Please stand by, the webinar will begin shortly.

Department of Family and Support Services Comprehensive Fitness Program RFP

Release Date: August 24, 2021

Due Date: September 21, 2021 at 12:00 p.m.



Housekeeping

- 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.





- Welcome and Introductions
- Purpose
- Background
- Scope/Program Description
- Selection Criteria
- Timeline
- Technical Assistance for Applicants & eProcurement
- Questions

CITY OF CHICAGO



REQUEST FOR PROPOSALS (RFP) FOR
Comprehensive Fitness Program for Older Adults
RFQ# 7966

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:

Yolanda Curry
Deputy Commissioner
Department of Family & Support Services
1615 W. Chicago Ave, 3rd Floor West
Chicago, Illinois 60622
312-743-1503
yolanda.curry@cityofchicago.org

LORI E. LIGHTFOOT MAYOR BRANDIE KNAZZE COMMMISSIONER



Introductions

- Yolanda Curry, Deputy Commissioner, DFSS
- Sean Dolan, Regional Director, DFSS
- Julia Talbot, Senior Policy Analyst, DFSS





➤ DFSS seeks to procure a delegate agency to provide fitness services to older adults, aged 55 and older, at our network of 21 city-wide senior centers (consisting of six regional senior centers and 15 satellite senior centers) and 19 community site locations, in addition to online and telephonic program offerings.



Background

- As the local Area Agency on Aging (AAA) for the City of Chicago, the DFSS Senior Services Division coordinates and funds services for older adults, prioritizing those in greatest economic and social need, those who live alone, and those at risk for institutional placement. Working in collaboration with aging network partners, the Senior Services Division's efforts are guided by:
 - Supporting older persons to live independently in their own communities and homes for as long as possible;
 - Ensuring that those who reside in institutions are treated with dignity and care; and,
 - Guaranteeing that older persons have access to accurate information to participate in public policy.
- Together with our service providers, we have been providing comprehensive fitness services to older adults since 1995.
- Funded by Title III-B and Title III-D of the OAA, State of Illinois General Revenue Funds, and Community Development Block Grants (CDBG), these services have been designed to empower older adults in remaining healthy and safe within their homes (via online and telephonic programming) and communities (via programming at neighborhood senior centers and community site locations).



Goals

- The goals of the Comprehensive Fitness Program are to assist older adults to:
 - Increase fitness/health awareness
 - Increase self-determination in managing their health
 - Increase positive health behaviors





Current State and Priorities for Improvement

- In FY2019, 9,041 unduplicated older adults participated in fitness services and 16,431 units of service (one activity session or hour of related service provision) were performed.
- In FY2020, amidst the COVID-19 pandemic, 6,645 unduplicated older adults participated in fitness services (i.e., in-person, over-the-phone, and online) with 11,076 units of service performed.
- The Selected Respondent is expected is assist with outreach efforts to increase the number of older adults accessing services.
- And due to the COVID-19 pandemic, the Comprehensive Fitness Program seeks to further expand:
 - Social isolation programming (such as making well-being calls to participants or implementing other innovative initiatives)
 - Online/telephonic activities (to complement traditional inperson services)



Target Population

- Intended recipients:
 - Community-based older adults
 - Aged 55 and older
- OAA Title III-D prioritized sub-populations:
 - Older adults living in medically underserved areas
 - Older adults demonstrating greatest economic need (with particular attention to low-income minority individuals)
 - Older adults at risk for institutional placement
- Additional special populations:
 - Older adults with limited English proficiency
 - Older adults with disabilities





Program Requirements – Overview

- ➤ The Comprehensive Fitness Program will select one Respondent to provide fitness services via online and over-the-phone platforms and in-person at 21 City of Chicago senior center locations and 19 community site locations.
- The selected Respondent will be responsible for overall program management, including:
 - Assisting with outreach efforts to increase participation
 - Developing a screening assessment (or utilizing the program's existing one)
 - Incorporating best practice and evidence-based standards
 - Delivering the program's Core Services (utilizing certified fitness instructors/professionals)
 - Evaluating and reporting client satisfaction





Program Requirements – Core Services

Group Exercise Classes

- Administer daily (weekday) exercise classes (including instruction in the areas of range of motion activity, stretching, strength/resistance training, aerobic exercise, and balance/coordination) at all 40 senior center and community site locations (in addition to online/over-the-phone)
- Deliver one or more ACL-approved highest tier evidence-based exercise programs (as demand dictates) at all 40 sites (in addition to online/over-thephone)
- Offer additional specialized classes (as demand dictates)

