Please stand by, the webinar will begin shortly.

Department of Family and Support Services

THE CHICAGO RESILIENT COMMUNITIES MONTHLY CASH ASSISTANCE PILOT: PROGRAM ADMINISTRATOR RFP # 8471

Release Date: January 31, 2022

Due Date: February 18, 2022





- Due to the volume of participants, everyone has been placed on mute.
- Please submit questions via the question box and we will respond to questions after going through the slides.
- Please use the question box to notify us of any technical issues.





- Welcome and Introductions
- Purpose
- Background
- Information about the scope/program description
- Selection Criteria
- Timeline
- Technical Assistance for Applicants and eProcurement
- Questions

CITY OF CHICAGO



REQUEST FOR PROPOSALS (RFP) FOR The Chicago Resilient Communities Monthly Cash Assistance Pilot: Program Administrator RFQ#8471

ISSUED BY: CITY OF CHICAGO DEPARTMENT OF FAMILY AND SUPPORT SERVICES

All proposals must be submitted via the eProcurement system.

http://www.cityofchicago.org/eprocurement

Questions concerning the RFP should be directed to:

Alisa Rodriguez
Managing Deputy Commissioner
Department of Family and Support Services
1615 W. Chicago Ave, 5th Floor
Chicago, Illinois 60622
312-746-9639
alisa.rodriguez@cityofchicago.org

LORI E. LIGHTFOOT MAYOR

BRANDIE V. KNAZZE COMMISSIONER



Purpose of the RFP

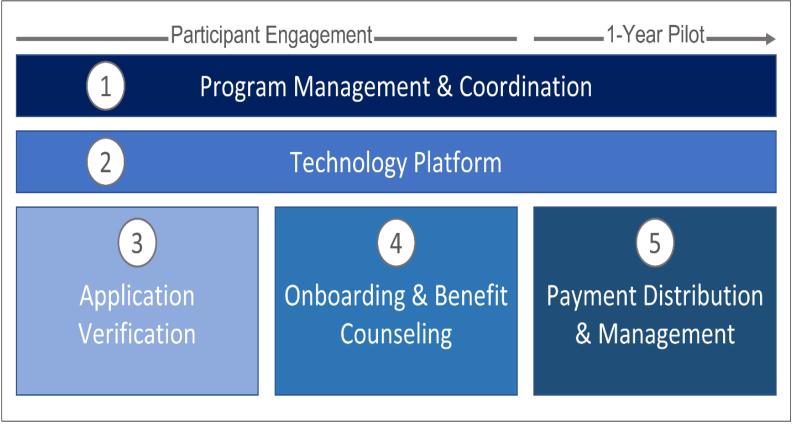
- The goal of The Chicago Resilient Communities Monthly Cash Assistance Pilot ("the Pilot") is to reach 5,000 low-income Chicagoans who have been hard hit by COVID-19, and to support their path to greater economic stability by providing cash assistance (\$500 per month) over a 12-month period.
- The Pilot is also intended to serve as a demonstration of the effectiveness of cash assistance within a broader portfolio of safety net benefits and services, and of City government's ability to meet residents where they are and support their self-defined path toward financial security.





Purpose of the RFP

The Department of Family and Support Services ("DFSS") seeks proposals from agencies who can fulfill all five of the program administration functions for the Pilot (a "Program Administrator").







- The City of Chicago has authorized a \$31.5 million monthly cash assistance pilot within the Chicago Recovery Plan, providing \$500 per month for one year to 5,000 low-income households.
- The purpose of the program is to reach low-income households who have been hard hit by COVID-19, and to support their path to greater economic stability.
- The Pilot is also intended to serve as a demonstration of the effectiveness of cash assistance within a broader portfolio of safety net benefits and services, and of City government's ability to meet residents where they are and support their self-defined path toward financial security.







- The Pilot goals are to:
- Provide Financial Relief: Mitigate economic hardships for lowincome households who have been hard hit by COVID-19
- Improve Residents' Wellbeing: Improve the financial stability, health, and wellbeing of program participants and their families
- Transform City's Human Services: Improve and promote the City's capacity to create and deliver impactful, inclusive, peoplecentered anti-poverty programs that build on the existing safety net
- Build Field of Practice: Enable policymakers and advocates across local, state, and federal levels to learn from our pilot, the largest program by reach in the US





Current State and Priorities for Improvement

The Chicago Resilient Communities Monthly Cash Assistance Pilot provides the City of Chicago with a unique opportunity to envision and test a system that reduces barriers to engagement, enrollment, and receipt of benefits, and empowers individuals to use resources to meet their greatest needs. A successful pilot will not only impact Chicago residents and human services, but also advance the national conversation about direct cash assistance as a policy lever.







