

Please stand by, the webinar will begin shortly.

Department of Family and Support Services

DOMESTIC WORKER RELIEF FUND RFP # 8486

Release Date: February 22, 2022

Due Date: March 11, 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
- Background
- Scope Review
- Selection Criteria
- Timeline
- Technical Assistance for Applicants and eProcurement
- Questions

CITY OF CHICAGO



REQUEST FOR PROPOSALS (RFP) FOR Domestic Worker Relief Fund RFQ# 8486

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:

Mark Sanders II
Deputy Commissioner
Department of Family and Support Services
1615 W. Chicago Ave, 2nd Floor
Chicago, Illinois 60622
312-743-1524
mark.sandersII@cityofchicago.org

LORI E. LIGHTFOOT MAYOR

BRANDIE V. KNAZZE COMMISSIONER



Background





- The City of Chicago has authorized a \$4.39M million cash assistance program for domestic workers within the Chicago Recovery Plan, providing a one-time \$500 cash payment for between 8,000 and 8,500 domestic workers.
- The purpose of the Fund is to reach domestic workers who have been hard hit by COVID-19 and to support their path to greater economic stability. 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.





Provide Financial Relief

Mitigate economic hardships for low-income 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, people-centered 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



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The Chicago Recovery Plan



Learn more at: www.chicago.gov/recoveryplan





Additional CRP Cash Assistance Opportunities

- \$4.8m Domestic Worker Relief Fund: One-time, \$500
- \$10.7m Chicago Resiliency Fund 2.0: for households excluded from Federal stimulus support. One-time, \$500

For each fund, DFSS will be seeking a Program Administrator to manage outreach, applications, verification, and payment distribution.

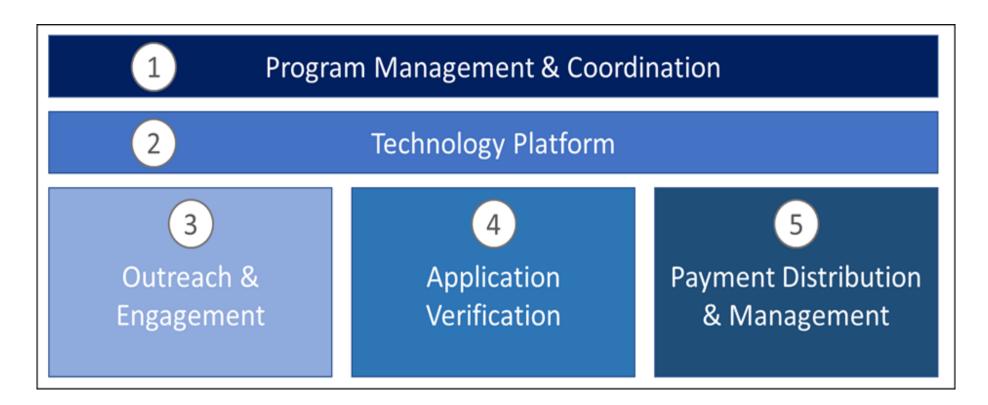


Scope Review



Purpose of the RFP

The Department of Family and Support Services ("DFSS") seeks proposals from agencies to perform the five program components critical to providing cash transfers to the focus population





Program Requirements

- 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 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
 - Streamline and execute high-quality, responsive communication to all participants throughout the program experience, including multi-platform (e.g., email, text, phone) correspondence during the application and payment process.
 - Manage timely and accurate data collection and payment disbursement activities.





Focus Populations – Domestic Workers

- Program eligibility will be based on the program applicant's current or previous (past 12 months) employment as a domestic worker, household income, as well as the economic hardship that they have experienced as a result of COVID-19.
- Specific thresholds and proof of eligibility will be based on federal Treasury guidelines, and DFSS will finalize with the Program Administrator and program evaluator, if applicable.
- "Domestic worker" means a person whose primary duties include housekeeping; house cleaning; home management; nanny services, including childcare and child monitoring; caregiving, personal care or home health services for elderly persons or persons with illnesses, injuries, or disabilities who require assistance in caring for themselves; laundering; cooking; companion services; chauffeuring; and other household services to members of households or their guests in or about a private home or residence, or any other location where the domestic work is performed."