One-on-one Personal Training

- Administer screening assessments, design appropriate exercise prescriptions, and orient participants to fitness equipment at all 21 senior centers
- Monitor the use of the fitness equipment at all 21 senior centers on a daily (weekday) basis (as demand dictates) to ensure proper usage and safety

Social Isolation/Recreational Programming

 Provide ongoing social isolation programming (e.g., fitness programs, virtual programming, and other innovative initiatives) at all program sites or online/over-the-phone to address isolation/loneliness among targeted older adult populations





Program Requirements – Unit of Service

- One unit of service equals one activity session (i.e., group exercise class, one-on-one personal training, etc.) or one hour of related service provision (i.e., screening assessment, fitness room monitoring, etc.)
- The selected Respondent is authorized to propose a (per hour) unit rate for the services offered as described in this RFP (and travel, paperwork, planning, and administrative duties will be included in the unit rate reimbursement)





Program Requirements – COVID-19 & Emergency Contingencies

- Special emphasis should be placed on developing contingency plans for any emergencies (e.g., pandemics, winter storms, tornadoes, heat waves, etc.) that require a change in programming
- For the Comprehensive Fitness Program, all services are to be moved to online/over-the-phone platforms in case of an emergency/shelter-in-place order





Program Requirements – Staffing Qualifications & Requirements

- The selected Respondent is required to assign and maintain, for the duration of the Services, a staff of competent personnel that is fully certified or licensed, equipped, competent, and qualified to perform the Services
 - Program Coordinator/Director
 - Responsible for program operations, overall service delivery, supervising certified fitness instructors/professionals, ensuring an adequate number of staff are employed, having a back-up plan to ensure service delivery (in the event of staff absences), providing a wellness program schedule for marketing publications, and assisting with special events
 - Position may not be vacant at any time during the contract period
 - Fitness Instructors/Professionals
 - Responsible for implementing the Core Services of Group Exercise
 Classes, One-on-one Personal Training, and Social Isolation Programming
 - A minimum of one fitness instructor/professional is required at each program location
 - Fitness instructors/professionals must possess at least one of the indicated certifications, meet all training requirements, and comply with all applicable laws relating to background checks, fingerprinting, and screening procedures (as noted in the RFP)





Program Requirements – Client Contributions

- The selected Respondent may not charge for any of the program's services
- Pursuant to the OAA, all participants must be provided the opportunity to contribute or donate to the cost of their services
- Contributions are strictly voluntary
- The selected Respondent must have a process to collect, record, reconcile, and report contributions received on a monthly basis to DFSS
- All collected income must be used to expand the services of the provider and supplement (not supplant) funds received for the program
- The amount of client contributions collected shall be deducted from the monthly invoice submitted to DFSS (and all project income must be expended within the fiscal year in which it was earned)





Performance Goals and Outcomes

- ➤ DFSS seeks respondents with evidence of strong past performance against desired outcome goals. DFSS will monitor (through the selected Respondent's client satisfaction survey) a set of performance indicators that may include, but are not limited to:
 - 75% of participants will increase their fitness/health awareness
 - 75% of participants will increase their self-determination in managing their health
 - 75% of participants will increase their positive health behaviors
- DFSS also intends to track output metrics that may include, but are not limited to:
 - Number of participants satisfied with the program service delivery
 - Number of unduplicated program participants
 - Number of new program participants
 - Number of service hours provided





Contract Management and Data Reporting Requirements

Participant Files:

 Intake forms/assessments, medical release forms, and ongoing documents (i.e., assessments, service records/progress notes, and service plans)

Instructor Files:

 Participant program evaluations, class attendance forms, program manual, invoices and supporting documentation, written correspondence to and from DFSS, and instructor resumes/certifications

Grievance Process & Satisfaction Surveys:

- The selected Respondent must supply all clients with a mechanism for filing complaints or grievances with regards to the provider's service delivery
- The selected Respondent also must have procedures for evaluating and reporting the client's satisfaction with the program's delivery and outcome

Reports & Invoices:

 Monthly reports (as indicated in the RFP) must be submitted in a format specified by DFSS (and by established deadlines)

