

Please stand by, the webinar will begin shortly.

Department of Family and Support Services
Senior Food Box Program RFP #8869

Release Date: July 13, 2022

Due Date: August 24, 2022, 12pm, Noon



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.

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
Senior Food Box Program
RFQ# 8869**

**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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Supervisor of Family and Support Services
Department of Family and Support Services
1615 W. Chicago Ave, 3rd Floor West
Chicago, Illinois 60622
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LORI E. LIGHTFOOT
MAYOR

BRANDIE V. KNAZZE
COMMISSIONER



Purpose of the RFP

- The Senior Food Box Program RFP seeks proposals from qualified food service providers who have experience providing monthly delivery of fresh produce, pantry staples, and frozen meat options for older adults age 60+, their caregivers, and grandparents or older relatives 55+ raising children or persons with disabilities.
- DFSS seeks to provide services through delegate agencies in three (3) regional community areas (North, South, and West) across the city.



Background

- The Senior Services Division is one of seven program areas within DFSS. The Senior Services Division is also designated as the local Area Agency on Aging (AAA) for the City of Chicago. As the AAA, DFSS 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 provide vital information and assistance, congregate and home delivered meal services, senior centers, fitness classes, caregiver support services, in-home services, employment training and volunteer opportunities, elder rights programs, health promotion and access to benefits. We continually innovate and advocate for our residents so they may continue to thrive as they age in place. We value integrity and respect as well as promoting social engagement among the elderly as an antidote to dependence, social isolation, and withdrawal.

- For more information on the DFSS strategic framework, visit www.cityofchicago.org/fss.



Background

- With American Rescue Plan Act (ARPA) funding, the Senior Food Box Program will serve clients who may be experiencing food insecurity.
- An estimated one in six Chicago residents is food insecure, experiencing reduced quality, variety, or desirability of diet and the possibility of reduced food intake.
- According to the Chicago Food Equity Agenda, “Food insecurity remains significantly above pre-pandemic levels in the Chicago metro region at 16% overall with rates among Latinx communities at 25% and Black communities at 29%.”
- DFSS utilized CARES funding to award \$60,000 in the 2021 Food Box Pilot



Goals

The goals of Senior Food Box Program are to:

- Reduce risk for food insecurity for older adults, caregivers, and grandparents or older adults raising children or adults with disabilities by creating access to fresh produce and frozen meats
- Provide a variety of ingredient options for those who enjoy cooking
- Strengthen the ability of older adults, family / informal caregivers, and grandparents or older relatives to continue to remain or provide care at home



Current State and Priorities for Improvement

- 5.2 million older adults aged 60 and over in the U.S. are food insecure. (*State of Senior Hunger in America 2019*)
- Among older adults living in the Chicagoland area, 7.5% are considered food insecure and 3.3% very low food secure.
- Furthermore, older adults who reside with a grandchild (15.5%) experience more than double the rate of food insecurity than older adults with no grandchild present (6.6%).



Target Population

- Eligible participants include:
 - Older Adults 60 years of age or older;
 - Grandparents or Older Relatives 55 years of age or older raising children or individuals ages 19 to 59 with severe disabilities, as defined by the state of Illinois; and,
 - Family or Informal Caregivers caring for an older adult 60 years of age or older or an individual ages 19 to 59 years of age with Alzheimer’s Disease or Related Dementia.


- Clients must be prioritized based on the Older Americans Act Title III priorities:
 - greatest economic or social need
 - low-income
 - minority communities
 - limited English proficiency



Program Requirements – Overall Qualifications

➤ The Senior Food Box Program RFP seeks organizations that have the following overall qualifications:

- Experience providing food services throughout Chicago to ensure equitable access to all older adults, family / informal caregivers, and grandparents or older relatives raising children or persons with disabilities.
- Ability to implement the program in the North, West, and South regions and deliver services to targeted communities with a higher percentage of older adults in poverty. This may be subject to change.
- Experience in the procurement and distribution of all types of food products including produce (fruits and vegetables).
- Experience and / or capacity to meet the culturally diverse needs of the populations served by DFSS, including the ability to address nutritional needs and dietary constraints due to age, allergies or medical conditions, veganism and vegetarianism, and religious practices.



Program Requirements – Overall Qualifications

- The Senior Food Box Program RFP seeks organizations that have the following overall qualifications:
- Willingness to promote and share resources and provide clients with referral information to other DFSS services, including senior services and other relevant resources (i.e., pantries, soup kitchens, other programs to access food).
 - Experience and capacity to distribute monthly deliveries for clients. The selected Respondent may coordinate delivery routes based on geographic areas for efficient and reliable delivery processes.
 - Experience with hiring and training of staff, volunteers, in-kind and third-party contractors and demonstrated capacity and / or willingness to implement strategies to address any issues related to staffing and / or volunteer retention.
 - Ability to conduct surveys with clients to secure feedback and / or input to be incorporated into the service delivery program model.



Program Requirements

➤ The selected Respondent will be responsible for the program management including outreach, program implementation, retention, and data collection on the impact of the program on clients served. Overall, the selected Respondent should aim to serve a total of 300 clients for the full 12-month program year.

