



Delegate Agency Solicitation #65258,1 (RFP)

Homeless Services: Expansion Beds Non-congregate Shelter Program RFP

Specification Number:1347285

Required for use by: DEPARTMENT OF FAMILY AND SUPPORT SERVICES

Bid/Proposal Submittal Date and Time: 12:00 PM Central Time, 14-JUL-2026

Deadline for Questions: 05:00 PM Central Time, 12-JUN-2026

Buyer: BLACK, JILLIAN

Email Address: jillian.black@cityofchicago.org

Phone Number:

Pre-Solicitation Conference Date and Time: 10:00 AM Central Time, 09-JUN-2026

Pre-Solicitation Conference Location: <https://us02web.zoom>.

us/webinar/register/WN_OMBg_22QR9yKTmYqbMer7A

Site Visit Date & Time: N/A

Site Visit Location: N/A

Please submit your response to:

<http://www.cityofchicago.org/eProcurement>
iSupplier vendor portal registration is required.
Allow 3 business days to complete registration.

BRANDON JOHNSON
MAYOR

Angela Green
Commissioner

Specification Number: 1347285

Type of Funding:

Title: DFSS: Homeless Services: Expansion Beds Non-congregate Shelter Program RFP

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1 Header Information**1.1 General Information**

Title	DFSS: Homeless Services: Expansion Beds Non-congregate Shelter Program RFP		
Description	Homeless Services: Expansion Beds Non-congregate Shelter Program RFP		
Amendment Date	17-JUN-2026 14:55:00		
Amendment Description	Modified RFP text; answers to questions received since the publication the RFP. Further details can be found in ATTACHMENT 02: Amendment 1.		
Preview Date	17-JUN-2026 14:55:01	Open Date	17-JUN-2026 14:55:01
Close Date	12:00 PM Central Time, 14-JUL-2026	Award Date	Not Specified
Time Zone	Central Time	Buyer	BLACK, JILLIAN
Quote Style	Blind	Email	jillian.black@cityofchicago.org
Event	Delegate Agency	Outcome	Delegate Agency Blanket Agreement

1.2 Terms

Effective Start Date	Not Specified	Effective End Date	Not Specified
Ship-To Address	050-2005 FAMILY AND SUPPORT SERVICES 1615 W. CHICAGO AVE. 2ND FL. Chicago, IL 60622 United States	Bill-To Address	050-2005 FAMILY AND SUPPORT SERVICES 1615 W. CHICAGO AVE. 2ND FL. Chicago, IL 60622 United States
Payment Terms	IMMEDIATE	Carrier	
FOB		Freight Terms	
Currency	USD (US Dollar)	Price Precision	Any
Total Agreement Amount (USD)	Not Specified	Minimum Release Amount (USD)	Not Specified

1.3 Requirements

Contact Information
First Name Provide your answer below
Last Name Provide your answer below

Contact Information
Telephone Provide your answer below
E-mail Address Provide your answer below
Contact Type Provide your answer below
Organization Information
Legal Organization Name Provide your answer below
Address Provide your answer below
City Provide your answer below

Organization Information
State Provide your answer below
Zip Provide your answer below
Telephone Number Provide your answer below
Federal Employer Identification Number Provide your answer below
UEI Number Provide your answer below
Head of Agency Name Provide your answer below
Head of Agency Title

Organization Information
..... Provide your answer below
Head of Agency Contact Telephone Provide your answer below
Head of Agency E-Mail Contact Provide your answer below
Chief Finance Officer Name Provide your answer below
Chief Finance Officer Title Provide your answer below
Chief Finance Officer Telephone Provide your answer below
Chief Finance Officer E-mail

Organization Information
Provide your answer below
Website Address Provide your answer below
Year Org. Established Provide your answer below
The following four questions ask about your organization's leadership composition from two angles: race/ethnicity and geography. Your answers to these questions are not used to evaluate the strength of your proposal. The results of these questions allow DFSS to identify the reach and diversity of its applicant pool and assess whether all potential applicant organizations in the City of Chicago are able to hear about and complete our RFPs, as well as allowing DFSS to provide further transparency to the public about the makeup of the organizations who apply for our programing. When it comes to assessing the racial and ethnic identity of organizational leadership, the applicant should ask the relevant staff to self-identify rather than assume someone's identity. Please acknowledge that you have read and understand the statement above. Circle one from the response values below: Yes No An organization is considered "Black, Indigenous, and People of Color (BIPOC)-led" if their executive director identifies as BIPOC. For the purposes of this and the following question, BIPOC means "a person who checked the Black or African American, American Indian and Alaska Native, Asian, or Native Hawaiian and Other Pacific Islanders" race category or who answered Yes to the Hispanic Origin question on the 2020 United States Census. Given this definition, is the applying Agency considered BIPOC-led? Circle one from the response values below: No Yes An organization is considered "Black, Indigenous, and People of Color (BIPOC)-run" if at least 50% of their Board of Directors, executive director, and senior leadership team identify as BIPOC. Given this definition, is the applying Agency considered BIPOC-run? Circle one from the response values below: No Yes An organization is considered "community-led" if their executive director either lives or has lived in the neighborhood(s) or Community Area(s) in which the primary clients of this program will be served. Given