Meetings:

 Monthly (mandatory) meetings with be held with the selected Respondent to discuss program operations and progress





Anticipated Term of Contract

- The term of contract(s) executed under this RFP will be from October 1, 2021 – September 30, 2023.
- Based on need, availability of funds, and contractor performance, DFSS may extend this term for up to one year.
- This contract will operate on a reimbursement basis only; no advances will be given.
- One delegate agency will be awarded (based upon the continued availability of funding levels) up to \$600,025 annually.
- The Respondent will be required to complete a cost proposal worksheet, providing an estimated annual service volume for each of the program's Core Services (and indicating their proposed unit rate for each of these services).





Selection Criteria – Strength of Proposed Program

- The Respondent clearly defines fitness 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's proposed service plan is supported by strong evidence-based programming and aligns with best practices for the relevant field
- The Respondent demonstrates a clear understanding of the (older adult) target population and their needs and challenges
- The Respondent has an effective approach to identifying and retaining program participants (incl. rules/regulations that reduce barriers to participation) and solicits and incorporates client feedback into their program model
- ➤ The Respondent demonstrates experience providing fitness services virtually and in-person





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 to the target population
- The Respondent has the relevant systems and processes needed to track and report performance on program outcomes
- 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 store key participant and performance data





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 has adequate Human Resources capacity to hire and manage staff
- 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 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, and the proposed budget supports the proposed scope of work or work plan
- The Respondent demonstrates a process to track program expenditures and voucher in a timely manner





Selection Criteria – Attachments

- Be sure to attach reports, studies, or other documentation that show performance toward reaching the program goals and demonstrate results and accomplishments
- Be sure to attach job descriptions and resumes for the Program Coordinator/Director and Fitness Instructors/Professionals
- Be sure to attach your Participant Screening Assessment and Physician's Certification Form
- Be sure to attach a cost proposal worksheet and your organization's budget for this program (making sure all program requirements are addressed)





Selection and Transition Timeline

- Pre-proposal webinar Thursday, September 2, 2021 at 3:00 p.m.
- > Applications due Tuesday, September 21, 2021 at 12:00 p.m.
- Program period begins October 1, 2021







Applications are due on Tuesday, September 21, 2021 at 12:00 p.m.!





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 of Tuesday, September 21, 2021 at 12:00 p.m.
- 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 from 9-5

Save often, submit early!



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

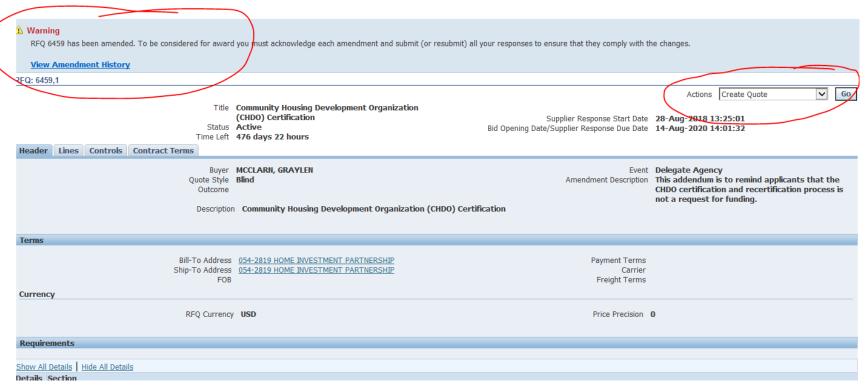


How to accept an amendment





- 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.







- 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.







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







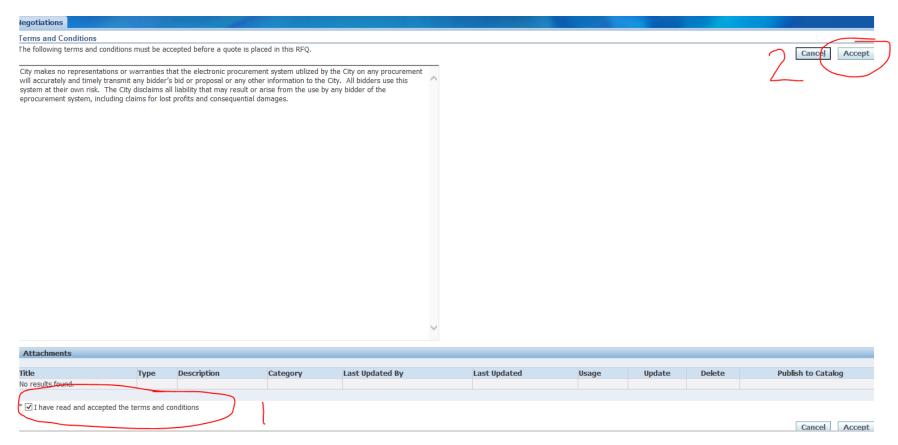
Click on "Yes" to indicate that you confirm your acknowledgement of the amendment.







