

REQUEST FOR PROPOSALS (RFP)
For
The Department of Family and Support Services
WIA Workforce Center Program

March 31, 2011

Issued by:
CITY OF CHICAGO
(The Department of Family and Support Services)
ONE (1) ORIGINAL and THREE (3) COPIES
OF THE PROPOSAL TO BE SUBMITTED

All proposals shall be submitted in sealed envelopes or packages addressed and returned to:

Amy Santacaterina
Deputy Commissioner
Department of Family and Support Services
1615 West Chicago Avenue, 3rd Floor
Chicago, IL 60622

The outside of the envelope or package must clearly indicate the title of this RFP and the date and time the proposal is due. The name and address of the respondent also must be clearly printed on the outside envelope or package.

Additionally, please e-mail a complete file copy of the proposal to:
fssrfp@cityofchicago.org

PROPOSALS MUST BE RECEIVED NO LATER THAN
April 29, 2011 by 4:00 pm



RICHARD M. DALEY
MAYOR

MARY ELLEN CARON
COMMISSIONER

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I. Invitation

A. Purpose of the RFP

The Department of Family Support Services (DFSS), the Chicago Workforce Investment Council (CWIC) and the Workforce investment Board (WIB) envision a workforce system that builds strong partnerships between workforce development, economic development and education. DFSS is issuing this Request for Proposals (RFP) to solicit services specified under Title I of the WIA for Adult and Dislocated Worker services. The goal of the RFP process is to facilitate a fair and objective means for selecting organizations most qualified to manage and implement larger scale WIA Title I Adult and Dislocated Worker programs located within the following Workforce Center locations:

Workforce Center	Address
Northside	4740 N. Sheridan Road
Garfield	10 S. Kedzie Avenue
Pilsen	1700 W. 18th St.
MidSouth	4314 S. Cottage Grove
Southwest	7500 S. Pulaski Road, Building 100

This RFP seeks qualified community agencies, educational institutions, or other not-for-profit or for-profit entities with experience in providing workforce development services.

This RFP for WORKFORCE CENTERS is one of four separate RFPs being released by DFSS, namely those for Workforce Centers, Workforce Centers for Business, Community Workforce Affiliates and Bridge Programs. Respondents may apply to be funded as all or any of these four WIA-funded components. Application information for each can be found in the respective RFP.

B. Background

Workforce Investment Act Overview

The U.S. Department of Labor's Workforce Investment Act (WIA) Title I is the main source of federal funds for workforce development activities throughout the nation. WIA funding, which is distributed to states and, subsequently, sub-state agents, is used to serve two primary customers—businesses and jobseekers. Services are managed and provided by local agents, which must meet performance goals set by the Department of Labor and the respective state overseer.

Respondents are expected to be familiar with the contents of the WIA and the Federal Regulations guiding the program. Both can be found via the Department of Labor's site at www.doleta.gov. As of this writing, Congress has not yet reauthorized the WIA. This RFP's design and requirements are based on DFSS' best predictions of what the re-authorized WIA will allow and require. In the event of changes to WIA, the City may

need to modify or terminate grant agreements and/or work plans as necessary to comply with the re-authorized Act.

WIA Organization in Chicago

In the City of Chicago, the Department of Family and Support Services (DFSS) administers the local workforce development system known as Mayor Daley's WorkNet Chicago (a.k.a. WorkNet Chicago). WorkNet Chicago is the collaboration of agencies that constitute the overall DFSS workforce services delivery system designed to work with the business community and jobseekers. Working in partnership with DFSS is the Chicago Workforce Investment Council (CWIC) and the Chicago Workforce Investment Board (WIB). CWIC houses the WIB, which, as designated by WIA legislation, has statutory responsibility for the local implementation of WIA. The WIB provides a forum for business, labor, education, government, community-based organizations and other stakeholders to work together to develop strategies that can address the supply and demand challenges confronting the local workforce.

WorkNet Chicago comprises four types of organizations:

- Workforce Centers are high-capacity centers serving the general job-seeking population as well as businesses. They are designated by the WIB and operated by a consortium of WIA mandated partners. Workforce Centers are co-located with one or more WIA mandated partners
- Workforce Centers for Business (a.k.a. Sector Centers) are business service hubs concentrating on business and jobseeker services related to a specific industry sector, such as manufacturing, and responsible for educating the other WIA delegate agencies on aspects of the given sector.
- Community Workforce Affiliates provide services to jobseekers as well as businesses, differing from workforce centers in that they are smaller and may serve a smaller geographic area.
- Bridge Training Programs are programs that prepare persons with limited academic and/or English skills to enter and succeed in credit bearing post secondary education and training leading to career-path employment.

These four groups of organizations will work together to provide the most effective possible service to our customers. This collaborative system includes multiple entry points for both businesses and jobseekers to access Chicago's full range of workforce development services and benefits.

In addition, Chicago's Workforce Centers are expected to work closely with the following WIA partners (as mandated by law) at least one will be co-located at the facility to ensure the highest quality of services:

- Adult Education and Literacy

- Perkins Post-Secondary Vocational Education
- Senior Community Service Employment Program
- Trade Adjustment Assistance Act and NAFTA
- Unemployment Insurance
- Veterans Employment
- Vocational Rehabilitation
- Wagner Peyser
- Job Corps
- California Indian Manpower Consortium
- TANF Employment and Training Programs
- Food Stamp Employment and Training Programs

C. Departmental Mission and History

The Department of Family and Support Services was created in 2009 in order to provide more coordinated services for the city's most vulnerable citizens. The mission of DFSS is as follows:

"The Chicago Department of Family and Support Services is dedicated to supporting a continuum of coordinated services to enhance the lives of Chicago residents, particularly those most in need, from birth through the senior years. The department works to promote the independence and well-being of neighborhoods by providing direct assistance and administering resources to a network of community-based organizations, social service providers and institutions."

D. DFSS Workforce Division's Vision

In 2010 the newly assembled Workforce Division of DFSS took part in a strategic planning process and identified the following vision, values, strategies and priorities:

Vision: Chicago residents are skilled, employed, and enjoy stable, family-supporting work.

Values: Workforce Services is guided by five primary values that characterize its work:

- Operational Excellence
- Collaborative Relationships
- Mutual Accountability
- Continuous Quality Improvement
- Responsiveness

Strategies: CWIC and DFSS emphasize several elements of the workforce development system that make it successful. They include:

- **Demand-Driven.** DFSS aims, through WIA, to serve both jobseekers and businesses. Understanding the needs of businesses, delivering effective business services, and building relationships with businesses, improves WIA delegate agencies' ability to place jobseekers into career pathway employment.