- North Region: 75
- West Region: 100
- South Region: 125



Program Requirements – Outreach

- The selected Respondent will work collaboratively with DFSS to conduct outreach, identify, recruit, and retain clients in the program.
- Program promotion through the various news and public information media is subject to approval by Public Information Officer - Senior Services and must credit DFSS and / or Funder as a source of funds supporting Senior Food Box Program services.
- The selected Respondent must include the DFSS Senior Services Information & Assistance (I & A) call center phone number and email address on outreach materials.




Program Requirements - Intake

- All clients can be referred for services through the DFSS I & A call center by contacting 312-744-4016 or emailing service requests to aging@cityofchicago.org.
- The selected Respondent may take direct referrals; however, the referrals should be forwarded to DFSS I & A.
- Eligible food box clients may not meet Home Delivered Meal requirements or decline to participate in Home Delivered Meal program. If the client is eligible, they will be asked to select a meat or vegetarian option.
- The I & A staff will forward the referral to the selected Respondent to setup delivery. The referral will also be forwarded to the Program Manager.



Program Requirements – Food Types Required

- The frozen meat option includes various items such as chicken, ground beef, or fish fillets.
- The vegetarian option will be an enhanced version of fresh produce based on seasonality, including such items as apples, onions, or collard greens.
- Seasonally-inspired and culturally-diverse food choices should be offered.
- The Food Boxes for the grandparents may also include child-friendly food products such as drink boxes, granola bars, yogurt, cheese sticks and will be customized to include seasonally appropriate content.



Program Requirements - Delivery Specifications

- **Frequency:** Food Boxes will be delivered to clients on a monthly basis.
- **Delivery Time Requirements:**
 - Food Box deliveries to clients' homes will be made between the hours of 8:00 A.M. and 3:30 P.M., Monday through Friday and may include weekends, as necessary, to meet the enrollment demands of the program.
 - All Food Boxes must be delivered into the client's home with client's permission.
 - No food is to be left outside the door, unless authorized by DFSS.
 - Food Boxes must be delivered in person and directly to the participants.
 - If someone other than the participant accepts the delivery, the driver must see the client at the next scheduled delivery.
 - Clients should remain on their assigned delivery route for a period of no less than six months or longer to ensure consistency of deliveries for clients.
 - The selected Respondent must utilize an automated system for delivery tracking and confirmation technology to allow for verification of deliveries made.



Program Requirements – Delivery Specifications

➤ **Safety Food Standards**

- Food Boxes must be delivered directly from the selected Respondent’s facility to the clients’ home.
- The selected Respondent must maintain proper temperature control of Food Box items in accordance with food safety guidelines. Food shall be transported and held in a manner that protects the food from contamination and complies with the applicable City of Chicago Municipal Code and rules.
- The drivers must meet the client at the entrance of the home and if requested, must assist the client with placing the groceries inside the home at the client’s discretion. The drivers may place the Food Box items into the client’s freezer and perishables into the client’s refrigerator, at the client’s discretion.
- The selected Respondent must submit a delivery plan for approval by DFSS within two weeks of notification of contract award.
- In the event that scheduled deliveries cannot be made, the selected Respondent must notify DFSS 48 hours in advance. The selected Respondent must submit a written notification to DFSS which will include the reason why the deliveries cannot be made and when the deliveries will be resumed.



Program Requirements – Delivery Failures

➤ Delivery Failures

- Drivers must make every possible effort to deliver the Food Boxes to clients. The selected Respondent must provide two-way communication devices, such as two-way radios or cellular phones to all drivers that will allow for immediate communication between the driver and the agency’s home base. There may be multiple causes for delivery failures.
- Delivery Breakdowns: In the event of a delivery breakdown, where the driver is not able to make deliveries, the driver must immediately notify the selected Respondent. The selected Respondent will immediately dispatch another driver/vehicle within one half hour of the notification. With appropriate notification, DFSS may allow extra time for deliveries. The selected Respondent must notify DFSS immediately and provide the following information:
 - Time vehicle went down
 - Specific Geographical delivery route impacted
 - Boundaries of the route in terms of how many clients are impacted
 - When the geographical delivery route will be resumed




Program Requirements – Delivery Failures

- Client Non-Response: Clients should be allowed a reasonable period of time to answer the door. The drivers should ring the bell and knock on the door for a minimum of five minutes, allowing enough time for the client to respond. If the client does not respond, the driver must contact the selected Respondent's central office, while still at the address of this client. The selected Respondent must then immediately contact the client by phone and allow a minimum of 8 - 10 rings. If the client does not come to the door, the selected Respondent will still be reimbursed for the delivery. A notice indicating the date and time the delivery was attempted must be left by the driver at the client's location.
 - The selected Respondent must notify both DFSS for follow up with the client. A daily report (Client No Answer Report) must be submitted to DFSS listing each client and the number of Food Boxes attempted to be delivered, along with the specific action taken to contact the client for the failed delivery.
 - A re-delivery will not be required if it was determined that the client was not at home at the time the delivery was attempted.
 - If the client contacts the selected Respondent within two business days to reschedule their missed delivery, the selected Respondent must redeliver if time allows on the route delivery.
 - If there is no answer at the door on two consecutive deliveries for clients, the selected Respondent must place the client on temporary hold or "skip" and notify both DFSS of the no answer.