Organization Information
this definition, is the applying Agency considered community-led? Circle one from the response values below: No Yes
An organization is considered “community-driven” if at least 50% of their Board of Directors, executive director, and senior leadership team either live or have lived in the neighborhood(s) or Community Area(s) in which the primary clients of this program will be served. Given this definition, is the applying Agency considered community-driven? Circle one from the response values below: No Yes
Attesting Uploads
Did you attach proof of current liability insurance? Circle one from the response values below: No Yes
Did you attach your current board member list? Circle one from the response values below: No Yes
Did you attach proof of your current SAM/Unique Identity ID number? Circle one from the response values below: No Yes
Did you attach your current certificate of good standing from the State of Illinois? Circle one from the response values below: No Yes
Did you attach your current bylaws and articles of incorporation? Circle one from the response values below: No Yes
Did you attach your most recent financial statement or audit? Circle one from the response values below: No Yes
Did you attach your IRS determination letter? Circle one from the response values below: No Yes
Did you attach your site profile(s) for any proposed facility sites you have secured based on the program requirements in the RFP? Circle one from the response values below: Yes No

Attesting Uploads
I attest that I uploaded my budget using the provided City of Chicago template document. Circle one from the response values below: No Yes
Geographic Area(s) Served
Please provide the street number for your site address Provide your answer below
Please identify the street direction associated with your site street address. Provide your answer below
Please provide the street name. Provide your answer below
Please provide the city. Provide your answer below
Please provide site zip-code. Provide your answer below
In which ward is this site located? Provide your answer below

Geographic Area(s) Served
Please provide any additional wards outside of your corporate or site locations your organization provide services? Provide your answer below
Program Information Please provide the title of your proposed program. Provide your answer below
Requested grant amount (annual) Provide your answer below
Please estimate the number of households and clients you intend to serve annually. Provide your answer below
Please list the facility address(es) your proposed program will be operating. Provide your answer below
Please list the total number of rooms and beds your proposed program will serve. Provide your answer below

Program Information
Will your proposed program be able to serve those who have limited English proficiency? If yes, please list the languages you can provide services in. Provide your answer below
What is your estimated cost per bed per night (including all costs to operate the program including meals)? Provide your answer below
Advances for administrative costs will be considered according to the City's advance payment policy. The Respondent is required to incur and pay expenses before seeking reimbursement from the City. However, with respect to monthly financial assistance costs only, to City will provide an alternative option. Respondents will need to indicate there whether they wish to exercise this option. In this option, the grantee may ask the City, city each monthly period, to reimburse approved monthly financial assistance costs on an expedited basis. In this case, the City would transfer funds directly. The grantee will be responsible for the accuracy of all expedited monthly financial assistance reimbursement request, and any errors found during the City's audit of the supporting documentation will require the grantee to reimburse the City for the disallowed costs. The grantee will be required to provide supporting documentation within seven days after the City provides funding for each monthly distribution and will be responsible for ensuring that any unexpected funds are promptly returned to the City. Administrative costs will be capped at 10 percent or the agency's federally approved indirect rate, if applicable, per application. Do you wish to exercise the option to receive monthly advance? Circle one from the response values below: No Yes
I attest that I have read the RFP. Circle one from the response values below: No Yes
Community Involvement
Please describe the target population your agency would serve through this program (e.g., age, gender, ethnicity, income level, household type, and other defining characteristics). What are the strengths and assets of your intended target population, as well as the challenges they face and their critical needs? Please provide examples and evidence in your description. Provide your answer below