- **Data-informed.** DFSS believes strongly that workforce development programs should be driven by labor market realities, and therefore stresses the informed use of labor market information (LMI) by all relevant individuals—from policymakers to case managers.
- **Collaborative.** DFSS views its multiple WIA-funded agencies as pieces of a single Chicago WIA system, and believes strongly in the added value that can be created through collaboration among agencies. Accordingly, DFSS expects WIA-funded agencies to both draw on the resources of other agencies, and support the work of other agencies, through, among other activities, sharing job leads, serving jobseekers referred from other agencies, and referring their own jobseekers to relevant services at a sector center or another WIA delegate agency.
- **Supportive.** DFSS believes in striving for continuous improvement in public services, and therefore will provide technical assistance to its contractors to enable them to improve performance.
- **Measured and Accountable.** Given that DFSS chooses to deliver WIA services through a network of contracted agencies, it is essential to collect ample, relevant, timely data regarding agency performance, and to interpret it analytically in order to ensure maximum effective use of resources, and to facilitate funding decisions.
- **Additional Goals.** Beyond the straightforward goals of the WIA program, DFSS and the WIB are currently emphasizing several broader goals that will shape its selection of, and expectations from, agencies contracted to deliver WIA services. These include:
 - **Skill and Educational Attainment.** Developing the workforce of the future means making sure Chicagoans have the skills to compete in the new economy. According to a recent Georgetown University study, 64 percent of jobs in Illinois in 2018 will require a post secondary degree, yet only 35 percent of Chicagoans have reached this level of education. President Obama has called on the US to have “the best educated, most competitive workforce in the world,” and to lead the world in the percentage of citizens with postsecondary degrees and/or industry-recognized credentials. In support of this goal, the Secretary of Labor has issued a High Priority Performance Goal to increase credential attainment by participants of the public workforce system. Regardless of where they are starting, there needs to be a path to credentials for all Chicagoans. The public workforce system should help individuals achieve long-term self-sufficiency through career pathway models that articulate the connections between education and employment.

- **Supporting Economic Growth.** The public workforce system provides resources to help businesses grow. The main avenue for accomplishing this growth is assisting businesses in accessing the skilled labor they need. DFSS works with CWIC to identify growing industries and address the workforce's skills gaps to meet the needs of employers in those industries. In 2011, DFSS and CWIC will periodically update the workforce systems on industry growth and skill gaps. The public workforce system should help businesses find the skilled labor they need and help businesses to create opportunities for achieving economic self-sufficiency for employees.

E. Anticipated Term of Contract and Funding Source(s)

DFSS anticipates funding one-year grant agreements effective July 1, 2011 through June 30, 2012. DFSS reserves the right to renew grant agreements for up to three additional one-year periods, based on the delegate agency's achievement of benchmarks, funding availability, the renewal's conformity with DFSS' vision for WorkNet Chicago, and the terms of any WIA reauthorization.

While funding for the Workforce Centers will largely be supplied by the Workforce Investment Act Title I funds, DFSS reserves the right to (a) fund Workforce Centers using City corporate funds and/or Community Service Block Grant (CSBG) funds and (b) if applicable, enter into a separate grant agreement for the portion of the award supported by CSBG funds. DFSS will make a determination of the appropriate funding source(s) during proposal review and selection. DFSS will provide ongoing technical assistance to guide grantees through the regulations and requirements of each funding source. Grantees will be responsible for complying with the applicable income eligibility levels, case tracking and reporting and other requirements, which may differ between the CSBG and WIA regulations. Regardless of which funding sources are used, DFSS is committed to providing an integrated and comprehensive service delivery for Chicago job seekers and businesses.

Size of Grant Agreements

DFSS has targeted a range of funding for proposals and encourages respondents to submit budgets within these ranges. DFSS will make grant decisions and may alter these ranges based on available funding, available or planned space and location, allocation of funding across Chicago and across targeted groups, partnerships with WIA system partners and other system-wide factors as identified by DFSS and the WIB. Workforce Center Program Year (PY) 2011 respondents should apply for funding in some combination of Adult and Dislocated Worker programs (must offer both programs). Current Workforce Center grant agreements range from \$800,000 to \$1.26 million. PY'11 grant agreements are expected to fall within that range.

Sunset and Closeout Consideration

DFSS may have limited funds during the first half of the program year, as it works to "close out" delegate agencies that received funding in PY10 but that will not receive funding in PY11. Consequently, selected respondents may be asked to take on

customers already registered into WIA by “sun-setting” delegate agencies and to provide ongoing case management, career development and placement for those already-registered individuals. Respondents will be asked to discuss their capacity to adopt job-seeker customers previously served by another organization and to provide team case management during a transition phase.

F. Eligible Respondents

Respondents must be eligible to do business with the City of Chicago. Entities are or may be ineligible if they are currently barred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from participation in this transaction by a Federal, State, City or other governmental department/agency, or if they are not in compliance with the State Department of Revenue or Internal Revenue Service requirements.

Subcontractors

Respondents may submit proposals in which subcontractors are identified to provide program components. Subcontractors must be eligible to do business with the City of Chicago under the same City rules that apply to the respondent. Respondents may also identify organizations offering collaboration to enhance the project design. Such subcontracting relationships or collaborations are encouraged that enhance the capacity to project services across the City, throughout various neighborhoods, and to any target populations. Any proposal that includes subcontracts or collaborations must clearly answer all questions about subcontracts or collaborations in the relevant questions sections of the application.

II. RFP and Submission Information

A. Proposal Deadline and Submittal Information

The due date for submission of proposals is April 29, 2011 by 4:00pm.

Proposals will be accepted prior to the due date, from 9:00 a.m. to 4:00 p.m. Monday – Friday at the same location. All proposals must be complete. Incomplete proposals may not be reviewed. In-person or bonded messenger delivery of proposals is encouraged. Time stamped receipts will be issued as proof of timely submittal.

One (1) original and three (3) copies must be delivered in a sealed envelope or box to:

**Amy Santacaterina
Deputy Commissioner
Department of Family and Support Services
1615 West Chicago Avenue, 3rd Floor
Chicago, IL 60622**

The outside of the envelope or package should be labeled, “RFP for WIA Workforce Center”.

No proposal will be considered complete and therefore reviewed unless the original copy is delivered and received at DFSS offices.

Proposals received after the due date and time may be deemed NON-RESPONSIVE and, therefore, subject to rejection.

Please e-mail a complete file copy of the proposal to:
fssrfps@cityofchicago.org

Proposals should be prepared on standard 8.5" x 11" letter size paper and double-spaced. Expensive paper and bindings are discouraged. The City encourages the use of materials containing recycled content.

B. Questions

Respondents are strongly encouraged to submit all questions and comments related to the RFP via e-mail. For answers to all program-related questions please contact:

Jennifer Pool: jpool@cityofchicago.org

For all technical questions relating to the execution of the proposal, please contact:

Julia Talbot: jtalbot@cityofchicago.org

C. Pre-Submittal Conference

DFSS and the cooperating City Departments will host a Pre-Submittal Conference on:

April 12, 2011

2:00 to 4:30 P.M.

Mayor's Office for People with Disabilities

2102 West Ogden Ave.

Chicago, IL 60612-4219

Street parking is limited. Parking is available at the Juvenile Court Building located at Taylor & Hamilton for only \$2.

DFSS strongly encourages prospective applicants to attend the Pre-Submittal Conference.

All those interested in attending should contact Maria Bermejo at Maria.Bermejo@cityofchicago.org and write "RFP for WIA Workforce Centers" in the subject line. Please give the names of those wishing to attend, and the agency name.

To request reasonable accommodation for the pre-proposal conference, please contact Gladys Hall at Gladys.Hall@cityofchicago.org. Requests for accommodations will be accepted up to 48 hours prior to the event.