Program Requirements – Delivery Failures

- Excess Food: The selected Respondent must provide viable alternative options for storage of surplus food in the event of unsuccessful deliveries. This may include but is not limited to, donation to a food pantry, returning items to the storage warehouse, or emergency deliveries. The selected Respondent must provide the policy and criteria for determining the acceptability of donated foods for use in the program. The selected Respondent must be willing to deliver donations from charitable organizations such as gift baskets for the holidays or donated pet food to pet owners enrolled in the Food Box Program. The selected Respondent will deliver the items, along with the food box delivery, at no additional cost to DFSS.



Program Requirements – Facility Requirements

- Maintain a staff of qualified food handlers at the main facility site
- Maintain and monitor facilities to maintain City of Chicago and Federal sanitation standards. Minimum requirements include:
 - Two staff members or volunteers to manage and operate the food program
 - Two people with food sanitation certificates
 - Pest-proof containers with tight fitting lids to store dry products such as rice, cereal, and beans
 - Shelving
 - Reliable phone number and e-mail address
- Maintain an adequate labor force to perform necessary tasks (i.e., truck drivers for food delivery, food packagers, and inventory control staff)
- DFSS may conduct annual site visits at selected Respondent’s facilities to ensure the sanitary storage of food for distribution
- Selected Respondent must provide post written pest control plan and contract with professional exterminator



Program Requirements – Units of Service

- The unit of service is one (1) delivery per participant with a cap of one delivery per month. In instances, where clients may need to exceed the monthly delivery, it will require approval of the DFSS Program Manager and funding availability. Travel, paperwork, planning, administrative duties should be included in the unit rate reimbursement.

Program Requirements – COVID-19 and other Emergency Contingency Planning

- Special emphasis should be placed on developing contingency plans for any emergencies that require a change in programming, registration, location, times, etc. This can include, but is not limited to, COVID-19 or instances of extreme weather.
- Policies and procedures must be in accordance with Centers for Disease Control (CDC), Illinois Department of Public Health (IDPH), and Federal Emergency Management guidance.
- The selected Respondent must develop an emergency service plan for maintenance of service and clients' well-being during periods of weather-related situations.
- If equipment failures result in Food Boxes being unserved, the plan must include how Food Boxes will be replaced and delivered the same day. The selected Respondent must keep a moderate number of surplus, if the backup plan is invoked. The plan should be made available to the DFSS Senior Services.



Program Requirements – Staff Qualifications and Requirements

- The selected Respondent is required to assign and maintain for the duration of the services, a staff of qualified personnel to perform the services.
- The selected Respondent will retain and make available to the City, State and Federal agencies governing funds provided under this Agreement, proof of certification or expertise including, but not limited to, licenses, resumes and job descriptions.
- The funds are expected to cover at least one program coordinator and at minimum three drivers dedicated to the success of the program. It is allowable for employees to have other roles within the organization, as appropriate, and as it does not impede on their dedicated time to the Senior Food Box Program. Other roles are expected to be complementary to this program.



Program Requirements – Staff Qualifications and Requirements

- **Program Coordinator:** The Respondent should identify a Program Coordinator who will be the main contact to DFSS and will manage program operations. The agency must identify a project director for the day-to-day management and administrative functions of the program who possess a minimum of three years of demonstrated management and supervisory experience.
 - The Program Coordinator will be responsible for supervising program staff, delivery drivers, and volunteers and have overall accountability for service delivery. The Program Coordinator must have the knowledge, skills, and abilities to dispatch delivery drivers, plan geographic routes, and conduct community outreach. The position may not be vacant at any time during the contract period.
 - It is preferred that this staff have at least two years related experience.

- **Delivery Drivers:** The Respondent should identify at least three delivery drivers who will provide services:
 - Senior Food Box drivers must have the appropriate operator / driver license class, insurance, and a clean driving record. Drivers must be assigned to routes in a manner that maintains consistency for clients. The use of Lyft or Uber drivers to deliver Food Boxes is not allowed. Background checks, as outlined below, must be performed by the selected Respondent on all staff who interact with clients of DFSS including drivers and drivers' assistants, whether employed directly by the selected Respondent or subcontracted. All staff interacting with clients must at all times have proper identification that is clearly visible by the client.

- All program staff must be familiar with Public Health Regulations, as well as the needs of the older vulnerable adult population.

- The selected Respondent must have a form of ongoing comprehensive in-service training for the drivers and other staff involved in the project to recognize clients in need of emergency services or other non-emergency referrals for services. The selected Respondent must include staff in appropriate orientation and training programs when made available by DFSS. The plan should also include any in-service or training on the nutrition education materials being distributed.



