





GOALS FOR TODAY'S PRESENTATION

Define Contact Tracing / Resource Coordination

Review Chicago's Contact Tracing Strategy

Review Request for Proposals (RFP) 7475 – COVID-19 Response: Contact Tracing and Resource Coordination

Questions (Please submit through online chat function.)



GOALS FOR TODAY'S PRESENTATION

NOTE: This Bidders' Conference is intended for organizations who may apply to be the Lead Coordinating Organization (LCO) for this program.

If your organization may apply for the RFP, please drop your organization's name in the chat box.

The call is not intended for:

- Community-based organizations who are interested in sub-contracting with the LCO in the future.
- Individuals who are interested in being hired to conduct contact tracing and resource coordination.
- General questions about contact tracing.

★ WHAT IS CONTACT TRACING?

Positive
COVID Test

CASE INVESTIGATION



Key activities

- Gather demographic and other information about index case
- Gather information on symptoms and provide guidance
- Gather information about prolonged close contacts
- Assess needs for supportive services through isolation

CONTACT TRACING



- Contact individuals with prolonged close contact identified by index cases
- Provide guidance; support quarantine
- Link to testing
- Assess need for supportive services through quarantine

RESOURCE COORDINATION



- Help index cases and close contacts get connected to services
- Services provided through partner organizations

SURVEILLANCE MONITORING



- Provide regular follow-up to check on symptom progression
- Assess needs to maintain quarantine
- Provide additional guidance, as needed

★ CHICAGO'S COMMUNITY CONTACT TRACING STRATEGY

**Positive
COVID Test**

CASE INVESTIGATION



- Gather demographic and other information about index case
- Gather information on symptoms and provide guidance
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- Assess needs for supportive services through isolation

CONTACT TRACING



- Contact individuals with prolonged close contact identified by index cases
- Provide guidance; support quarantine
- Link to testing
- Assess need for supportive services through quarantine

REFERRAL COORDINATION



- Help index cases and close contacts get connected to services
- Services provided through partner organizations

SURVEILLANCE MONITORING



- Provide regular follow-up to check on symptom progression
- Assess needs to maintain isolation/ quarantine
- Provide additional guidance, as needed

Key activities

Role

- Case investigator
- ~50-100 needed

- Contact tracer
- ~500-800 needed

- Referral coordinator
- ~100-250 needed

- Tech-based monitoring

Source

- CDPH
- Health systems

- Hires from Chicago communities
- Health systems

- Hires from Chicago communities

- Tech-based monitoring



OVERARCHING GOALS

Hire a community-based workforce to immediately help prevent and mitigate community transmission of COVID-19.

Provide Earn-as-You-Learn opportunities for the community-based workforce to promote career pathways and long-term sustainable income growth.

Invest in Chicago community areas experiencing economic hardship to promote economic recovery.



CDPH GUIDING PRINCIPLES

Deconstructing racist systems – actively working to reframe and dismantle systems that perpetuate privilege.

Trauma prevention and trauma-informed services – ensuring services address trauma and healing.

Cultural responsiveness – ensuring services are culturally and linguistically appropriate.

Health equity in all communities – allocating resources and services to people and areas with greatest need.



KEY DATES

May 26, 2020: RFP released

May 29, 2020: Bidders' Conference

June 3, 2020: Deadline for questions

June 9, 2020: RFP responses due

July 1, 2020: Contract begins

NOTE: The deadlines for questions and RFP responses have been updated.



ELIGIBLE APPLICANTS

Be located in the City of Chicago.

Be in good standing with the City of Chicago, State of Illinois, and the federal government.

Have administrative, organizational, programmatic, information technology, and fiscal capacity to plan, develop, implement, and evaluate the proposed project.

Preference will be given to non-profit organizations.



AVAILABLE FUNDING

Total funding:	\$56M (estimated)
Year 1:	\$40M (estimated; July 1, 2020 through June 30, 2021)
Year 2:	\$16M (estimated; July 1, 2021 through June 30, 2022)
Number of Awards:	1 Lead Coordinating Organization (LCO) (estimated)



PROGRAM AREAS

COVID Contact Tracing Corps – Health action teams to provide rapid notification, support, and guidance to persons who have been in close and prolonged contact with individuals diagnosed with COVID-19.