D. Timeline

This is the anticipated timeline for the funded programming:

RFP Released	March 31, 2011
RFP Pre-Proposal Conference	April 12, 2011
RFP Due	April 29, 2011
Award Notifications Made	May 27, 2011
Start Program	July 1, 2011

III. Scope of Services

A. Purpose

DFSS seeks to identify high quality organizations to implement and manage the WIA Title I services at the five designated Workforce Centers in Chicago. All respondents chosen as grantees will provide services to both jobseekers and businesses and work collaboratively with the WIA mandated partners, partners co-located within the Center and Worknet Chicago system partners. The objective of the Workforce Centers – designed to serve both businesses and job seekers (adult job seekers and dislocated workers) – is to expand and enhance the skills of Chicago residents in the context of local economic markets, specifically growth industries.

The five current Workforce Center locations (below) are subject to change and selected respondents must be willing to locate in either these sites or whatever Workforce center site is identified by the WIB and DFSS. While respondents may indicate a preference based on the current Workforce Center locations, awardees will be assigned to a Workforce Center location. Workforce Centers provide services to the largest number of customers in Worknet Chicago. However customer volume varies at each center depending upon its size and location. Below are the site locations and estimated customer activity from January to December of 2010:

Workforce Center	Universal Services Received Jan. through Dec. 2010 *	Customers Receiving Orientation Jan. through Dec. 2010**	WIA Registered Customers Served Jan. through Dec. 2010***
4740 N. Sheridan Road	35,897	2,046	923
10 S. Kedzie Avenue	24,239	3,362	1,007
1700 W. 18th St.	24,807	4,160	986
4314 S. Cottage Grove	51,535	4,917	967
7500 S. Pulaski Road, Building 100	36,671	4,023	1,267

* Data compiled by surveys submitted by workforce center customers. Note that multiple services are usually received by one individual

** Data compiled by surveys submitted by workforce center customers

*** Actual counts retrieved from IWDS.

This RFP is also soliciting proposals for new and creative additional sites to be designated as Workforce centers by the WIB. If interested in proposing a new Center/location, respondents should consider areas of particular need in which the respondent could provide the extensive, comprehensive jobseeker and business services that are present in WorkNet Chicago's Workforce Centers. They should also do significant research and preparation regarding the workforce needs of the community, appropriateness of the location, accessibility, relationships with other community agencies, relationships with WIA system partners, and other aspects of managing a Workforce Center. The proposals must include clear collaborations with the WIA mandated partners and specific site plans including co-location of at least one partner and must demonstrate the respondent's capacity to operate a large scale, high profile program/center.

B. Role and Expectations of the Workforce Centers;

Workforce Centers and Workforce Centers for Business serve as 'hubs' within the Worknet Chicago system. The 'spokes' Community Affiliates and Bridge Programs provide specialized services while the Workforce Centers serve as the high volume central locations for the City's workforce system and the Workforce Centers for Business serve as the hub for their targeted industry. This hub and spoke model relates to interactions with both WIA customers. For job-seekers the general public will make significant use of the Resource Rooms, broader, more diverse pool of employer contacts and "one stop" shopping resulting from the presence of one or more WIA system partner services. Businesses will use the large sites for on-site interviewing and recruiting, experienced conversant staff with employer benefits such as tax credits and training programs and a large pool of job ready workers.

Community Accessibility

As the hub and most public face of Chicago's workforce services, Workforce Centers must make efforts to "project" services throughout the community and ensure accessibility through a variety of means, including but not limited to the following:

Hours: Workforce Centers must be prepared to offer services at hours beyond traditional 9 to 5. This should include at least one evening per week and should include one half-day on the weekend (Saturday morning) unless precluded by external factors.

Recruiting/Orientation locations: Workforce Centers must collaborate with community-based and faith-based organizations, libraries, other government services, and other entities throughout the area surrounding their site, to recruit individuals and businesses that can benefit from WIA services.

Language Capacity: All Workforce Centers must have sufficient Spanish-speaking staff to serve Chicago's significant Spanish-speaking populations. Other language capacity appropriate to each Workforce Center's location and potential jobseeker customer population will also be required. Additionally, key materials must be provided in Spanish and other appropriate languages as appropriate to each Workforce Center's location.

Worknet System Coordination

As the hub and large scale workforce provider, the Workforce Centers must take lead roles in coordinating services for Chicago job seekers and businesses.

Special Projects

Workforce Centers must act as fast responders or lead facilitators in staffing special outreach and recruitment events as assigned by DFSS. These may include job fairs, service fairs, large scale hiring events, developing customized training for employers, hosting tables at conferences or other public events, and participating in other City-sponsored projects and activities.

Coordinate System-wide Recruitment

Workforce Centers are expected to share job leads, if unable to fill a job order or in handling a large hiring need, with the rest of the system and coordinate resume collection, screening, and eventual referral to the employer. This sharing of job leads is done with the goal of making the best possible fit between job opening and job candidate. This must be done in an honest and fair manner, without preference for the agency's own candidates.

Collaborative Partnership

Workforce Centers must actively participate in work teams organized by the Workforce Centers for Business, Business Service Team with center partners as well as center level meetings with co-located partners. These groups are designed to provide coordinated responses to businesses and job seekers and improve over all services to customers.

Community Linkages and Collaborations

Workforce Centers are strongly encouraged to build relationships with valuable partners, including faith-based organizations, CDBG and CSBG grantees, other community-based organizations; and to learn about and utilize valuable programs such as TIFWorks and various tax incentive programs provided by city, state, county or federal governments.

Rapid Response Events

Delegate agencies receiving Dislocated Worker funding will be required to provide staffing and support to “Rapid Response” activities at businesses experiencing dislocation events (layoffs of groups of workers) in conjunction with DFSS and State partners. These activities include staffing outreach events on-site at businesses experiencing layoffs (or at alternate sites as necessary) and providing subsequent services to job-seekers affected by these dislocation events.

Trade Adjustment Assistance Services

Frontline Workforce Center staff must be familiar with the Trade Adjustment Assistance (TAA) program, since they are required to inform and advise dislocated workers of their eligibility for this assistance, and refer them to the appropriate TAA service provider.

Commit to Customer Service and Continuous Quality Improvement (CQI)

DFSS’ Continuous Quality Improvement (CQI) Team’s mission is to ensure the use of customer satisfaction data to improve processes that affect customers satisfaction across all workforce programs. As such, contracted WIA delegate agencies are required to participate in associated trainings and activities and to implement processes that improve the quality of services provided to our customers. The goal is to create a systemic approach that will improve service integration and alignment.

C. Program Design-Jobseeker Services

DFSS is interested in the innovations and customization of the WIA model that can enhance the value of the services for jobseekers or businesses. Respondents are encouraged to implement innovations in any area, with a stress on those related to the aforementioned DFSS Priorities and Elements of a High-Impact Workforce Development System. Also of special interest is innovation in collaboration with business sectors to help create sector employment opportunities for jobseekers.

