Please stand by, the webinar will begin shortly.

Department of Family and Support Services Youth Intervention Pathways RFP

Release Date: December 1, 2022 Due Date: January 6, 2023



Housekeeping

- > Due to the volume of participants, everyone will be muted for this call.
- 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.
- 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: <u>https://www.chicago.gov/city/en/depts/fss.html</u> under the 'Alerts' and/or "Funding Opportunities" tabs.





- Welcome and Introductions
- Purpose
- Background
- Program Description
- Program Requirements
- > Performance Measures
- Selection Criteria
- Timeline
- Technical Assistance for Applicants and eProcurement
- Questions







About the Department of Family and Support Services

As the City of Chicago's primary social services provider and administrator, the Department of Family and Support Services (DFSS) manages a comprehensive, client-oriented human service delivery system that employs a holistic approach to improving the quality of life for our most vulnerable residents. DFSS administers resources and provides assistance and support to a network of over 360 communitybased organizations.

The DFSS mission is:

Working with community partners, we connect Chicago residents and families to resources that build **stability**, support their **well-being**, and empower them to **thrive**.

Purpose of RFP and Scope of Services





- The Chicago Department of Family and Support Services (DFSS) Youth Services Division seeks agencies to coordinate services for youth 10-17 years old that have interactions with the Chicago Police Department (CPD) who need support services to decrease their ongoing interaction with police, decrease their risk factors, increase public safety, and develop accountability for youth that impacts their trajectory further into the legal system.
- The Youth Intervention Pathways RFP seeks organizations who have experience providing restorative, youth-centered, traumainformed coordinated case management to youth aged 10-17 years old that have had contact with the Chicago Police Department.



Youth Services Division

This RFP is part of a broader effort in Chicago to reduce contact between youth and the legal system.

- Research shows that supportive community services offer an alternative to arrest and incarceration, which is developmentally inappropriate for young people, creates lifelong social and emotional harms, and perpetuate the systemic over-incarceration and surveillance of Black and Brown youth.
- DFSS' Youth Services Division is working to reduce the overrepresentation of youth of color in the juvenile court system and promote the safety, wellbeing, and prosperity of all youth in the City of Chicago



Background Information





- Audit of the Chicago Police Department and Department of Family and Support Services' Administration of the Juvenile Intervention and Support Center
 - In February 2020, the City of Chicago Office of Inspector General (OIG) completed an audit of the JISC. The objectives of OIG's audit were to determine if JISC is designed according to best practices for law enforcement-based youth diversion and if JISC's administration of diversion programming is consistent with its goal of reducing youth recidivism.





Some key findings of that report included:

- Due to poor record-keeping and a lack of collaboration, program partners, CPD and DFSS cannot reliably determine whether JISC is meeting its stated goal.
- The City cannot determine whether, over the past 14 years, it has created positive or negative outcomes for over 3,000 youth processed each year.
- JISC's design does not align with best practices for youth diversion programs.
- CPD and DFSS have different visions for JISC and therefore have been unable to come to a shared understanding of the program's purpose and goals.
- JISC is likely not leading to more youth arrests (also known as net widening) but does send many youth to case management which would otherwise have been diverted entirely.
- Inconsistencies concerning which JISC arrestees were diverted from further involvement in the justice system



Current State and Priorities for Improvement

- Youth-centered
- Family-centered
- Wraparound services & case management
- Trauma-informed approaches
- Cultural competency
- Data-driven continuous improvement





January 2019	City of Chicago enters a Consent Decree
July 2019	City of Chicago trip to Los Angeles Police Department
November 2019	DFSS JISC memo sent to the Deputy Mayor of Public Safety
December 2019	DFSS and the Deputy Mayor of Public Safety launched the JISC Advisory Council (Youth Diversion Advisory Council)
February 2020	Office of Inspector General JISC Audit Report is released
Summer 2021	Intense service provider working group is convened
Fall 2021-Summer 2022	RFP is drafted
Summer 2022	Youth Intervention Pathways RFP is developed