Expected Reach

DFSS estimates the following volume of applicants and program participants to inform the Respondent's proposal content, staffing, and budgeting:

- A maximum of 8,500 selected households to receive the \$500 one-time cash assistance
- More than 10,000 applicants to the program





	Feb	Mar	Apr	May
Pilot Timeline	RFPs launched: Domestic Worker	RFPs awarded; execution begins	Outreach & recruitment begins!	First payments!
Contract	Feb 22	Mar 11	April 15	May 30
Milestone	> RFP released	Applications due	Participant	First payments
		Program design finalized within2 weeks of selection	Application goes live	begin
		Service blueprint finalized within 2 weeks of selection		
		 Customized CRM and application management system within 1 month of selection 		





Performance Goals and Outcomes

- Reaching the hard-hit focus population and delivering a positive experience are the top objectives for the Program Administrator.
- To track progress toward achieving the outcome goals of this program and assess success, DFSS will monitor a set of performance indicators that may include, but are not limited to:
 - Percentage and number of applications successfully submitted (as a proxy for applicant burden)
 - Program uptake (percentage of approved applicants who successfully enroll)
 - Percentage and number of participants successfully enrolled receive their one-time payment
 - Reported participant satisfaction



Selection Criteria





Selection Criteria – Community Involvement

DFSS seeks Respondents that demonstrate:

- A clear understanding of the focus population and their strengths, assets, needs, and challenges
- Expertise working with the focus population 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 in a staffing pattern that addresses all required service components
- A strategy to hire new staff in a timely manner
- Adequate systems and processes to support monitoring program expenditures and fiscal controls
- The ability to provide and maintain a technology platform that can house key public facing program details and provide critical information optimized for broad usability. Existing systems must evidence the ability for multi-channel program communications, CRM, program application, and data collection and management that can be quickly customized to support the Fund, or IT personnel customizing and utilizing the National Domestic Workers Alliance (NDWA) technology available via open source
- Demonstrated experience in collecting, storing, protecting, managing, and analyzing a secure CRM system containing personal identifying information and other sensitive information





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 population
- Experience using data to inform and improve its services or practices
- The relevant systems and processes needed to track and report performance on program outcomes in order to be datadriven





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

DFSS seeks Respondents that demonstrate:

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





Selection Criteria - Attachments

- 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 23, 2022 December 31, 2023.
- DFSS anticipates funding one agency.
- The maximum award will be \$4.3M for the entire term of the project.
- Up to \$4,150,000 of this amount is pass-through grant, which shall be provided to participants in compliance with the program requirements, and up to \$240,000 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.



Advances

- The City is actively developing the details of the advance policy for delegate agencies.
- Details of this policy will be shared as an amendment prior to the RFP's application due date.
- All new information concerning advances as it impacts this RFP will be communicated via the amendment process.







Applications are due on March 11, 2022 at 12:00, Noon





Selection and Transition Timeline

- Pre-proposal webinar Friday, February 25, 2022 2:00p.m.-4:00p.m
- Due date to submit pre-proposal questions Monday, February
 28, 2022
- > Applications due Friday, March 11, 2022 at 12:00, Noon
- Program period begins Wednesday, March 23, 2022





Start Early!!

- If you have never done business with the City of Chicago, register into iSupplier/eProcurement ASAP.
- Review RFP narratives and application questions closely. Remember they align with the scope and selection criteria. Use the information in the RFP for guidance in formulating your answers.
- Carefully review the selection criteria.
- There is a 4,000 character limit which includes punctuation and spaces. Each response is allotted 4,000 characters.
- 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 March 11, 2022 at 12:00 noon.
- Avoid the rush and possible mishaps by submitting early.Plan on submission taking 30-60 minutes.
- Late applications will not be accepted.
- Make use of the eProcurement hotline for help at 312-744-4357 (HELP).
- Please note that the hotline operates during business hours only, Monday-Friday 9-5.

Save often, submit early!



Technical Assistance!

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

<u>CustomerSupport@cityofchicago.org</u>
or

call 312-744-HELP (4357)

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





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 <u>www.sam.gov</u> website.
- 5) Certificate of Good Standing Letter with the State of Illinois.