Services to jobseekers will be focused on helping individuals acquire education, skills and overall work readiness; finding employment with family-supporting wages; and retaining that employment. The Workforce Centers are expected to serve three job-seeking populations via three primary types of service. The three populations are Universal Customers, Low-Income Adults, and Dislocated Workers. The three primary types of service are Core, Intensive, and Training, and they are generally considered to be sequential, meaning that a customer accesses Core services before Intensive services, in turn before Training. Other services to be provided are Support Services and Follow-up Services.

Core Services

All Chicago residents are eligible to take advantage of WIA Core Services as Universal Customers or as WIA Registered Customers. Core Services are general services assisting jobseekers in finding gainful employment, and orienting customers to WIA services and procedures in Chicago. Three central aspects of Core Services are the Resource Room, Orientation, and Workshops.

All agencies funded via this RFP will be required to maintain a publicly accessible resource area (including access for disabled persons) as part of their WIA services. This public space and the resources available within it should include computers with Internet access; tutorials for career exploration, job searching and resume writing; job postings; periodicals, etc. Information on Unemployment Insurance eligibility, services and financial aid from local non-WIA training, labor market and education programs must be made available. In addition, the delegate agency must make information available on and refer customers to other appropriate services as needed. The resource area should be staffed with employees and/or volunteers to assist with customer orientation and questions. Please refer to WIA Policy Letters for more information. Policy letters are found at the same place and website as this RFP, <http://www.cityofchicago.org/city/en/depts/fss.html>

Also part of Core Services are formal orientation sessions, which must provide information on the full array of applicable and appropriate services available through the delegate agency, the WorkNet Chicago system and other community organizations. DFSS will provide guidance on orientation content and may provide orientation materials. WIA providers also provide workshops as part of Core Services offerings. These tend to focus on job search, such as interviewing techniques and resume preparation and employability skills training.

Those unable to find employment through self directed Core services are assessed for eligibility and suitability to receive WIA Title I Adult or WIA Title I Dislocated Worker services. This intake and initial assessment phase is often referred to as staff assisted core services. Eligibility for Adult services generally requires income below a designated level, or status as a TANF recipient, food stamp recipient, foster child or homeless individual. Eligibility for Dislocated Worker services requires either a recent or near-term expected dismissal from employment; for the self-employed, being out of work due to general economic conditions; or being a displaced homemaker. Suitability for both Adult and Dislocated Worker services is determined by an assessment of the applicant's skill level, education, aptitudes, abilities, work and wage history, supportive service needs, as well as their interests, goals and aspirations. If a customer is deemed inappropriate for WIA services, he or she will be referred to the appropriate educational entity or social service agency for assistance. DFSS is especially interested in applicant's ability to connect with Bridge programs, adult education service providers, mental health providers, and substance abuse service providers for customers that are deemed not suitable for WIA.

Once an individual is deemed both eligible and suitable, he or she is registered as a WIA participant. A hard copy case file must be maintained on each participant

containing eligibility documents and pertinent case file information not recorded in the electronic case file.

All WIA registrant data must also be entered into the Illinois Workforce Development System (IWDS), which is the data tracking and case management system used by WIA programs in Illinois. This online system will be the primary repository for all customer information, including demographics, service delivery, outcomes, etc. All services received must be well documented in the customer's case file.

Intensive Services

Intensive Services are more comprehensive, in-depth and individualized than staff assisted Core Services, and generally involve interaction with a case manager or an equivalent.

The delegate agency must complete objective comprehensive and specialized assessments of the customer. These assessments involve a more thorough examination than the initial assessment and are conducted or coordinated by a case manager, or equivalent. The role of the case manager is to ensure access to the full array of services and activities required and available under WIA, and to provide professional support to jobseekers as they decide on employment and education plans, and seek to improve their skills. For more information see WIA Policy Letter #3, "Minimum Requirements for Case Management", <http://www.cityofchicago.org/city/en/depts/fss.html>

One key role of the case manager in providing Intensive Services is working with the customer to develop the Individual Employment Plan (IEP). The IEP can be considered an agreement between the case manager and customer of the plan of action they will take together to overcome the customer's barriers to employment and secure employment leading to self-sufficiency. The IEP includes short- and long-term goals, and the steps and supports necessary to achieve those goals. Ideally, the IEP will focus on a Career Pathway that can provide a guide beyond initial employment, and will be updated regularly as a customer progresses. These requirements are addressed in detail in DFSS's "WIA Technical Assistance Letter "ISS/IEP Technical Guide, found at <http://www.cityofchicago.org/city/en/depts/fss.html>

Further, as part of Intensive Services, delegate agencies are required to offer job-seeking customers short-term pre-vocational services to prepare them for unsubsidized employment or training. This job preparedness training is critical to the employability of the jobseekers, and often includes basic language and communication skills; GED prep and other basic skills education; work readiness preparation; interviewing and resume-writing skills; and basic computer skills.

Training Services

Those unable to find employment through Intensive services are assessed for eligibility for Training services, per DOL, DCEO and DFSS guidelines. Generally, eligibility for training requires that a registrant receive Intensive services, be unable to gain or obtain

employment, be deemed in need of training, have the skills and qualifications to successfully participate in training, and be unable to access other federal funding sources for the training. Training services are not usually provided by the Workforce Center, but, rather, the Workforce Center facilitates training of a jobseeker by an external organization, subject to guidelines regarding training providers; and the training is paid for through an Individual Training Account (ITA) allotted to the registrant.

In addition to the use of ITAs, WIA Workforce Centers are expected and encouraged to broker and facilitate the other training service models available to them, especially On-the-Job Training (OJT) and Customized Training Programs:

On the Job Training

OJT services typically involve “hands on” training in occupational skills for a specific occupation located at an employers place of business. Training is provided by a private or public sector employer for an individual who lacks skills for a specific job. The participant is an employee of the company and in order to offset the cost of the training, the employer can be reimbursed up to 50% of wages during the training period. Workforce Centers are encouraged to develop OJT agreements with employers for their WIA customers.

Customized Training

Customized training is industry and occupation specific skills training delivered through a curriculum designed collaboratively by a Workforce Center, any collaborators and an identified employer(s). Customized training is intended to provide job seekers with specific skill sets identified as necessary for an industry, occupation or particular position within a company. The employer is responsible to contribute at least 50% cash match to any customized initiative.

Funding for these training programs are typically made through a third party system and should not be included in any respondent’s proposed budget. Please refer to the WIA policy letters for more information. Policy letters are found at the same place and website as this RFP, <http://www.cityofchicago.org/city/en/depts/fss.html>

Supportive Services

Supportive services address those life issues impacting the jobseeker’s ability to get or retain adequate employment. Depending on funding availability, DFSS may award funds to assist with basic supportive services such as transportation, work equipments and uniforms, and child care services. Grant recipients do not need to budget these costs in their proposals but must have the administrative capacity to track and distribute supportive service funds. Participants in need of in depth support services such as substance abuse counseling or mental health services should be referred to services as needed.