Program Description





- The Youth Intervention Pathways (YIP) RFP will fund agencies to engage with youth 10-17 years old that have had contact with law enforcement. YIP aims to do this by offering youth citywide up to 90 days of coordinated community services based on risk and need factors.
- Requires an individualized approach based on a needs assessment and case planning with youth and their families.
- The program targets youth 10-17 who, once referred by the Chicago Police Department (CPD), will be assessed for risk, needs, and strengths and match supervision and intervention strategies with the youth's levels of risk and motivation.
- With the support of DFSS, awarded agencies will facilitate services through comprehensive, hyper-local community networks, and encourage CPD citywide to refer youth to services in lieu of continued action through the legal system.
- In addition, awarded agencies will provide restorative justice opportunities to increase accountability for youth and increase public safety.
- The long-term goal is to limit youth interaction with law enforcement, increase youth access to services, increase youth sense of accountability and safety, and decrease their likelihood of continuing criminal activity.
- Respondents will be required to work in partnership and close collaboration with CPD to implement the Youth Intervention Pathways program effectively.



Service Areas by Police District



Police Area	Police Districts
Police Area 1A	Districts 2, 3, and 9
Police Area 1B	Districts 7 and 8
Police Area 2A	Districts 4, 5
Police Area 2B	Districts 22, 6
Police Area 3	Districts 1, 12 and 18, 19, 20, and 24
Police Area 4A	Districts 10
Police Area 4B	Districts 11, 15
Police Area 5	Districts 14, 16, 17, and 25



Program Requirements





Target population	 Youth who have an in-the field interaction with police Youth who are referred in lieu of arrest Youth who are formally or informally station adjusted (arrested)
Service locations and hours	 Police Areas 3 and 5 will each be served by one delegate, estimated to engage 100 youth each Police Areas 1, 2, and 4 will each be subdivided based on police district and served by two delegates, with 200 youth anticipated served in each Police Area Agencies will provide services at their primary location and be flexible to engage with youth in a variety of other locations across their Police Area. Based on CPD current arrest data, DFSS expects the majority of referrals to occur between 11am and 9pm Monday through Saturday Agencies will operate an 8-hour day at least 5 days a week, including at least one weekend day in order to maximize their ability to engage in warm handoffs. (Final hours to be agreed upon and listed in contracts)
Staff to youth ratio	 1:30 ratio. Roughly 2-3 staff persons



Program Requirements

Initial referral and follow up	 Referrals will be received via email/phone from CPD. Provider will make initial contact within 48 hours. A designated email address will need to be created for CPD to submit referrals (e.g., CPDreferral@awardedagency.org)
Needs assessment and case planning	 Awarded agencies will utilize a DFSS the Youth Assessment and Screening Instrument (YASI) that will be administered within 7 days of referral and initial contact made with youth. Assessment tool, Youth Assessment and Screening Instrument (YASI) will be used to develop a youth-driven plan based on youth/family identified needs. Based on the level of risk and need, service plan developed will span from 30 to 90 days.
Trauma- informed, Culturally Competent Service Coordination	 Awarded agencies will provide services internally or make referrals for services in the community. All service connections will be documented weekly in DFSS's Cityspan database. All services should be planned with a sense of safety for the youth and family to ensure attachment to services long term and stronger connections to services.
Delegate Communication	 Respond to referrals within 48 hours. Provide follow up to CPD staff of the status of referrals in a timely manner (station adjusted youth only) Maintain weekly with youth. Build a communication network with their local CPD staff in every district of their chosen Police Area.
Restorative Justice	 Agencies should provide restorative justice services to youth focused on healing and accountability.



Target Population

Eligibility for this program is restricted to youth who reside in the City of Chicago, between the ages of 10-17, who meet the referral criteria of the CPD youth intervention policy (which is informed by state law), and who have signed consent forms for services.