Program Requirements – Background Check Requirements

- The selected Respondent will comply with all applicable Federal, State, and local laws, ordinances, policies, procedures, regulations, rules, requirements, and executive orders relating to background checks, fingerprinting, and screening procedures to ensure children and seniors safety. In connection with the Services, the selected Respondent will not permit any adult, whether a member of the Respondent’s staff or otherwise, to be involved with the Services or to have direct contact with seniors if any applicable legal requirements would prohibit such adult from having such involvement or contact. Background checks are an allowable cost if it is included in the agency’s budget that is submitted to DFSS and an allowable expense by the grantor.

- Adults 18 and older, whether they are staff, volunteers, consultants, subcontractors, operators, individuals in family homes, or individuals used to replace or supplement staff who may have direct or indirect contact with seniors or access to their confidential information will need to complete a background check.

- Delegate agencies are required to administer the following types of background checks for the individuals listed above:
 - a fingerprint criminal background check that searches both FBI and state databases.
 - a search of the Illinois Sex Offender Registry.
 - a search of the Adult Protective Services (APS) Registry, if delivering services in a senior’s home.

- In addition to having records of completed checks available during DFSS monitoring visits, delegate agencies also need to have written policies on background checks that should include:
 - 1) An appeal process for individuals who dispute the findings of their background check.
 - 2) A policy to address comingling of services if your service location includes programing serves for seniors or children.
 - 3) A policy on conditional employment while an employee awaits results of their background check; and
 - 4) A list of offenses that will disqualify a candidate from being hired or volunteering.

- Failure to prove evidence of a background check completion may result in default and possible termination of your agreement with DFSS. Delegate agencies also have an affirmative duty to timely report to DFSS any incident.



Program Requirements – Client Contributions

- The selected Respondent may not charge for any Food Box delivery services provided under the Title III-B or Title III-E grant agreement.
- However, pursuant to the OAA, all clients must be provided the opportunity to contribute or donate to the cost of their services. Contributions are strictly voluntary, and no client will be refused service for not contributing. All donations must be used to expand services.
- All project income must be expended within the fiscal year in which it was earned.



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:
- 80% of clients surveyed indicate that nutritional needs have been met by participating in the program.
 - 80% of clients surveyed indicate that the Food Box program has provided consumer choice and allowed them to continue cooking at home.
 - 80% of older adults and their caregivers indicate that the Food Box program has strengthened their ability to remain at home.



Performance Goals and Outcomes

- 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, and will be modified to match the selected RFP application:
 - **North**
 - Older Adults: 60 participants and 720 food box units will be provided annually
 - Grandparents: 15 participants and 180 food box units will be provided annually
 - **West**
 - Older Adults: 80 participants and 960 food box units will be provided annually
 - Grandparents: 20 participants and 240 food box units will be provided annually
 - **South**
 - Older Adults: 100 clients and 1200 food box units will be provided annually
 - Grandparents: 25 participants and 300 food box units will be provided annually
 - 80% of clients surveyed indicate overall satisfaction with the services provided
- Number of people served according to race, gender, and ethnicity.
- In addition to the performance indicators and output metrics listed above, DFSS encourages Respondents to propose additional indicators and metrics, including those that demonstrate early success and are indicative of participants' progress.



Contract Management and Data Reporting Requirements

➤ Client Files

- The selected Respondent must maintain a confidential file on each client. Client files must be kept in a secure, locked space. The selected Respondent can select to keep case notes and files electronically. The selected Respondent must implement policies and procedures to ensure privacy and confidentiality of client record for both paper file and electronic databases.

➤ Client Complaints and Grievances

- The selected Respondent must supply all older adults and caregivers with a mechanism for filing complaints or grievances with regards to the selected Respondent's service delivery. Clients must also be given a mechanism for comments and suggestions on service delivery improvements. DFSS reserves the right to create such a mechanism, to be distributed by the selected Respondent selected Respondent or administered by DFSS to all clients. The selected Respondent must submit complaints to DFSS in a timely manner (i.e., email, phone call).

➤ Program Evaluation and Satisfaction Surveys

- The selected Respondent must have procedures for evaluating and reporting the client's satisfaction with the delivery of service as well as their satisfaction of the outcomes of the service

➤ Reports, Invoices and Meetings

- The selected Respondent must use a DFSS approved computerized client tracking system to provide required data and reports to Senior Services monthly on the 5th of the month for the clients served in the preceding month. The selected Respondent will keep track of units of service provided, unduplicated counts of persons served and other demographic data necessary for planning and evaluation of the program. Both program and financial reports are required of all funded providers.
- Senior Services reviews reports submitted by providers to determine that resources have been expended according to approved budgets, that the request for funds is correct and is consistent with the approved award, to monitor and assess program activity and identify any significant operational problems that should be corrected and to identify the need for technical assistance to address inadequate fiscal knowledge, or excessive administrative costs.
- Quarterly meetings, or as otherwise scheduled, will be held with the agency to discuss program operations and progress. Attendance is mandatory and is not subject to reimbursement.