COVID Resource Coordination Hub – The Hub will provide information, linkage, and referral to needed services for persons diagnosed with COVID-19 and known contacts of persons diagnosed with COVID-19.



CONTACT TRACING CORPS – PROGRAM ACTIVITIES

Rapidly notify contacts of possible exposure.

Provide public health guidance to contain transmission of COVID-19 based on case circumstances, including, but not limited to, self-quarantine.

Facilitate connection to COVID-19 testing services, when appropriate.

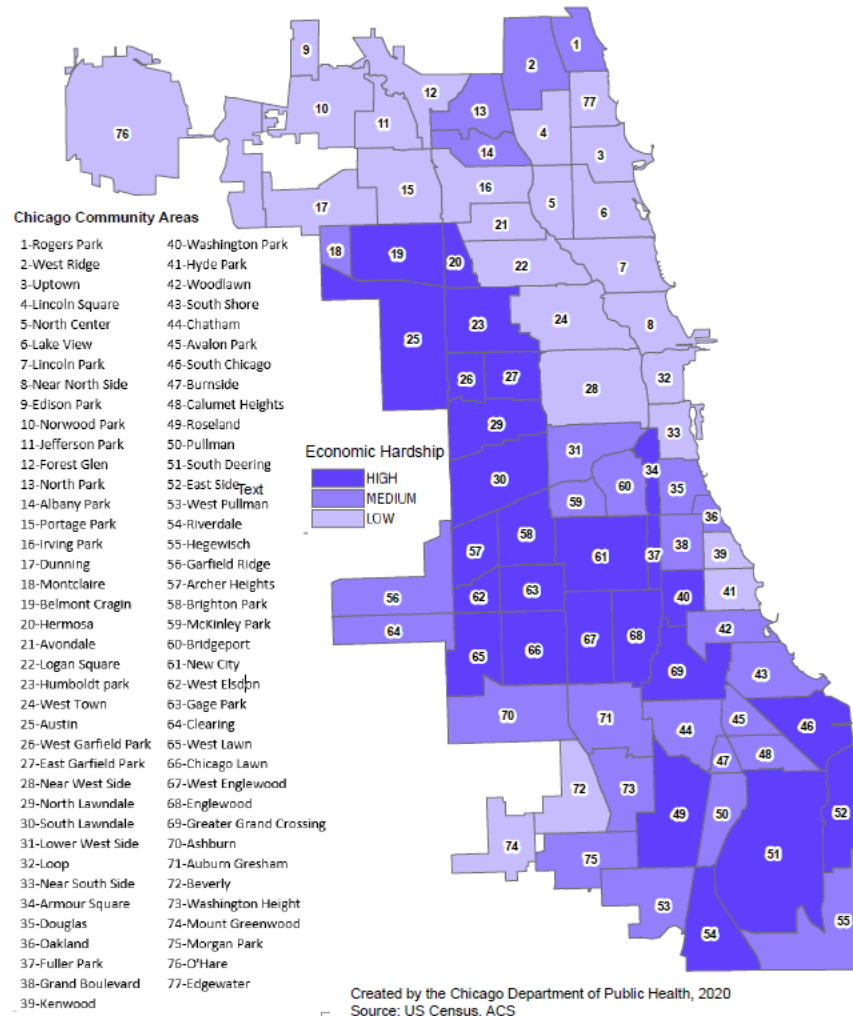
Assess individuals' needs that may compromise successful adoption of public health guidance.

Refer individuals with needs to the COVID Resource Coordination Hub.



CONTACT TRACING CORPS – SCOPES OF SERVICE

Economic Hardship Level by Community Area, 2018



LCO will partner with approximately 30 sub-contracted non-clinical community-based organizations (CBO) located in or serving the city's high economic hardship community areas.

- *High economic hardship is based on six indicators: crowded housing, poverty, unemployment, education, dependency, and income.*
- *South Shore and Auburn Gresham are included as priority communities for INVEST South/West.*

At least 85 percent of funding will be invested in sub-contracted CBOs.