Follow-up Services

Delegate agencies must communicate with, and monitor the progress of, customers throughout enrollment in the program. In addition, follow-up activities must be made

available for exited customers for a minimum of nine months following his/her exit from WIA OR a minimum of 12 months from the first day of employment—whichever comes last. Follow-up services tend to be of two major types: retention and advancement services for employed customers; and reemployment services for customers who lost their jobs. Follow-up services for all WIA customers are addressed in detail in DFSS WIA Policy Letter #7, “Minimum Requirements for Follow-up Services”. Policy letters are found at the same place and website as this RFP, <http://www.cityofchicago.org/city/en/depts/fss.html>

D. Program Design- Business Services

Business Services are a critical component of WIA service delivery, providing direct value to businesses, and enhancing the ability of the WIA system to serve jobseekers. Workforce Centers will be expected to work closely with the Workforce Centers for Businesses as well as WIA system partners and actively participate in any Center Level Business Service Teams to meet the needs of area employers. Selected respondents must perform the following business services:

Recruiting and Screening Services

- *Advertise Job Openings:* To provide an employer the opportunity to post employment opportunities throughout the WorkNet Chicago system.
- *Provide Access to Space:* Provide or secure space for businesses to interview candidates, hold recruiting events, conduct informational meetings, etc.
- *Conduct Recruitments:* Provide Employers an in-person opportunity to inform job seekers (screened and/or unscreened) about available job openings within their organization.
- *Screen Applicants:* Thoroughly screen job seekers (based on employer skill requirements), prior to interviews, saving businesses time and increasing the likelihood the business will return for more candidates in the future.
- *Conduct Job Fairs:* Offer multiple employers the opportunity to meet enrolled and non-enrolled job seekers. DFSS/WSD may assign delegate agencies to participate in DFSS/WSD-led job fairs and or hiring initiative activities.

Information and Technical Assistance

- *Educate on WorkNet.* Educate businesses about services available through WorkNet Chicago agencies, and how to access these services. In particular, this includes providing businesses in relevant industries with information from and linkages to services at the Workforce Centers for Businesses .
- *Advise on Workforce Issues.* Provide informational services to businesses on a variety of workforce topics, including workforce-related tax incentives, including the City’s Business Hiring incentive Program unemployment insurance; labor market statistics; and other workforce-related information identified as providing value to business.
- *Downsizing Services and Outplacement.* Work with employers making layoffs, and with the employees being laid-off, to create re-employment plans. Dislocated Worker delegate agencies will provide these services directly. Rapid

response services are coordinated and conducted by DFSS, which may engage any Dislocated Worker agency to participate in employer on-site layoff workshops

Employee Development Services

- Educate businesses on various training models available through the City of Chicago.
- *Broker Incumbent Worker Training: Agreements:* Workforce Centers are responsible for coordinating any incumbent worker training programs funded through DFSS. This includes assessing the training need, designing a training program and identifying and securing a trainer. All incumbent worker training requests must comply with DFSS/WSD policy. Delegate agencies will submit proposals for incumbent worker training projects in writing and DFSS/WSD must approve these plans prior to implementation.
- *Retention Services:* Work with employers to design strategies and provide support that helps employees stay on the job or advance after placement.

In addition to providing services to businesses, Workforce Center Contractors are expected to actively participate in a Center-level Business Service Team (BST). BST membership is made up of representatives from the mandated partners. Its goal is to innovatively meet the needs of area employers and to provide the highest quality comprehensive service. Together, the partners work to enhance employer services by creating policies and procedures; outlining participant flow plans; and developing and implementing employer customer satisfaction surveys.

E. Management and Staffing

Internal Operations

In order for Workforce Centers to deliver maximum value to jobseekers and businesses, they must also adhere to certain standards for internal operations, including human resources management.

Staff Qualifications

Hiring appropriately qualified, skilled and experienced staff is essential for success. Factors include education; experience in social services, human resources, or in a target industry; and certifications such as the Certified Workforce Development Professional (CWDP) credential. Of especial interest to DFSS is the hiring of job development staff with relevant industry expertise.

Staff Orientation and On-boarding

Contracted agencies are expected to provide orientation for those newly hired to deliver WIA services. Such orientation should include overview of WIA policies and processes; overview of relationship between the agency, WorkNet Chicago, DFSS, WIB, CWIC and DCEO; basic skills and best practices for service delivery; and other topics as indicated at any point by DFSS.

Continuous Staff Development

Contracted agencies are expected to provide staff with opportunities for continuous development of skills related to WIA services. The format may be third-party training, in-house training provided by the agency, or training provided by DFSS; the specific skills focused on, the curriculum and delivery method are choices of the agency.

Staff Retention

Since staff quality has a significant impact on the quality of service delivery, and since agencies will be devoting effort to hiring and training good staff, agencies are expected to take effective steps to ensure the retention of quality staff.

Wages and Bonuses

Agencies are encouraged to pay salaries sufficient to prevent voluntary staff departures and to motivate staff towards maximum performance.

Moreover, DFSS encourages all delegate agencies to pay a Living Wage to all of their staff. Note, however, that, "in compliance with Public Law 109-234, none of the funds appropriated in Public Law 109-149 or prior Acts under the heading 'Employment and Training' that are available for expenditure on or after June 15, 2006, shall be used by a recipient or sub-recipient of such funds to pay the salary and bonuses of an individual, either as direct costs or indirect costs, at a rate in excess of Executive Level II." This requirement includes all WIA grant funded projects. The PY'11 amount for Executive Level II is \$179,700. Delegate agencies must comply with this requirement.

F. Administrative Responsibilities

Agencies funded by DFSS to provide WIA services must also adhere to certain administrative and financial requirements such as those outlined here.

Reporting and Recordkeeping

Timely, detailed and accurate information on operations and performance is crucial to effective management of Chicago's workforce development system. Therefore, funded agencies must capture and track (and enter to IWDS) such information as requested by DFSS, and supply reports of such data in requested formats, in a professional manner, at requested intervals. In addition to IWDS, DFSS may require use of specific reporting or tracking systems, forms or other data management tools, and agencies are expected to have staff capable of executing against such requirements.

Illinois WorkNet

Illinois workNet is a website developed and maintained by the State of Illinois Department of Commerce and Economic Opportunity (DCEO). Illinois workNet is a resource that provides links and tools that are extremely helpful to job seekers, employers and workforce professionals. All DFSS WIA funded delegate agencies will be required to fully integrate Illinois workNet into the delivery of WIA funded services. This includes ensuring that all case management, resource room, business services and supervisory staff be trained on-line as an Illinois workNet professional. All DFSS

WIA delegate agencies will be required to participate in any other Illinois workNet tasks required by the State, such as, completing quarterly Illinois workNet reports.

Leveraged Resources

All agencies are asked to leverage financial, human and physical resources, in order to provide the same quality service at lower cost. DFSS intends to monitor selected delegate agencies to verify the validity of leveraged funds identified in the proposal.

Meetings and Trainings

Delegate agencies will be required to have appropriate staff representation at a variety of meetings and training sessions. These include, but are not limited to, bi-monthly and quarterly meetings that require director or manager participation, and trainings likely to include many if not all of the staff.

Continuous Quality Improvement

DFSS' Continuous Quality Improvement (CQI) Team's mission is to ensure the use of customer satisfaction data to improve processes that effect customer satisfaction across all workforce programs. As such, contracted WIA delegate agencies are required to participate in associated trainings and activities and to implement processes that improve the quality of services provided to our customers. The goal is to create a systemic approach that will improve service integration and alignment.