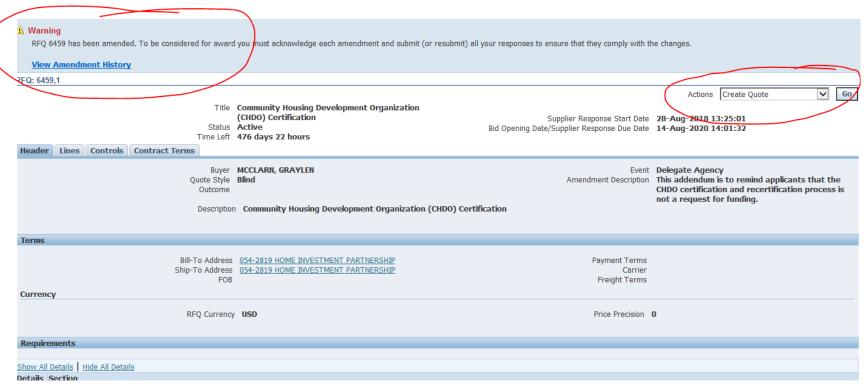


How to accept an amendment





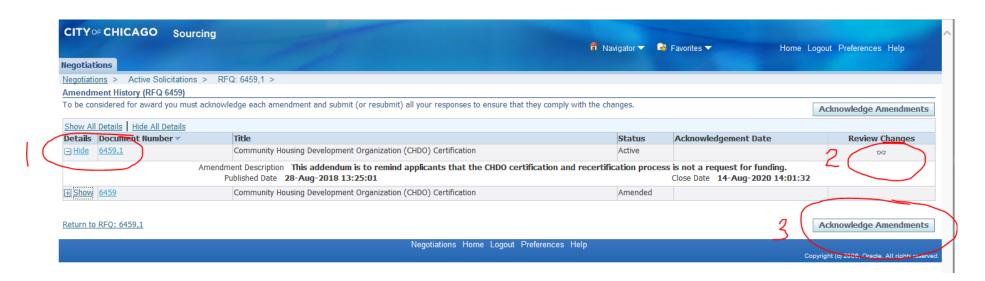
- The RFP you are interested in has been amended. In order to start an application, you will need to acknowledge and accept the amendment first in order to start your application. (Please not that the RFP shown in this and subsequent slides is an example). To accept the amendment, click on "View Amendment 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.







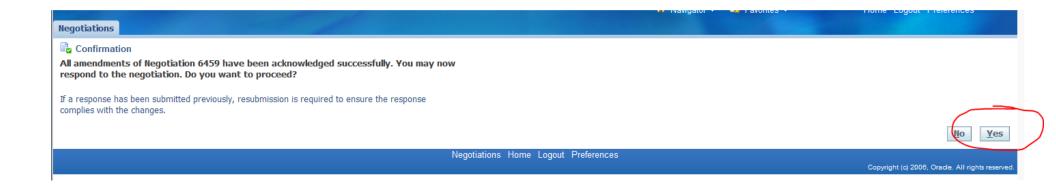
When you get to this screen, click on the "I accept..." check box and then click on "Acknowledge"

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Acknowledge Amendment (F	RFQ 6459,1)		
		each amendment and submit (or resubmit) your response to ensure your response complies with the changes. RFQ and also acknowledge the changes made to the RFQ amendment document 6459,1.	Cancel Acknowledg
Header			
Label	RFQ 6459	RFQ 6459,1	
Amendment Description		This addendum is to remind applicants that the CHDO certification and recertification process is not a request for funding.	
lotes and Attachments			
RFQ 6459			





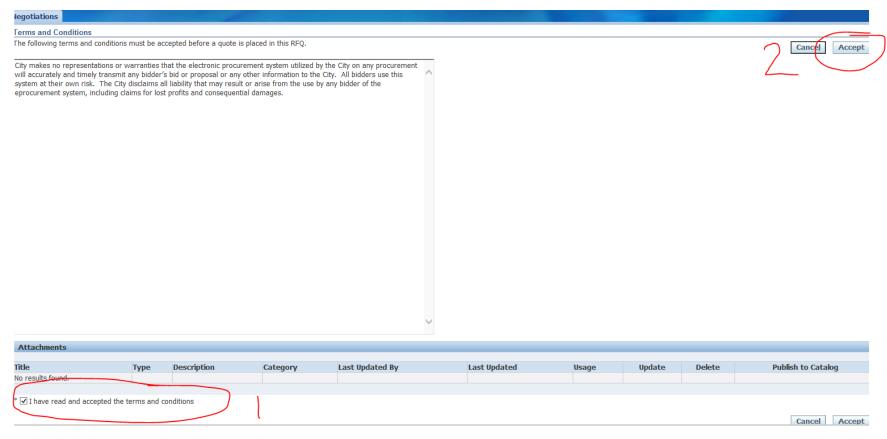
Click on "Yes" to indicate that you confirm your acknowledgement of the amendment.







- 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.