CBOs will hire and support local teams to provide contact tracing services to residents citywide.



CONTACT TRACING CORPS – SCOPES OF SERVICE

The LCO and sub-contracted CBOs will be expected to achieve the following objectives:

1. Hire a workforce of Contact Tracers that will engage at least 4,500 contacts each day.

- CDPH estimates each Contact Tracer will be able to engage 10 contacts per day.
- To meet this objective, approximately 450 Contact Tracers will need to be hired.

2. Hire Supervising Contact Tracers (or equivalent) to provide supervision, monitoring, and day-to-day support to Contact Tracers.

- CDPH recommends each sub-contracted CBO have at least 1 Supervising Contact Tracer, approximately 30 in total.
- Timeline:
 - August 1, 2020: At least 150 Contact Tracers must be hired.
 - September 15, 2020: Remaining employees must be hired.



CONTACT TRACING CORPS – SCOPES OF SERVICE

CDPH will provide contact tracing case assignments directly to the LCO and/or CBOs through its online data management system (or through other approved methods).

If the number of COVID-19 contacts in Chicago drops over the course of the outbreak, Contact Tracers may instead provide outreach, education and information dissemination, and other community-based services to high-risk populations as defined by CDPH.



RESOURCE COORDINATION HUB – PROGRAM ACTIVITIES

Identify resources to meet needs that may compromise successful adoption of public health guidance, including self-isolation or self-quarantine.

Provide tailored support, including, but not limited to, referrals and linkages to community resources, such as food banks, mental health services, visiting nurses, and housing providers.



RESOURCE COORDINATION HUB – SCOPES OF SERVICE

The LCO will create a COVID Resource Coordination Hub, directly or through sub-contract(s). The LCO will be expected to achieve the following objectives:

1. Hire a workforce of Resource Coordinators that will engage at least 540 persons per day.
 - CDPH estimates that each Referral Coordinator will be able to engage six person per day.
 - To meet this objective, approximately 90 Resource Coordinators will need to be hired.

2. Hire Supervising Resource Coordinators (or equivalent) to provide supervision, monitoring, and day-to-day support to Resource Coordinators.
 - CDPH recommends each Supervising Resource Coordinator manage approximately nine Resource Coordinators.
 - To meet this objective, approximately 10 Supervising Resource Coordinators will need to be hired.

- Timeline:
 - August 1, 2020: Hub must be operational (though not fully staffed).



RESOURCE COORDINATION HUB – SCOPES OF SERVICE

CDPH will make NowPow, a online comprehensive resource system, available to the LCO to support the Resource Coordination Hub.



ADDITIONAL RESPONSIBILITIES

The LCO will:

- Provide system-level coordination.
- Ensure Corps and Hub are operational 7 days/week.
- Provide onboarding for workforce.
- Ensure CDPH protocols, guidance, and standards are followed.
- Ensure data are collected and reported.
- Support Earn-as-You-Learn and other continuing education for workforce.
- Monitor performance.
- Provide capacity building/technical assistance to sub-contracted CBOs.
- Promote collaboration with cross-sector partners.
- Work with Mayor's Office and CDPH to address COVID response strategies.
- Partner with CDPH to evaluate this project.



LCO COMPETENCIES

Ideal respondents will demonstrate the following competencies:

- Commitment to anti-racist, multi-cultural approaches to systems improvement.
- Demonstrated track record of successfully executing large-scale, multi-component programs.
- Existing collaborative working relationships with organizations in high economic hardship community areas.
- Demonstrated track record of providing learning and skill-building opportunities to smaller organizations through a cohort or learning collaborative model.
- Knowledge of and experience with strategies to support individuals who experience barriers to stable employment and career advancement.
- Experience managing a resource coordination center, such as a call center.
- Experience successfully implementing City-funded programs.



CBO SELECTION PRINCIPLES

The LCO will prioritize sub-contracting with CBOs that have the following characteristics:

- Located or primarily serve residents in high economic hardship community areas and/or serve populations prioritized under *Employee Hiring Principles*.
- Demonstrated ability to coordinate with other service providers, including other CBOs and clinical partners, including federally qualified health centers.
- Demonstrated interest in or success in implementing workforce development initiatives.
- Ability to reach and serve residents with limited access to healthcare and/or who have other needs that may compromise health, such as food and housing insecurity, mental health conditions, and substance use disorders.

