on Registration, eProcurement, and  
additional technical assistance:**

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