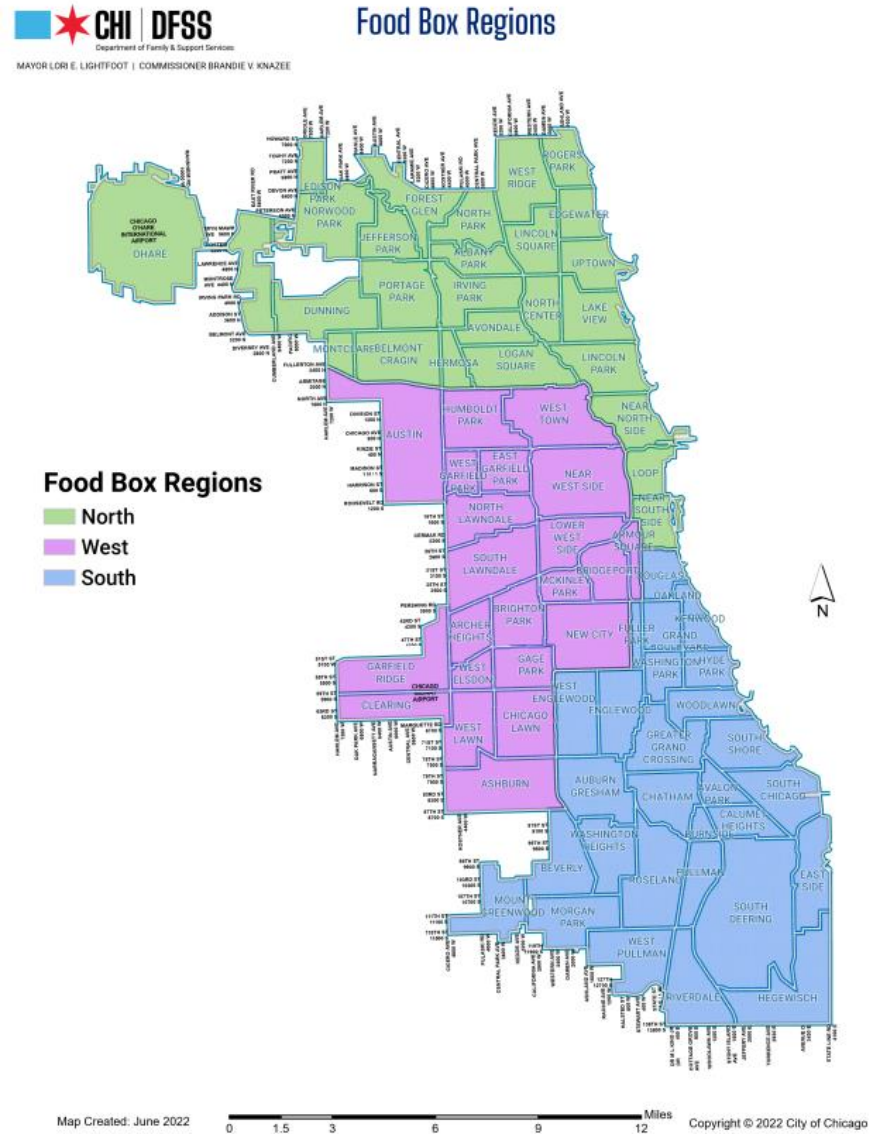


Guidance to Applicants - Required Documents

- The applicant will be required to submit the following attachments to complete the application:
 - Liability insurance
 - Board Member identification
 - SAM certificate
 - Certificate of Good standing
 - Bylaws and articles of incorporation
 - Financial Statement
 - IRS determination letter
 - City of Chicago compliance acknowledgement
 - Conflict of Interest
 - Resumes and / or job descriptions
 - Staffing Chart
 - Food Box Cost Proposal
 - Reports, studies or other documentation that show performance toward reaching the program goals, demonstrate results and accomplishments.

Guidance to Applicants - Food Box Regions

- This RFP seeks respondents that can serve targeted regions on the North, South and West sides of Chicago. Collaborative applications are strongly encouraged. Respondents must submit one application for each region for which they wish to apply.
- DFSS will make recommendations for contract awards within each region.



Guidance to Applicants – Food Box Regions

Region	Community Areas		
North (26 community areas)	1 – Rogers Park	10 - Norwood Park	19 - Belmont Craigin
	2 – West Ridge	11 - Jefferson Park	20 - Hermosa
	3 - Uptown	12 - Forest Glen	21 - Avondale
	4 – Lincoln Square	13 - North Park	22 - Logan Square
	5 - North Center	14 - Albany Park	32 - The Loop
	6 - Lake View	15 - Portage Park	33 - Near South Side
	7 - Lincoln Park	16 - Irving Park	76 - O’Hare
	8 - Near North Side	17 - Dunning	77 - Edgewater
	9 - Edison Park	18 - Montclare	
West (22 community areas)	23 - Humboldt Park	31 - Lower West Side	62 - West Elsdon
	24 - West Town	34 - Armour Square	63 - Gage Park
	25 - Austin	56 - Garfield Ridge	64 - Clearing
	26 - West Garfield Park	57 - Archer Heights	65 - West Lawn
	27 - East Garfield Park	58 - Brighton Park	66 - Chicago Lawn
	28 - Near West Side	59 - McKinley Park	70 - Ashburn
	29 - North Lawndale	60 - Bridgeport	
	30 - South Lawndale	61 - New City	
	35 - Douglas	46 - South Chicago	52 - East Side
	36 - Oakland	67 - West Englewood	53 - West Pullman
37 - Fuller Park	68 - Englewood	54 - Riverdale	
38 - Grand Boulevard	69 - Greater Grand Crossing	55 - Hegewisch	
39 - Kenwood	71 - Auburn Gresham	72 - Beverly	
40 - Washington Park	47 - Burnside	73 - Washington Heights	
41 - Hyde Park	48 - Calumet Heights	74 - Mount Greenwood	
42 - Woodlawn	49 - Roseland	75 - Morgan Park	
43 - South Shore	50 - Pullman		
44 - Avalon Park	51 - South Deering		