- Referrals will be based on where youth currently reside. If the youthpolice interaction occurs in a police area that is different from where youth reside, the referring CPD officer/staff will refer youth to an awarded agency in the youth's area. Youth referred by CPD may be:
 - Youth who have an in the field interaction with police
 - Youth who are referred in lieu of arrest
 - Youth who are formally/informally station adjusted (arrest)



Performance Measures



Performance Outcomes

A primary outcome of importance is a **reduction in arrests**, convictions and incarcerations.

- > 75% of youth will demonstrate increases in social emotional skills
- 85% of youth will engage in and sustain education supports if identified in their assessment as a targeted goal
- 85% of youth will engage in and sustain employment or employment supports if identified in their assessment as a targeted goal
- > 75% of youth will be able to identify a positive adult/mentor
- 75% of youth will report feeling more knowledgeable about and confident accessing resources and services available in their community
- > 75% of youth will report feeling more optimistic about their future



Output Indicators

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

- > 75% of referred youth are contacted in 48 hours
- > 80% of enrolled youth will have completed needs assessment
- 80% of enrolled youth will develop a youth-driven service plan with Service Coordinator
- 70% of enrolled youth will successfully complete service plan (case management is closed, post assessment is complete, transition plan is made) within 90 days
- 75% of enrolled youth will be connected to additional supportive services (lasting beyond YIP engagement)



Selection Criteria



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 youth and Chicago Police Department and has relevant capabilities and/or infrastructure needed to serve both group
- The Respondent demonstrates a commitment to diversity, equity, inclusion, and access and pay equity
- 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 and indicates an ability to hire additional, qualified staff in a timely manner
- The Respondent has adequate systems and processes to support monitoring program expenditures and fiscal controls including monthly vouchering and budget revisions
- The Respondent has experience in utilizing a validated youth needs assessment tool to develop short term service plans for youth



Selection Criteria – Strength of Proposed Program

- The Respondent clearly defines services to be provided (directly or through formal and informal partnerships with other agencies) that are appropriate to addressing needs of and achieving desired outcomes for the target population
- The Respondent has partnerships with the Chicago Police Department and other agencies and has the capacity to coordinate services in a clientcentered, comprehensive way
- The Respondent has an effective approach for engaging program participants within 48 hours of referral
- The Respondent has an effective approach for retaining program participants



Selection Criteria – Program Performance, Outcomes and Quality

- The Respondent demonstrates evidence of strong past performance against desired outcome goals and performance metrics and/or other notable accomplishments in providing services to the target population
- The Respondent has experience using data to inform/improve its services or practices



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

Please upload the following documents:

- Liability Insurance
- Board Member Identification
- SAM Certification
- Certificate of Good Standing
- By Laws and Articles of Incorporation
- Financial Statement
- IRS Determination Letter
- Program Budget Form
- City of Chicago Compliance Acknowledgement
- Conflict of Interest
- Job Descriptions
- > Vignette



Budget Proposals

- Contract Term: March 1, 2023, through December 31, 2024
- The amount for this RFP for one year is \$250,000
- 15% administrative cap
 - indirect rates (attach the indirect letter)
 - State the match requirement for the program
- 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





Common mistakes we see on budgets are:

- Fringes check your calculations.
- Supplies these are frequently under or over budgeted for.
- Support Services 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!

Read budget instructions carefully!



Timeline



Selection and Transition Timeline

- Pre-proposal webinar December 9, 2022
- > Applications due January 6, 2023, 12:00Pm CST
- Program period begins March 1, 2023







Applications are due on January 6, 2023, at 12:00pm CST



Technical Assistance for Applicants and eProcurement





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 JANUARY 6, 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!





- 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) – <u>https://www.cityofchicago.org/city/en/depts/dps/isupplier/online-training-materials.html</u>



How to accept an amendment



- 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 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: (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.