- 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





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

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

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- 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.







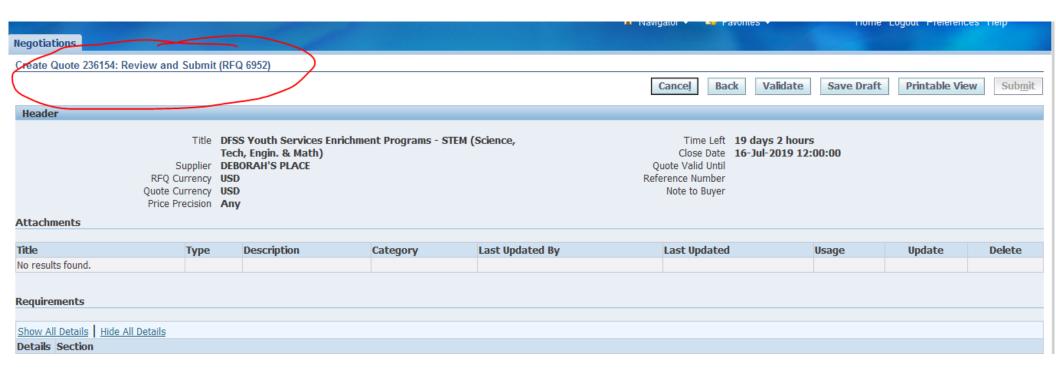
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Once your application is free from errors, you are ready to proceed and submit! At this point, clicking "Continue" should put your application into the "Review and Submit" phase.







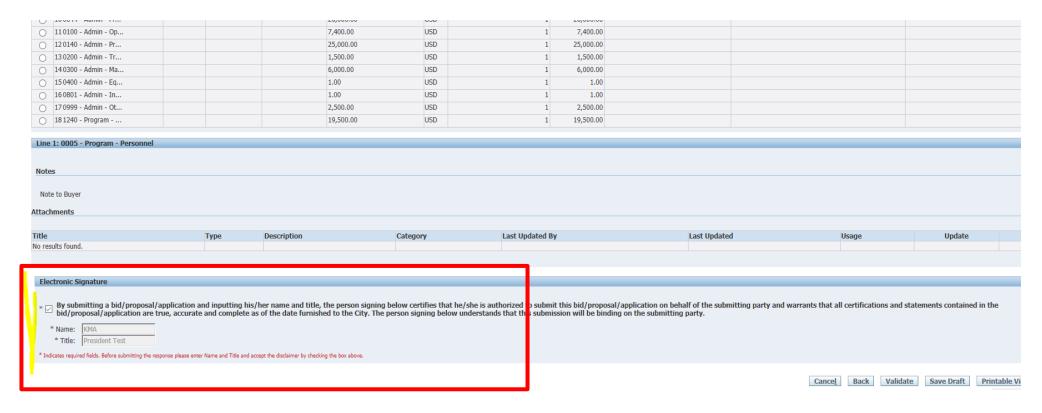
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elephone Number							845-251-XXXX
ederal Employer Identification Number							84-992289
OUNS Number							92-8992-5110
Head of Agency Name							Jane Doe
Head of Agency Title							Executive Director
Head of Agency Contact Telephone							845-251-XXXX
Head of Agency E-mail Contact							JaneDoe@superLeadersAcademy.co
Chief Finance Officer Name							Terry Doe Jr.
							Finance Officer
							845-251-XXXX
Chief Finance Officer Telephone							terrdoe@superLeadersAcademy.com
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> Then click "Submit".

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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?

Yolanda Curry 312-743-1503

Yolanda.Curry@cityofchicago.org

For non-programmatic questions contact:

Julia Talbot (312)-743-1679

Julia.Talbot@cityofchicago.org