These different focus populations are summarized below:

Pop	ulations	Approach
•	Low income (specific level to be determined) Negatively impacted by COVID-19	Basis of overarching eligibility, outreach and engagement strategy; all participants must meet this threshold
•	Parents/caregivers of minors Family/informal caregivers of adults Residents not currently participating in other social safety net benefits	Focused outreach and engagement efforts by respondent(s) to encourage and facilitate participation of these populations
•	Housing insecure Individuals who have experienced gender-based violence Undocumented residents Veterans Disabled Not connected to Broadband Non-native English speakers	Targeted strategies to overcome anticipated barriers to participation for these populations





- The role of the Program Administrator is to build and execute processes and infrastructure, and to manage people resources to enable successful delivery of the pilot program.
- The Program Administrator will collaborate closely with DFSS, the Mayor's Office, and the program evaluator to address overall pilot goals.
- The primary objectives of the Program Administrator are to:
 - Design and manage tech-enabled processes for application, selection, onboarding, and ongoing program communications and support that minimize participant burden and deliver a positive, empowering experience
 - Manage participant enrollment, on-boarding, and communications; serve as the primary point of contact for all participants (including evaluation control group members)
 - Manage timely and accurate data collection and payment disbursement activities.







Performance Goals and Outcomes

- > DFSS seeks respondents with evidence of strong past performance against desired outcome goals. Performance indicators include:
- > DFSS will monitor a set of performance indicators that may include, but are not limited to:
- Percentage and number of applications successfully submitted (as a proxy for applicant burden)
- Program uptake (percentage of approved applicants who successfully enroll)
- Research retention (percentage of research participants who complete all research activities)
- Percentage and number of participants who successfully remain enrolled and receive all
 12 monthly payments
- Reported participant satisfaction applicants, selected, non-selected; treatment and control research participants
- Reported attitude towards government services or aid





Selection Criteria – Community Involvement

DFSS seeks Respondents that demonstrate:

- The ability to build and execute processes and infrastructure that deliver a seamless, empowering and positive end-to-end user experience, including using client and community feedback to inform service delivery
- The expertise working with the focus populations and has relevant capabilities and/or infrastructure needed to serve these groups
- > A commitment to diversity, equity, inclusion, and access
- Leadership that reflects and engages the diverse people of the communities it serves





Selection Criteria - Organizational Capacity

DFSS seeks Respondents that have:

- Qualified staff responsible for all required service components
- Adequate capacity to hire and manage staff
- Adequate systems and processes to support monitoring program expenditures and fiscal controls
- Demonstrated the ability to meet federal reporting requirements associated with the Pilot





Selection Criteria – Program Performance, Outcomes and Quality

DFSS seeks Respondents that have:

- Demonstrated evidence of strong past performance against desired outcome goals and performance metrics and/or other notable accomplishments in providing services to the focus populations
- Experience using data to inform/improve its services or practices
- Experience in data-driven performance management





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

DFSS seeks Respondents that demonstrate:

- > The fiscal capacity to implement the proposed program
- Reasonable implementation costs and funding requests relative to its financial and human resources. The proposed budget supports the proposed scope of work or work plan





Selection Criteria - Attachments

- Be sure to attach reports, studies or other documentation that show performance toward reaching the program goals, demonstrate results and accomplishments.
- Be sure to attach the resumes for key staff that are overseeing the program.
- Be sure to attach job descriptions for key positions overseeing the program.
- > Be sure to attach your organization's **budget** and budget narrative





Budgets or Cost Proposals

- The term of contract executed under this RFP will be from March 1, 2022 December 31, 2023.
- DFSS anticipates funding one agency.
- We anticipate one award up to \$31,000,000 for the duration of the term, March 1, 2022 December 31, 2023.
- Administrative cap for the program: up to \$1,000,000 of this amount is for the selected Respondent's administrative costs.
- No match requirement.
- Please submit a budget for ONE year (12 mos.) of services.
- Be thoughtful and inclusive when developing your budget. Apply for your program's actual costs.
- Use the budget narrative document (that you develop and attach) to outline how and why your proposed costs were determined.
- Use the reasonable costs question on the application to discuss how your proposed costs are realistic.





Budgets or Cost Proposals – Common Errors

Common mistakes we see on budgets are:

- Fringes check your calculations.
- Supplies these are frequently under or over budgeted for.
- Put your budget in the appropriate column.