Selection Criteria – Community Involvement

The Respondent:

- Demonstrates a clear understanding of the target population, including their strengths and assets and needs and challenges
- Demonstrates client and community engagement activities that inform service delivery
- 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 capacity to fulfill citywide services
- Adequate systems and processes to support monitoring program expenditures and fiscal controls
- Adequate Human Resources capacity to hire and manage staff



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
- Addresses the nutritional needs, dietary considerations, and food preferences of different kinds of clients / households
- Propose a program is supported by a strong national or local evidence base and/or aligns with best practices for the relevant field
- Provides a clear plan of how they plan to order, store, and delivery food boxes
- Has an effective approach to identifying and retaining program participants (including rules / regulations that reduce barriers to participation)
- Has partnerships or coordinates with other agencies to expand or improve services in a client-centered, comprehensive way



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
- Has experience using data to inform / improve its services or practices
- Has the relevant systems and processes needed to collect and store key participant and performance data

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

The Respondent:

- Describes its auditing practices and if the award will be included
- Has the fiscal capacity to implement the proposed program
- Leverages other funds and in-kind contributions to support total program and administrative cost (e.g., state, federal, foundation, corporate, individual donations)
- 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
- Provides explanation of key budgeting decisions made in the past two years and their rationale



Selection and Transition Timeline

- **Pre-proposal webinar – July 19, 2022**
- **Due date to submit pre-proposal questions – August 19, 2022**
- **Applications due – August 24, 2022**
- **Program period begins – October 1, 2022**



Budgets or Cost Proposals

- The term of contract(s) executed under this RFP will be from October 1, 2022 to September 30, 2024.
- The amount for this RFP for one year is:
 - North: \$53,704 Annually
 - West: \$70,889 Annually
 - South: \$90,222 Annually
- Administrative costs will be capped at 10% percent per application.
- 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.
- 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.
- 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!



Deadline



Applications are due
on **August 24, 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.
- 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.
- You can “submit” your application and later amend it up until the due date of August 24, 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!



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

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.

The screenshot displays a procurement system interface. At the top, 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. Below the warning is a link for [View Amendment History](#). The RFQ number is 6459,1. In the top right corner, the 'Actions' dropdown menu is set to 'Create Quote', and the 'Go' button is also circled in red. The main content area shows details for RFQ 6459,1, including the title 'Community Housing Development Organization (CHDO) Certification', status 'Active', and time left '476 days 22 hours'. It also lists the buyer 'MCCLARN, GRAYLEN', quote style 'Blind', and event 'Delegate Agency'. The amendment description states: 'This addendum is to remind applicants that the CHDO certification and recertification process is not a request for funding.' Other sections include 'Terms' with bill-to and ship-to addresses, 'Currency' (USD), and 'Requirements'. Navigation links for 'Show All Details' and 'Hide All Details' are at the bottom.

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.

CITY OF CHICAGO Sourcing

Home Logout Preferences Help

Negotiations


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
Hide	6459.1	Community Housing Development Organization (CHDO) Certification	Active		
Amendment Description This addendum is to remind applicants that the CHDO certification and recertification process is not a request for funding.					
Published Date 28-Aug-2018 13:25:01			Close Date 14-Aug-2020 14:01:32		
Show	6459	Community Housing Development Organization (CHDO) Certification	Amended		

Return to RFQ: 6459,1

Negotiations Home Logout Preferences Help

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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.

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

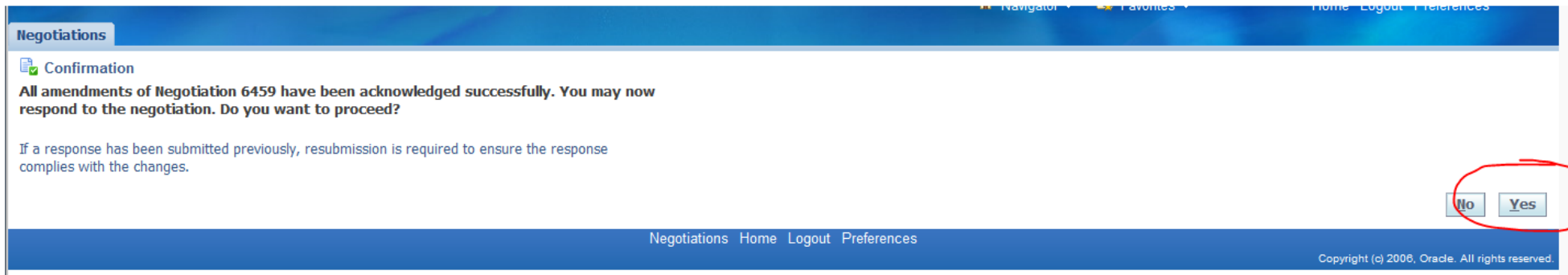
Header		
label	RFQ 6459	RFQ 6459,1
Amendment Description		This addendum is to remind applicants that the CHDO certification and recertification process is not a request for funding.