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Negotiations				
<u>Negotiations</u> > Active Solicitation	s > RFQ: 6459,1 >			
Amendment History (RFQ 6459)				
To be considered for award you mu	st acknowledge each amendment and submit (or resubmit) all your responses to ensure that the	y comply with the changes.		Acknowledge Amendments
Show All Details Hide All Details				
Details Document Number 🔻	Title	Status	Acknowledgement Date	Review Changes
⊟ <u>Hide</u> 6459,1	Community Housing Development Organization (CHDO) Certification	Active		2 00
	Amendment Description This addendum is to remind applicants that the CHDO certific Published Date 28-Aug-2018 13:25:01	ation and recertification proce	ess is not a request for funding. Close Date 14-Aug-2020 14:01	:32
H Show 6459	Community Housing Development Organization (CHDO) Certification	Amended		
Return to RFQ: 6459,1			3	Acknowledge Amendments



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

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



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

Negotiations Confirmation All amendments of Negotiation 6459 have been acknowledged successfully. You may now respond to the negotiation. Do you want to proceed? If a response has been submitted previously, resubmission is required to ensure the response complies with the changes.		HUILE LUYUUL I TEIETEILES
All amendments of Negotiation 6459 have been acknowledged successfully. You may now respond to the negotiation. Do you want to proceed? If a response has been submitted previously, resubmission is required to ensure the response complies with the changes.		
respond to the negotiation. Do you want to proceed? If a response has been submitted previously, resubmission is required to ensure the response complies with the changes.		
complies with the changes.		
Vio <u>Y</u> es		No Yes
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Copyright (c) 2006, Oracle. All rights reserved.		Copyright (c) 2006, Oracle. All rights reserved.



- 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 Condition	s								
The following terms ar	nd conditions must be	accepted before a quote	e is placed in this RFQ.						Cance <u>l</u> Accept
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How to submit an application



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)							
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Attachments								
Add Attachment								
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No results found.								



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

8 Error		
The RFQ control requires you to quote on all I	lines	
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RFQ Currency Quote Currency		Quote Valid Until Image: 23-Jun-2022) Reference Number Image: 23-Jun-2022) Note to Buyer Image: 23-Jun-2022)
Attachments		
Add Attachment		



- 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.

S Error The RFQ control requires		ines
Create Quote: 427990 (RFG	(6459,3)	
Header Lines	Title	<u>Com</u>
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Attachments		
Add Attachment		



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

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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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Attachments						



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								
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Requirements								
Show All Details Hide All Details								
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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				
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Requirement						Target	Value Quote Value	
Legal Organization Name							Super Leaders Academ	/ 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 Head of Agency Title							Jane Doe Executive Director	
Head of Agency Contact Telephone							845-251-XXXX	
Head of Agency E-mail Contact							JaneDoe@superLeader	Academy com
Chief Finance Officer Name							Terry Doe Jr.	Activity.com
Chief Finance Officer Title							Finance Officer	
Chief Finance Officer Telephone							845-251-XXXX	
Chief Finance Officer E-mail							terrdoe@superLeaders/	Academy.com
Website Address							NA	
Year Org. Established							2008	
	tion? *Liability Insurance	e *Board Member Identification *IRS Deter	mination Letter *SAM Certificate *Certi	ificate of Good Standing *Bylaws and Articles of Incorpora	tion *Financial Statement		Yes	
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Youth Intervention Pathways RFQ# 9153

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

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> Then click **"Submit**".

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Туре	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 warra plication 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.	ants that all cert	ements contained in the	
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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.

	Negotiations					
e	Confirmation Quote 427990 for RFQ 6459,3 (Community Housing Development Organization (CHDO) Certification) has been submitted.					
,	Return to Sourcing Home Page	Negotiations	Home	Logout	Preferences	



Questions?



Program Questions?

Lisa R. Hampton 312-743-0938 Lisa.Hampton@cityofchicago.org

For non-programmatic questions contact:

Julia Talbot (312)-743-1679 Julia.Talbot@cityofchicago.org