The LCO must develop and maintain records of how their sub-contractors were selected based on the above characteristics.



EMPLOYEE HIRING PRINCIPLES

The LCO and its sub-contracted CBOs will prioritize for hiring the following population groups:

- Residents of high economic hardship community areas.
- Residents returning from incarceration and/or who have historic involvement in the justice system.
- Residents with demonstrated barriers to employment, including, but not limited to, disability, housing, and food and healthcare insecurity.



EARN-AS-YOU-LEARN

Employees hired through this funding opportunity will be invited to participate in the Earn-as-You-Learn initiative.

The initiative is a partnership between the City of Chicago, public workforce funders, and private philanthropic organizations.

Interested employees will be offered educational opportunities as part of their employment at no cost.

The initiative is intended to help employees cultivate future work and career opportunities after the COVID crisis ends.

More information will be provided after the LCO has been selected.



EQUITY AND TRANSPARENCY

Resources available through this RFP will promote economic development in high economic hardship community areas, among residents from these community areas, and among residents with demonstrated barriers to employment.

To ensure transparency, the LCO will be required to publish publically, on a quarterly basis, detailed information about the workforce employed with these funds.

CDPH will provide a template after the LCO has been selected.



BUDGET

Available funding: \$40,000,000

- COVID Contact Tracing Corps: ~\$29,000,000
- COVID Resource Coordination Hub: ~\$11,000,000

The LCO can use up to 5% of the total award (\$2,000,000) for program-related direct costs and 10% of the total award for indirect/administrative costs (\$4,000,000).

Sub-contracted CBOs can use up to 5% of the total COVID Contact Tracing Corps award (\$1,450,000) for program-related direct costs (in addition to funding provided to hire Contact Tracers) and 10% of the total COVID Contact Tracing Corps award for indirect/administrative costs (\$2,900,000).



BUDGET

CDPH requires the LCO and sub-contracted CBOs to:

- Hire employees funded under this announcement full time.
- Offer employees funded under this announcement competitive benefits.
- Pay employees funding under this announcement, at minimum:
 - Contact Tracer: \$20/hour
 - Supervising Contact Tracer: \$24/hour
 - Resource Coordinator: \$20/hour
 - Supervising Resource Coordinator: \$24/hour

If the LCO or sub-contracted CBOs proposes salary and benefits that do not meet these requirements, they must submit written justification which will be considered as part of the competitive review process.



BUDGET

Respondents must submit a detailed 12-month budget (July 1, 2020 - June 30, 2021) including the following categories:

- Salaries and wages.
- Fringe benefits.
- Consultant costs.
- Equipment.
- Supplies.
- Travel costs.
- Other.
- Contractual costs (including amounts awarded to CBOs).
- Total direct costs.
- Indirect costs.



FISCAL CAPACITY

Expedited reimbursement for payroll costs

- If requested, the city will provide an alternative option to reimburse approved payroll expenses for the LCO and/or sub-contracted CBOs.
- The City will transfer funding directly to a third-party payroll administrator.
- The payroll administrator will use funds solely to pay wages and applicable taxes and withholdings.
- The LCO will be responsible for the accuracy of all expedited payroll reimbursements requests.
- Any errors found during the City's audit of supporting documentation will require the LCO to reimburse the City for the disallowed costs, whether these costs are related to the employees of the LCO or CBOs.

Respondents will need to indicate in their application whether or not they wish to have the ability to use this option.



RFP AND SUBMISSION INFORMATION

Please see RFP document for instructions.



EVALUATION OF PROPOSALS

Phase 1: Technical Review

Phase 2: Proposal Evaluation

Category	Available Points
Organizational Overview	10
Alignment with CDPH Principles	15
Grants Management/Fiscal Capacity	15
Organizational Infrastructure	15
Proposed Project Capacity	45
Total Points	100

Phase 3: Oral Presentations (as necessary)



EVALUATION OF PROPOSALS

Organizational Overview

- Briefly describe the mission and vision of your organization.
- Is your organization a non-profit organization?
- Briefly describe why your organization is best qualified and most capable to receive this funding and successfully execute the required scopes of service.