Notes and Attachments

RFQ 6459

How to accept an amendment – Step 4

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



The screenshot shows 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 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.

2

Attachments

Title	Type	Description	Category	Last Updated By	Last Updated	Usage	Update	Delete	Publish to Catalog
No results found.									
<input checked="" type="checkbox"/> I have read and accepted the terms and conditions									

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.

Create Quote: 235163 (RFQ 6952)

Cancel Revert to Active Quote View RFQ Quote By Spreadsheet **Save Draft** **Continue**

Title DFSS Youth Services Enrichment Programs - STEM (Science, Tech, Engin. & Math) Time Left **19 days 2 hours**
Bid Opening Date/Supplier Response Due Date **16-Jul-2019 12:00:00**

Header Lines

Supplier **DEBORAH'S PLACE** Quote Valid Until
RFQ Currency **USD** (example: 27-Jun-2019)
Quote Currency **USD** Reference Number
Price Precision **Any** Note to Buyer

Attachments

Add Attachment...

Title	Type	Description	Category	Last Updated By	Last Updated	Usage	Update	Delete
budget	File		From Supplier	KBWILSON	20-Jun-2019	One-Time		

Requirements

Expand All | Collapse All

Focus Title	Target Value	Quote Value
Requirements		

Cancel Revert to Active Quote View RFQ Quote By Spreadsheet Save Draft Continue

Negotiations Home Logout Preferences Help



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.

negotiations

Negotiations > Active Solicitations > RFQ: 6952 >

Error
You must quote on at least one line in the RFQ.

Create Quote: 235163 (RFQ 6952)

[Cancel](#) [Revert to Active Quote](#) [View RFQ](#) [Quote By Spreadsheet](#) [Save Draft](#)

Title [DFSS Youth Services Enrichment Programs - STEM \(Science, Tech, Engin. & Math\)](#)

Time Left **19 days 2 hours**
Bid Opening Date/Supplier Response Due Date **16-Jul-2019 12:00:00**

Header **Lines**

Supplier **DEBORAH'S PLACE**
RFQ Currency **USD**
Quote Currency **USD**
Price Precision **Any**

Quote Valid Until
(example: 27-Jun-2019)

Reference Number

Note to Buyer

Attachments

[Add Attachment...](#)

Title	Type	Description	Category	Last Updated By	Last Updated	Usage	Update	De
budget	File		From Supplier	KBWILSON	20-Jun-2019	One-Time		

Requirements

[Expand All](#) | [Collapse All](#)

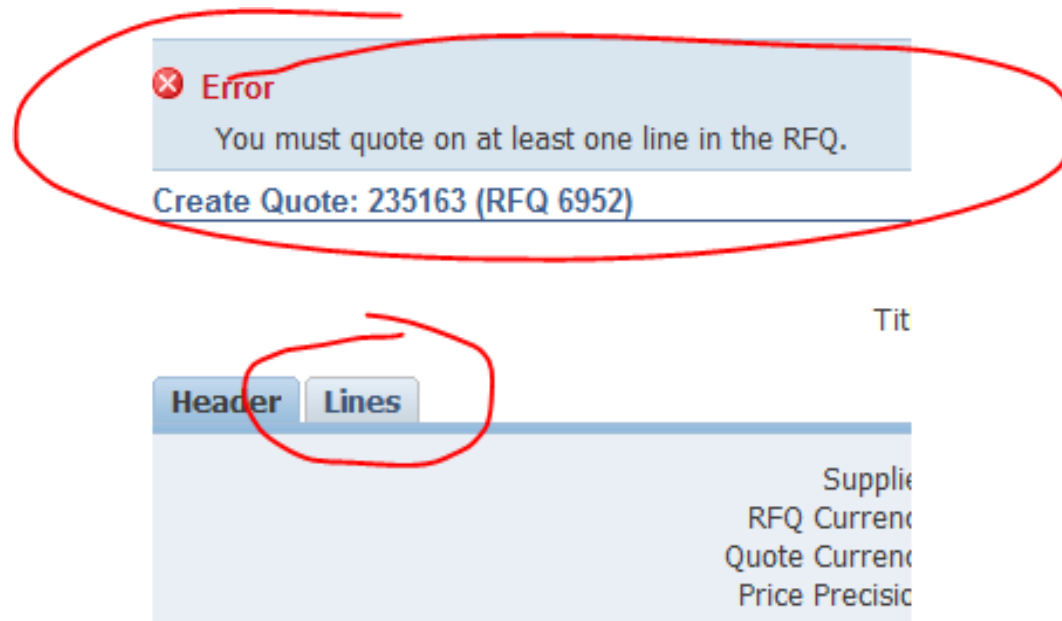
Focus Title	Target Value	Quote Value
<input type="checkbox"/> Requirements		