Participation in Studies and Initiatives

Delegate agencies will be required to participate in studies and initiatives as determined by DOL, DCEO or DFSS. In 2011, these are likely to include the DOL "Gold Standard" study, which likely will require some additional reporting; as well as the DFSS Continuous Quality Improvement (CQI) initiative, customer service standards initiative, and customer service comment card process.

Communications and Signage

Delegate agencies are considered arms of Chicago's workforce development system, much like branches or franchises of a corporation. As such, the agencies must adhere to all requirements and standards related to physical signage where WIA services are provided; naming; logos; publications; standard language in WIA-related communications; and any other signage or communications requirements established by DFSS.

Project Location and Accessibility to People with Disabilities

Title III of the Americans with Disabilities Act of 1990 (ADA) prohibits discrimination on the basis of disability in "places of public accommodation" (businesses and non-profit agencies that serve the public) and "commercial facilities" (other businesses). Program facilities are expected to be accessible to persons with disabilities. Respondents are expected to demonstrate full compliance with all applicable aspects of the Americans with Disabilities Act of 1990 (ADA), as amended and must have a recent accessibility survey completed and on file. Delegate Agencies who are not fully compliant with ADA are required to submit an "accessibility plan" outlining the steps that will be taken to

become both programmatically and physically accessible and the planned implementation dates. This accessibility plan must meet the criteria set forth in the ADA.

For a full copy of the Americans with Disabilities Act, please visit:

<http://www.ada.gov/>

For the ADA Title III Technical Assistance Manual please visit:

<http://www.usdoj.gov/crt/ada/taman3.html>

Technology Requirements

All funded agencies must ensure their organization's technological capacity conforms to DFSS's minimum technology requirements. These requirements are effective for both computers accessible in the resource rooms as well as those used in developing and maintaining reports required by DFSS, unless otherwise noted.

The Respondent must have a PC/laptop with a valid email account to which communication (e.g. receiving and sending) is appropriate. The Respondent must also have a working fax machine to be able to receive and send faxes daily.

Desktop computers must at minimum have internet access - dial up is acceptable but high-speed/broadband is preferable, Window XP Professional (Service Pack 2) or higher, Internet Explorer v.7 or higher, a graphics card that can support 1024x768. Security specs must include: a) automatic operating system upgrades, b) firewall protection, c) automatic virus upgrades and d) anti-spy-ware software; at this time there are no laptop specs but this may change.

The Respondent must identify at least one staff that will be trained to work with the City of Chicago, DFSS computer programs.

G. Performance Measures and Outcomes

It is important to note that once an individual is registered into WIA, the customer will also be counted in the federal WIA performance measures. DFSS reports the following measures to DOL as part of the terms of its WIA allocation. Delegate agencies will be required to meet rates on these measures based on the rates DFSS negotiates with DCEO each year. The current system measures related to Adult and Dislocated Worker customers are the following:

Adult Performance Measures:

- Entered Employment Rate: 73%
- Employment Retention Rate: 79%
- Average Earnings; \$10,000 for six months

Dislocated Workers Performance Measures:

- Entered Employment Rate: 82%
- Employment Retention Rate 87%
- Average Earnings: \$14,750 for six months

Because the WIA performance measures are based on exits from the program, DFSS developed other key point in time benchmarks that will provide the most accurate picture possible of how agencies are meeting the City's workforce goals. Selected respondents will enter into a "loading plan" with DFSS that will outline at minimum the following benchmarks:

- Number of enrollments
- Number of active cases (capacity/utilization)
- Number of individuals trained
- Number of individuals placed into employment
- Number of individuals entering employment in a training related field
- Number of individuals retaining employment at 90 and 180 days
- Customer satisfaction rates

DFSS reserves the right to set and change benchmarks, add new benchmarks and adjust rates based on WIA legislation and negotiated performance goals.

Selected delegate agencies will be continually evaluated based on their performance on both the DOL performance measures and the DFSS benchmarks. DFSS will review progress toward benchmarks at quarterly meetings. Delegate agencies failing to meet benchmarks may be asked to submit corrective action plans or participate in training or technical assistance meetings.

Grant agreement renewals will be largely based on achievement of benchmarks. DFSS also reserves the right to impose additional conditions and/or restrictions on the grant award, implement probationary periods, undertake any other corrective action, reduce funding or end grant agreements based on poor performance on any of the benchmarks.

Where required or permitted by law or regulations, the Department reserves the right to add, remove or change measures, targets, conditions or restrictions as it deems reasonable.

Support from the Department of Family and Support Services

In order to ensure the best possible performance of the WIA system in Chicago, and to derive a maximum return on public investment, DFSS intends to support WIA delegates by providing certain services and supports. Note, however, that the statement of these intentions does not constitute a guarantee, and in no way reduces or qualifies the requirements and expectations of WIA delegate agencies described elsewhere in this document.

DFSS intends to provide to its WIA delegate agencies the following:

- Orientation to WIA policy and procedures;
- Training on the Illinois Workforce Development System (IWDS) data collection and management system;
- Training on Illinois workNet;

- Technical assistance, including information on best practices, and assistance in implementing effective management practices, customer service practices, etc.;
- Support for managing the Customer Comment Card system;
- Labor market information (LMI) via the Chicago Workforce Investment Council;
- Ongoing responsive support; and
- Opportunities to share successful practices and discuss issues with other WIA delegate agencies.

IV. Evaluation Process and Selection Criteria

A. Evaluation Process

Proposal Review

A panel of employment and training professionals selected by DFSS will review all proposals. Panel members may include staff from DFSS, and the Chicago Workforce Investment Council and the Chicago Workforce Investment Board. The panel will perform an in-depth review of the proposals based on the evaluation criteria. DFSS reserves the right to request interviews with potential grant recipients, interview references and conduct site reviews to confirm physical and programmatic accessibility. DFSS also reserves the right to award grant agreements on the basis of proposals received, without further discussions. Failure to submit a complete proposal and/or to respond fully to all requirements may cause the proposal to be deemed unresponsive and, therefore, subject to rejection.

Fiscal Review

DFSS will also conduct a fiscal review on qualified proposals. Selected DFSS staff will review proposal budgets, cost allocation plans, agency audits, leveraged funds and responses to questions related to fiscal operations. DFSS reserves the right to review and request further information on the respondent's financial situation, if not sufficiently outlined in the submitted audit(s). DFSS reserves the right to assess the risk posed by any recent, current or potential litigation, court action, investigation, audit, bankruptcy, receivership, financial insolvency, merger, acquisition, or other event that might affect an organization's ability to operate the requested program.

Past Performance Review

Through this process, DFSS will review a respondent's performance on any previous and/or existing DFSS grant agreement(s). Achievement of grant agreement goals such as WIA, CSBG or CDBG benchmarks, number of enrollments, placements and job retention of enrollees along with compliance with programmatic and fiscal guidelines and timelines will be evaluated.

Final Selection

After analyzing all of the above data, DFSS will select respondents for recommendation to the Chicago Workforce Investment Board for approval. Once approved by the WIB, the City may award grant agreements to successful respondents. Selections will not be final until the City and respondent have fully negotiated and executed a contract.

The City reserves the right to terminate this RFP solicitation at any stage if DFSS determines this action to be in the City's best interests. The receipt of Proposals or other documents will in no way obligate the City to enter into any agreement of any kind with any party.