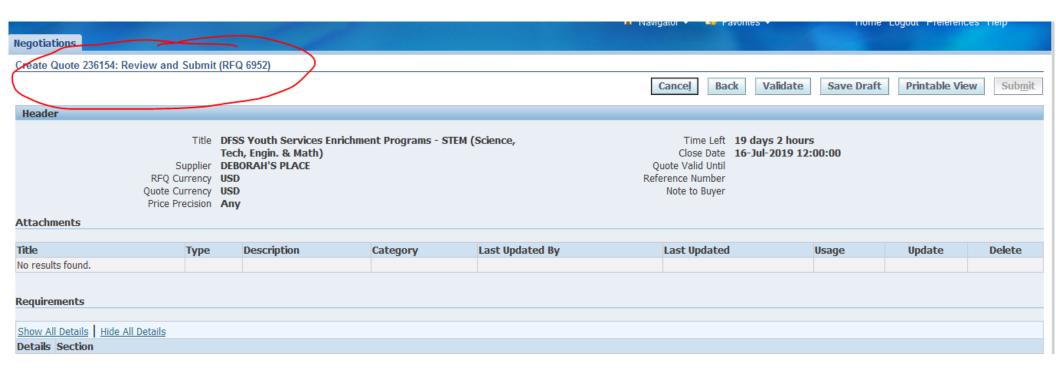
In this example, the error is about an unanswered question in the application (or Requirements section). The Quote Value refers to your (in this case, missing) answer.

3 Error					
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⊕ Contact Information					





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.







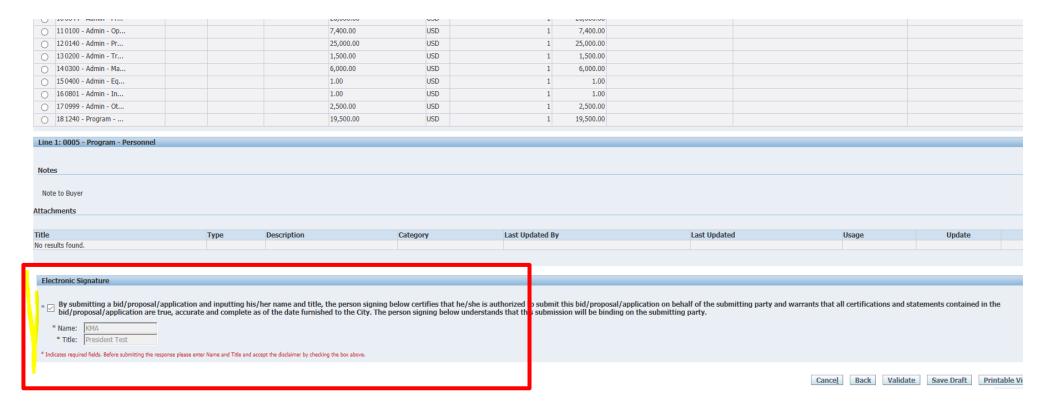
This is your last chance to review all your data and confirm that it is accurate. Check your attachments and scroll to the bottom of the screen to see all your responses.

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Requirement		Target Value		Quote Value			
First Name				John			
Last Name				Chicago			
Telephone				864-855-9999			
E-mail Address				TheBestAgency@childcare.com			
Contact Type				Email Applicant			
Hide Organization Information							
Requirement						Target Value	Quote Value
Legal Organization Name							Super Leaders Academy Nation
Address							18555 E. 32nd St
City							Chicago
State							IL
Zip							60699
Telephone Number							845-251-XXXX
Federal Employer Identification Number							84-992289
DUNS Number							92-8992-5110
Head of Agency Name							Jane Doe
Head of Agency Title							Executive Director
Head of Agency Contact Telephone							845-251-XXXX
Head of Agency E-mail Contact							JaneDoe@superLeadersAcademy.com
Chief Finance Officer Name							Terry Doe Jr.
Chief Finance Officer Title							Finance Officer
Chief Finance Officer Telephone							845-251-XXXX
Chief Finance Officer E-mail							terrdoe@superLeadersAcademy.com
Website Address							NA
Year Org. Established				*Certificate of Good Standing *Bylaws and Articles of Inc			2008 Yes
And you attach the following in your Admin or							





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







> 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.







Program Questions?

Mark Sanders II 312-743-1524

mark.sandersII@cityofchicago.org

For non-programmatic questions contact:

Julia Talbot (312)-743-1679

Julia.Talbot@cityofchicago.org