EVALUATION OF PROPOSALS

Alignment with CDPH Principles – Deconstructing Racist Systems

- Describe how your organization works to transform or dismantle institutional policies and practices that compromise the wellbeing of communities of color. Include examples that address the following:
 - Employment of persons with criminal records (e.g., banning the box);
 - People of color involved in your organization’s leadership and decision making;
 - Holding your organization accountable to communities of color impacted by health and social inequities;
 - Educational requirements (e.g., not requiring advanced degrees unless absolutely necessary);
 - Time off and flexible scheduling (e.g., parental leave, flexible schedules to support employees with family care needs);
 - Upward mobility (e.g., cultivating race/gender-specific mentors);
 - Transportation (e.g., providing free/subsidized parking or public transportation); and
 - Wages (e.g., paying a living wage to all employees).



EVALUATION OF PROPOSALS

Alignment with CDPH Principles – Deconstructing Racist Systems

- Describe your organization's relationship with the high economic hardship community areas prioritized in the RFP. Describe established working relationships with organizations in these areas. Include a summary of your organization's workforce who resides in these areas by organizational level (i.e., support, direct services, management, executive leadership).



EVALUATION OF PROPOSALS

Alignment with CDPH Principles – Prevention of Trauma and Trauma-Informed Services

- Describe how your organization prioritizes the overall safety and wellbeing of its workforce and customers? What practices do you prioritize that promote healing and resilience for these groups?
- Describe how your organization prioritizes transparency in organizational decision making.

Alignment with CDPH Principles – Health Equity

- Describe how your organization uses data to change policy and/or practice to address inequities. Provide examples of changes your organization has made in the recent past



EVALUATION OF PROPOSALS

Grants Management/Fiscal Capacity

- Describe your organization's experience receiving and managing large, multi-component governmental grants. As evidence of your capacity, please include a list of relevant grants your organization has received and managed.
- Describe your current capacity to manage the \$56M available through this RFP, including all associated and anticipated contract and fiscal responsibilities.
- Describe your organization's experience developing and implementing competitive funding processes, like requests for proposals. Describe your organization's experience managing sub-recipients, including fiscal and programmatic oversight. As evidence of your capacity, please include a list of current/previous sub-recipients your organization manages/has managed, including contractual funding amount and fund source.



EVALUATION OF PROPOSALS

Organizational Infrastructure


- Provide your organization's annual operating budget for the last three years, including primary revenue streams. You may attach an existing summary if available.
- Describe your organization's ability to operate on a reimbursement basis for grant programs. Detail the availability of a line of credit and/or financial reserves.
- Describe your organization's monitoring and evaluation capacity for internal efforts and those of sub-contracts.
- Describe your organization's capacity to provide training, capacity building, and technical assistance for a network of 30 sub-contracted organizations. Note: training in Contact Tracing will be facilitated by CDPH. Training in this instance refers to other training needs that may arise over the course of implementation.



EVALUATION OF PROPOSALS

Proposed Project Capacity

- Describe how your organization proposes to create the COVID Contact Tracing Corps, including recruitment and on-boarding of sub-contracted organizations and employees in accordance with the *Community-based Organization Selection Principles* and *Employee Hiring Principles* in the RFP. Provide as an attachment a detailed program implementation plan and timeline. Ensure the plan and timeline follow expectations established in the RFP.
- Describe how your organization will monitor, support, and provide corrective action, as necessary, to sub-contracted organizations and employees to ensure they follow required protocols, guidance, and standards and collect and report all required data through CDPH-approved data collection systems (or through other approved methods).
- Describe how your organization proposes to create a citywide COVID Resource Coordination Hub. Describe the specific methods and strategies your organization would use to provide information, referrals, and linkages to needed services (e.g., telephonic, email, text messaging, and/or website). Describe how your organization will recruit, on-board, and support employees in accordance with the *Employee Hiring Principles* in the RFP.



RFP QUESTIONS

A summary of questions and answers will be uploaded to eProcurement after this webinar.

Additional questions should be submitted through eProcurement.