The City assumes no liability for costs incurred in responding to this RFP or for costs incurred by the Respondent in anticipation of a Grant. All service delivery is subject to DFSS review and approval prior to implementation or public dissemination.

B. Selection Criteria

In evaluating proposals using the process outlined above, DFSS and its selected panel will rely on the following criteria:

Organizational Capacity

The extent to which the respondent and its partner(s) has the resources and expertise to manage a workforce development program of comparable size and scope; to provide comprehensive service responding to the needs of businesses and jobseekers; and to collaborate with other workforce development system partners. This includes the respondent's managerial and staff size and capabilities; quality, location and capacity of the program site; technological resources; and administrative resources. An assessment of the respondent and the respondent's skill in fulfilling the roles and expectations identified for a Workforce Center specifically 1) Community Accessibility 2) Workforce System Coordination 3) Commitment to Customer Service and Continuous Quality Improvement, will also be considered.

Program Design and Scope

The extent to which the respondent's proposed plan meets the expectations and requirements outlined in the scope of services. This includes the quality and clarity of how the respondent's plan responds to the needs of jobs seekers and businesses and how well it demonstrates a clear understanding of DFSS' goals for the WIA system, and how those goals most effectively will be met. The expertise of current staff, staffing plan and likelihood that the staffing structure will result in quality and effective service is also included. Consideration of any program innovations proposed by respondents, and how those innovations would add value to the system and/or customers is included as well.

Demonstrated Capacity and Outcomes

This is the extent to which the respondent's proposal demonstrates a history of successfully implementing workforce development programs and achieving benchmarks as well as the likelihood of achieving the proposed outcomes. This includes evidence of established and strong employer relationships, and community relationships, demonstrated experience placing job seekers into employment and previous

performance in executing grants of similar size and includes any previous and/or existing grant agreement(s) with DFSS or its antecedents, including MOWD and DCD. Achievement of grant agreement goals such as WIA benchmarks, number of enrollments, placements and job retention of enrollees along with compliance with programmatic and fiscal guidelines and timelines will be evaluated.

Financial Structure and Fiscal Plan

This is the extent to which the respondent has the fiscal capacity, financial controls, resources and expertise to implement a federally funded program of comparable size. This includes the extent to which the proposed budget will realistically finance the services and goals of the program. This includes the likelihood that the proposed service strategy will result in achieving the proposed goals; the accuracy of the budget, the reasonableness of the cost allocation plan, the direct-staff-to-customer ratio; the proposed capacity level, the amount and type of funds that will be leveraged towards achieving program outcomes and the overall cost effectiveness of the proposed services.

V. Legal and Submittal Requirements

A description of the following required forms has been included for your information.

Please note that most of these forms will be completed prior to grant agreement execution but are not necessary for the completion of this application. A complete list of what forms will be required at the time of contracting is listed at the end of this section.

A. City of Chicago Economic Disclosure Statement and Affidavit (EDS)

Respondents are required to execute the **Economic Disclosure Statement** annually through its on-line EDS system. Its completion will be required for those Respondents who are awarded contracts as part of the contracting process.

B. Disclosure of Litigation and Economic Issues

Legal Actions: Respondent must provide a listing and brief description of all material legal actions, together with any fines and penalties, for the past five (5) years in which (i) Respondent or any division, subsidiary or parent company of Respondent, or (ii) any officer, director, member, partner, etc., of Respondent if Respondent is a business entity other than a corporation, has been:

1. A debtor in bankruptcy; or
2. A defendant in a legal action for deficient performance under a contract or in violation of a statute or related to service reliability; or
3. A Respondent in an administrative action for deficient performance on a project or in violation of a statute or related to service reliability; or
4. A defendant in any criminal action; or

5. A named insured of an insurance policy for which the insurer has paid a claim related to deficient performance under a contract or in violation of a statute or related to service reliability; or
6. A principal of a bond for which a surety has provided contract performance or compensation to an obligee of the bond due to deficient performance under a contract or in violation of a statute or related to service reliability; or
7. A defendant or Respondent in a governmental inquiry or action regarding accuracy of preparation of financial statements or disclosure documents.

Any Respondent having any recent, current or potential litigation, bankruptcy or court action and/or any current or pending investigation, audit, receivership, financial insolvency, merger, acquisition, or any other fiscal or legal circumstance which may affect their ability currently, or in the future, to successfully operate the requested program, must attach a letter to their proposals outlining the circumstances of these issues. Respondent letters should be included in a sealed envelope, directed to Commissioner Mary Ellen Caron. Failure to disclose relevant information may result in a Respondent being determined ineligible or, if after selection, in termination of a contract.

C. Grant Agreement Obligations

The City intends to award grants to selected Respondents for the period beginning May 1, 2011 and ending December 31, 2012 with the right to extend the agreement for up to three (3) one-year periods. Grant agreement extensions may be made by the City based on the availability of funds, the need to extend services, and the Respondent's performance. By entering into this grant agreement with the City, the Respondent is obliged to accept and implement any recommended technical assistance. The grant agreement will describe the payment methodology. DFSS anticipates that payment will be conditioned on the Respondent's performance in accordance with the terms of its grant agreement.

D. Funding Authority

This initiative is administered by the Department of Family and Support Services, the Illinois Department of Commerce and Economic Opportunity and the U.S. Department of Labor. Consequently, all guidelines and requirements of the Department of Family and Support Services, the City of Chicago, DCEO and DOL must be met. Additionally all successful Respondents must comply with the Single Audit Act if applicable.

E. Insurance Requirements

Successful Respondents will provide and maintain, at their expense, the insurance coverage and requirements specified by the City of Chicago in the "Insurance Requirements and Insurance Certificate". The Insurance Certificate of Coverage is only required for those Respondents who are selected for a grant agreement award at which time more information will be given. This certificate does not have to be provided when responding to the RFP.

F. Indemnity

The successful Respondent will be required to indemnify City of Chicago for any losses or damages arising from the delivery of services under the grant agreement that will be awarded. The City may require the successful Respondent to provide assurances of performance, including, but not limited to, performance bonds or letters of credit on which the City may draw in the event of default or other loss incurred by the City by reason of the Respondent's delivery or non-delivery of services under the grant agreement.

G. False Statements

1 (1) 1-21-010 False Statements

Any person who knowingly makes a false statement of material fact to the city in violation of any statute, ordinance or regulation, or who knowingly falsifies any statement of material fact made in connection with an proposal, report, affidavit, oath, or attestation, including a statement of material fact made in connection with a bid, proposal, contract or economic disclosure statement or affidavit, is liable to the city for a civil penalty of not less than \$500.00 and not more than \$1,000.00, plus up to three times the amount of damages which the city sustains because of the person's violation of this section. A person who violates this section shall also be liable for the city's litigation and collection costs and attorney's fees.

The penalties imposed by this section shall be in addition to any other penalty provided for in the municipal code. (Added Coun. J. 12-15-04, p. 39915, § 1)

(2) 1-21-020 Aiding and Abetting.

Any person who aids, abets, incites, compels or coerces the doing of any act prohibited by this chapter shall be liable to the city for the same penalties for the violation. (Added Coun. J. 12-15-04, p. 39915, § 1)

(3) 1-21-030 Enforcement.