Selection and Transition Timeline

- Pre-proposal webinar Monday, February 7, 2022 10:00a.m.-12:00p.m
- Due date to submit pre-proposal questions Tuesday, February 8, 2022
- Applications due Friday, February 18, 2022 at Noon
- Program period begins Tuesday, March 1st, 2022







Applications are due on February 18, 2022 at 12:00, Noon





Start Early!!

- In this application, there are many different sections, you will need to click
- If you have never done business with the City of Chicago, register into iSupplier/eProcurement ASAP.
- Review RFP narratives and application questions closely. Remember they align with the scope and selection criteria. Use the information in the RFP for guidance in formulating your answers.
- Carefully review the selection criteria.
- There is a 4,000-character limit which includes punctuation and spaces. Each response is allotted 4,000 characters.
- eProcurement works best with the Internet Explorer browser.
- Do not use the back button on your browser.

Save Often!!





Tips for Working in eProcurement

- You can "submit" your application and later amend it up until the due date February 18, 2022, at 12:00 noon.
- Avoid the rush and possible mishaps by submitting early.Plan on submission taking 30-60 minutes.
- Late applications will not be accepted.
- Make use of the eProcurement hotline for help at 312-744-4357 (HELP).
- Please note that the hotline operates during business hours only, Monday-Friday 9-5.

Save often, submit early!





New Agency Requirements

- 1)Provide Articles of Incorporation and any Amended Articles of Incorporation.
- ➤ 2) IRS Affirmation Letter for not-for-profit agencies only. This letter must be dated within sixty (60) days of submittal. You can obtain this by calling the IRS directly at 1-877-829-5500. If you are a for-profit agency, submit your original letter from the IRS showing your FEIN number.
- 3)DUNS Number.
- → 4) Central Contractor Registration (CCR) Provide a copy of the Entity Overview Page on the www.sam.gov website.
- 5) Certificate of Good Standing Letter with the State of Illinois.





- On the DFSS web page is a link to the RFP of interest and training documents. See "Alerts" Section on our website.
- For Questions on Registration and eProcurement Technical
 Assistance for Delegate Agencies –

CustomerSupport@cityofchicago.org or call 312-744-HELP (4357)

Training Materials (Documents and Videos) – https://www.cityofchicago.org/city/en/depts/dps/isupplier/online-training-materials.html

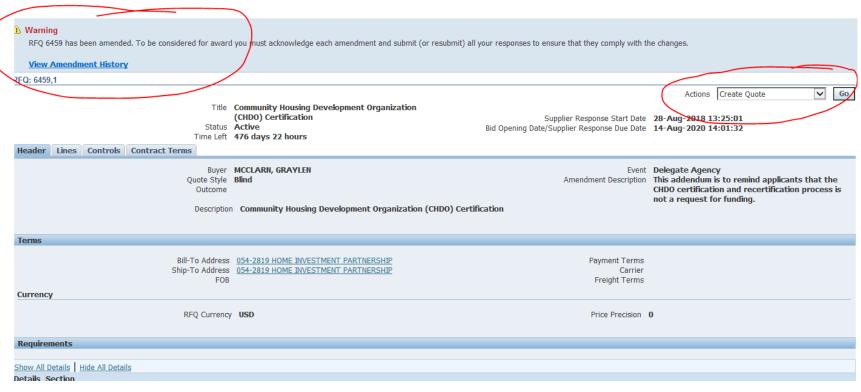


How to accept an amendment





- The RFP you are interested in has been amended. In order to start an application, you will need to acknowledge and accept the amendment first in order to start your application. (Please not that the RFP shown in this and subsequent slides is an example). To accept the amendment, click on "View Amendment History".
- ▶ If the RFP has not been amended (yet), select "Create Quote" from the drop-down menu in the "Actions" box and click on "Go". This will take you to the application page, where you can get started.







- To begin the acceptance and acknowledgment process, to open the RFP in view only, click on the Document number (1) To review the amended changes to the RFP, click on the infinity or eyeglass icon (2) To acknowledge receipt and understanding of these changes and proceed, click on the "Acknowledge Amendments" button (3).
- > By acknowledging the amendment, you are indicating that you are aware of the changes made to the RFP in the amendment.