[Cancel](#) [Revert to Active Quote](#) [View RFQ](#) [Quote By Spreadsheet](#) [Save Draft](#)

[Negotiations](#) [Home](#) [Logout](#) [Preferences](#) [Help](#)

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 shows a quote submission interface. At the top, a red error message box states: "Error: A quote value is required for requirement First Name." Below this, the "Create Quote" button is highlighted with a red circle. The main form area includes a title "DFSS Youth Services Enrichment Programs - STEM (Science, Tech, Engin. & Math)", a supplier name "DEBORAH'S PLACE", and various currency and precision settings. The "Requirements" section is expanded, showing a table with columns for "Focus Title", "Target Value", and "Quote Value". The "Quote Value" column header is circled in red. Below the table, the "First Name" field is also circled in red, indicating the source of the error.

Focus Title	Target Value	Quote Value
Requirements		
Contact Information		



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.

The screenshot shows a web application interface for reviewing and submitting a quote. The top navigation bar includes "Negotiations" and "Create Quote 236154: Review and Submit (RFQ 6952)". A red circle highlights the "Create Quote 236154: Review and Submit (RFQ 6952)" link. Below the navigation bar are buttons for "Cancel", "Back", "Validate", "Save Draft", "Printable View", and "Submit".

Header

Title	DFSS Youth Services Enrichment Programs - STEM (Science, Tech, Engin. & Math)	Time Left	19 days 2 hours
Supplier	DEBORAH'S PLACE	Close Date	16-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



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



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"/>	10000 - Admin - Tr...			20,000.00	USD		1	20,000.00		
<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
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:

* 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 Vi](#)



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

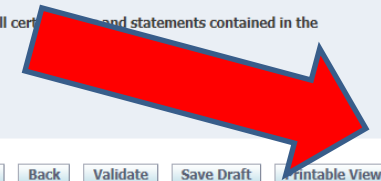
Type	Description	Category	Last Updated By	Last Updated	Usage	Update	Delete
------	-------------	----------	-----------------	--------------	-------	--------	--------

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

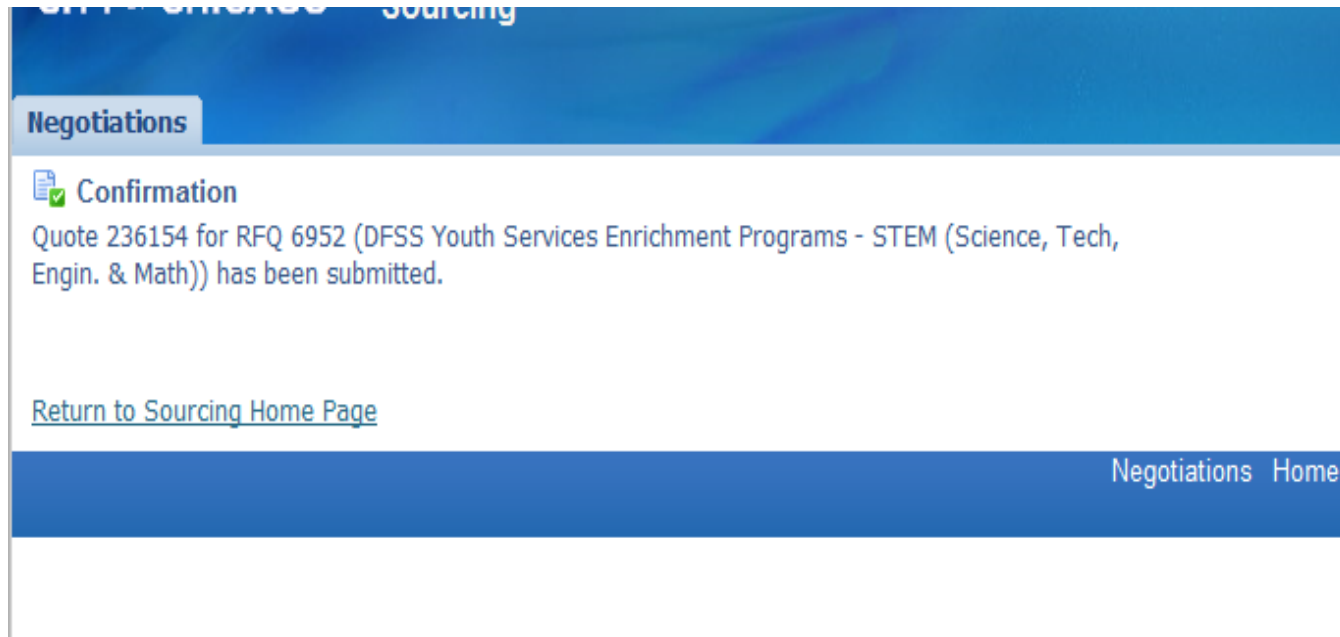
Before submitting the response please enter Name and Title and accept the disclaimer by checking the box above.

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.



Program Questions?

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