In addition to any other means authorized by law, the corporation counsel may enforce this chapter by instituting an action with the department of administrative hearings. (Added Coun. J. 12-15-04, p. 39915, § 1)

H. Compliance with Laws, Statutes, Ordinances and Executive Orders

Grant awards will not be final until the City and the Respondent have fully negotiated and executed a grant agreement. All payments under grant agreements are subject to annual appropriation and availability of funds. The City assumes no liability for costs incurred in responding to this RFP or for costs incurred by the Respondent in anticipation of a grant agreement. As a condition of a grant award, Respondents must comply with the following and with each provision of the grant agreement:

1. Conflict of Interest Clause: No member of the governing body of the City of Chicago or other unit of government and no other officer, employee, or agent of the City of Chicago or other government unit who exercises any functions or responsibilities in

connection with the carrying out of the project shall have any personal interest, direct or indirect, in the grant agreement.

The Respondent covenants that he/she presently has no interest, and shall not acquire any interest, direct, or indirect, in the project to which the grant agreement pertains which would conflict in any manner or degree with the performance of his/her work hereunder. The Respondent further covenants that in the performance of the grant agreement no person having any such interest shall be employed.

2. Governmental Ethics Ordinance, Chapter 2-156: All Respondents agree to comply with the Governmental Ethics Ordinance, Chapter 2-156 which includes the following provisions: a) a representation by the Respondent that he/she has not procured the grant agreement in violation of this order; and b) a provision that any grant agreement which the Respondent has negotiated, entered into, or performed in violation of any of the provisions of this Ordinance shall be voidable by the City.

3. Selected Respondents shall establish procedures and policies to promote a Drug-free Workplace. The selected Respondent shall notify employees of its policy for maintaining a drug-free workplace, and the penalties that may be imposed for drug abuse violations occurring in the workplace. The selected Respondent shall notify the City if any of its employees are convicted of a criminal offense in the workplace no later than ten days after such conviction.

4. Business Relationships with Elected Officials - Pursuant to Section 2-156-030(b) of the Municipal code of the City of Chicago, it is illegal for any elected official of the City, or any person acting at the direction of such official, to contact, either orally or in writing, any other City official or employee with respect to any matter involving any person with whom the elected official has a business relationship, or to participate in any discussion in any City Council committee hearing or in any City Council meeting or to vote on any matter involving the person with whom an elected official has a business relationship. Violation of Section 2-156-030(b) by any elected official with respect to the grant agreement shall be grounds for termination of the grant agreement. The term business relationship is defined as set forth in Section 2-156-080 of the Municipal Code of Chicago.

Section 2-156-080 defines a "business relationship" as any contractual or other private business dealing of an official, or his or her spouse or domestic partner, or of any entity in which an official or his or her spouse or domestic partner has a financial interest, with a person or entity which entitles an official to compensation or payment in the amount of \$2,500 or more in a calendar year; provided, however, a financial interest shall not include: (i) any ownership through purchase at fair market value or inheritance of less than one percent of the share of a corporation, or any corporate subsidiary, parent or affiliate thereof, regardless of the value of or dividends on such shares, if such shares are registered on a securities exchange pursuant to the Securities Exchange Act of 1934, as amended; (ii) the authorized compensation paid to an official or employee for his office or employment; (iii) any economic benefit provided equally to all residents of the City; (iv) a time or demand deposit in a financial institution; or (v) an endowment or

insurance policy or annuity contract purchased from an insurance company. "Contractual or other private business dealing" shall not include any employment relationship of an official's spouse or domestic partner with an entity when such spouse or domestic partner has no discretion concerning or input relating to the relationship between that entity and the City.

5. Compliance with Federal, State of Illinois and City of Chicago regulations, ordinances, policies, procedures, rules, executive orders and requirements, including Disclosure of Ownership Interests Ordinance (Chapter 2-154 of the Municipal Code of Chicago); the State of Illinois - Certification Affidavit Statute (Illinois Criminal Code); State Tax Delinquencies (65ILCS 5/11-42.1-1); Governmental Ethics Ordinance (Chapter 2-156 of the Municipal Code of Chicago); Office of the Inspector General Ordinance (Chapter 2-56 of the Municipal Code of Chicago); Child Support Arrearage Ordinance (Section 2-92-380 of the Municipal Code of Chicago); and Landscape Ordinance (Chapters 32 and 194A of the Chicago Municipal Code).

6. If selected for grant award, Respondents are required to (a) execute and notarize the Economic Disclosure Statement and Affidavit, and (b) indemnify the City as described in the grant agreement between the City and the successful Respondents.

7. Pursuant to Mayoral Executive Order No. 05-1, from the date of public advertisement of this request for proposals through the date of award of an agreement pursuant to this request for proposals, the organization responding to this request for proposals (the "Respondent"), any person or entity who directly or indirectly has an ownership or beneficial interest in Respondent of more than 7.5 percent ("Owners"), spouses and domestic partners of such Owners, Respondent's proposed subcontractors, any person or entity who directly or indirectly has an ownership or beneficial interest in any subcontractor of more than 7.5 percent ("Sub-owners") and spouses and domestic partners of such Sub-owners (Respondent and all the other preceding classes of persons and entities are together, the "Identified Parties") must not: (a) make a contribution of any amount to the Mayor of the City of Chicago (the "Mayor") or to his political fundraising committee; (b) coerce, compel or intimidate its employees to make a contribution of any amount to the Mayor or to the Mayor's political fundraising committee; (c) reimburse its employees for a contribution of any amount made to the Mayor or to the Mayor's political fundraising committee; or (d) bundle or solicit others to bundle contributions to the Mayor or to his political fundraising committee.

If Respondent violates this provision or Mayoral Executive Order No. 05-1 prior to the award of an agreement resulting from this request for qualifications/proposals/information, the Commissioner may reject Respondent's proposal.

For purposes of this provision:

"Bundle" means to collect contributions from more than one source which are then delivered by one person to the Mayor or to his political fundraising committee.

"Contribution" means a "political contribution" as defined in Chapter 2-156 of the Municipal Code of Chicago, as amended.

For purposes of this provision only, individuals are "Domestic Partners" if they satisfy the following criteria: (A) they are each other's sole domestic partner, responsible for each other's common welfare; and (B) neither party is married, as marriage is defined under Illinois law; and (C) the partners are not related by blood closer than would bar marriage in the State of Illinois; and (D) each partner is at least 18 years of age, and the partners are the same sex, and the partners reside at the same residence; and (E) two of the following four conditions exist for the partners: (1) the partners have been residing together for at least 12 months; (2) the partners have common or joint ownership of a residence; (3) the partners have at least two of the following arrangements: (a) joint ownership of a motor vehicle, (b) a joint credit account, (c) a joint checking account, or (d) a lease for a residence identifying both domestic partners as tenants; and (4) each partner identifies the other partner as a primary beneficiary in a will.

"Political fundraising committee" means a "political fundraising committee" as defined in Chapter 2-156 of the Municipal code of Chicago, as amended. Any agreement awarded pursuant to this solicitation will be subject to and contain provisions requiring continued compliance with Executive Order 2005-01.