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

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✓ I accept the terms and co	onditions of the R	FQ and also acknowledge the changes made to the RFQ amendment document 6459,1.	
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Label	RFQ 6459	RFQ 6459,1	
Amendment Description		This addendum is to remind applicants that the CHDO certification and recertification process is not a request for funding.	
lotes and Attachments			
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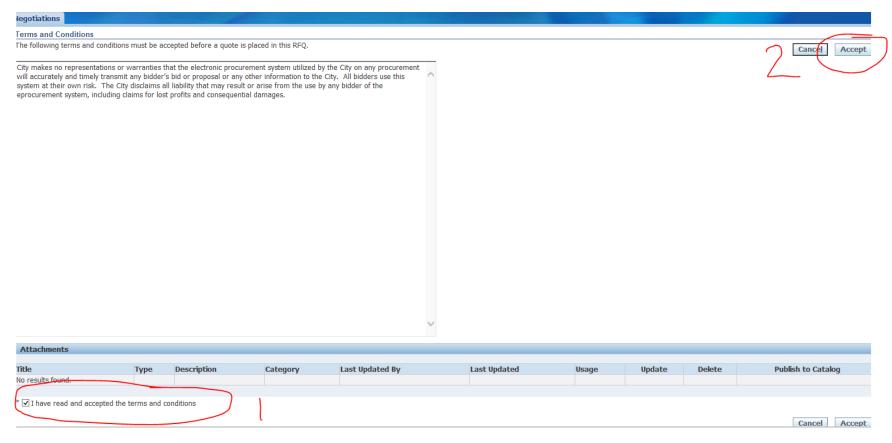
Click on "Yes" to indicate that you confirm your acknowledgement of the amendment.







- Finally, (1) click on the checkbox that you accept the terms and conditions and then (2) click on "Accept" to accept them.
- This is the final step in acknowledging and accepting the amendment.





How to submit an application





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

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

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- Usually the error messages direct to something left undone in the application.
- In the last example, the error message indicated that the lines (found under the lines tab) had not been filled out.







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

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

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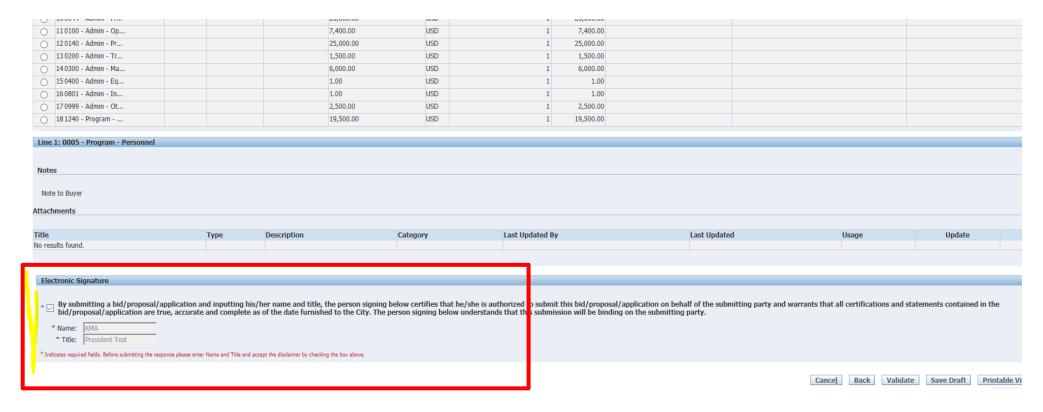
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Telephone				864-855-9999			
E-mail Address				TheBestAgency@childcare.	com		
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Requirement						Target Value	Quote Value
Legal Organization Name							Super Leaders Academy Nation
Address							18555 E. 32nd St
City							Chicago
State							IL
Zip							60699
Telephone Number							845-251-XXXX
Federal Employer Identification Number							84-992289
DUNS Number							92-8992-5110
Head of Agency Name							Jane Doe
Head of Agency Title							Executive Director
Head of Agency Contact Telephone							845-251-XXXX
Head of Agency E-mail Contact							JaneDoe@superLeadersAcademy.com
Chief Finance Officer Name							Terry Doe Jr.
Chief Finance Officer Title							Finance Officer
Chief Finance Officer Telephone							845-251-XXXX
Chief Finance Officer E-mail							terrdoe@superLeadersAcademy.com
Website Address							NA
Year Org. Established							2008
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Then click "Submit".

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Make sure that you see this submittal confirmation screen. The eProcurement system will send a confirmation email within 24 hours of your submission. Please call or email me if you desire confirmation prior to then.





Questions?

Program Questions?

Alisa Rodriguez 312-746-9639

Alisa.rodriguez@cityofchicago.org

For non-programmatic questions contact:

Julia Talbot (312)-743-1679

Julia.Talbot@cityofchicago.org