Community Involvement
Please describe how your organization has developed specific capabilities and/or infrastructure to better serve the intended target population in this RFP (e.g. language skills, specialist staff, cultural competencies, trainings). What is your approach to supporting this target population? If this is your first time serving the population how would you approach service provision? How do you overcome barriers to serving this population? Provide your answer below
Please describe how your agency is working to become more inclusive in your internal operations. If applicable, please describe your Diversity, Equity, Inclusion, and Access plan and how it is being executed through internal operations. Please discuss how your leadership reflects and/or directly engages the populations you serve and provide the leadership composition (e.g., executive staff, board) of your organization regarding race, ethnicity, gender, lived experience, and age. Provide your answer below
Please describe how your organization solicits feedback from clients and community and incorporates that feedback into service delivery. Provide your answer below
Organizational Capacity
What essential positions and personnel will you devote to carry out this work? Please describe staffing patterns and relevant staff positions and their qualifications, and how this will be sufficient to serve the number of clients proposed and to operate the proposed type of non-congregate facility 24/7 (e.g., scattered sites, single site). Please make sure to cover the following areas: program-facing staff, program oversight, and general management. Provide your answer below
Describe your strategy and plan for filling all staff positions for your proposed program in a timely

Organizational Capacity
manner, including a timeline to execute your plan. Provide your answer below
Please demonstrate your organization's ability to ensure adequate fiscal monitoring and expenditure. Please describe how your organization monitors program expenditures and ensures appropriate fiscal controls and records are in place. Provide your answer below
How does your agency collect and securely store data? Please describe your data collection and management practices (e.g. surveys, data sharing agreements), highlighting how you keep data secure, where you store data (e.g., HMIS, other internal platforms), your ability to enter data in a timely manner, and your process for data quality assurance. Provide your answer below
Please explain if you have identified location(s) for this proposed program and if it is a motel/hotel model with one site and blocks of rooms, or scattered sites across multiple locations. If you have identified location(s), please describe the number of beds/ rooms and the facility and room configurations at the location(s) including what communal spaces are available for clients. Please explain if your facility is zoned/ permitted for shelter use under the City's Zoning Ordinance. If you have not yet identified a location, explain how you will identify a location and what type of facility (single site, scattered site) you are planning to operate. Provide your answer below
Please describe how you will operate with flexibility in bed capacity to meet increased need during extreme hot or cold weather or encampment initiatives, in coordination with DFSS as needed. Provide your answer below

Organizational Capacity
Strength of Proposed Program
Please describe how your proposed non-congregate shelter program will operate successfully and meet the needs of the target population. Please provide details on your case management model (including frequency of case management). What services will your program provide on site and how will these services help clients achieve the outcome goals in the RFP, especially around housing? How will your proposed program meet clients' basic needs (e.g, provide meals, store clients' belongings) at your proposed location(s)? How will you coordinate with street outreach teams for continuation/hand off of care? Walk us through the journey of someone entering the program and how they will be served from entry to completion. Provide your answer below
How will your proposed program incorporate the best practices and community standards referenced in the RFP? What will your agency do to align your program with the CoC's core values? Give at least one example of how the proposed programming will meet each core value. Provide your answer below
Please explain your proposed plan to ensure resident safety in a non-congregate setting, especially for a motel/hotel model including, how often you will do room checks and how you will monitor guests coming and going. Please briefly describe the approach your agency takes or plans to take to address conflict or other crises in order to maintain a safe environment at a proposed location(s) (e.g., training and support for staff on de-escalating conflict). Provide your answer below
In what ways will your agency partner/coordinate with other agencies to provide additional services and service referrals to serve the target population in a client-centered, comprehensive way? Please give specific details about what service partnerships are confirmed or currently in process and how service referrals will occur. Provide your answer below
Please describe how your proposed program will manage facility needs and relationships with facility ownership (where applicable). Please describe if there are any updates needed to the facility or rooms

Strength of Proposed Program before program operation. If you don't have an identified facility, describe what type of facility you are looking for in terms of facility configurations and plans to manage facility needs. For a proposed hotel/motel program, please describe how room bookings will be operationalized, including naming any subcontractors responsible for these roles. Please describe how you will coordinate with facility management to manage room occupancy, room turnaround, phone access, and shelter staff/hotel staff coordination for this proposed program. Provide your answer below
Performance Management and Outcomes Please provide program-level data over the last 12 months demonstrating your performance toward reaching the goals outlined in the 'Performance Measures' section of this RFP. Please provide context on your level of performance. If this is a new program model for your agency and/or you are a new applicant, please provide program-level data demonstrating performance for a similar program. Provide your answer below
Please describe how you leverage data to identify areas for improvement - tell us about a specific time your agency made a programmatic or organizational change based on data you collected. Describe briefly (a) the data used to identify the problem, (b) what steps your agency took to make the improvement, and (c) the impact of these changes. Provide your answer below
Please describe your ability to disaggregate – or break down into specific parts – the data you collect (e.g. not just knowing how many participants you've enrolled, but being able to break down your enrollees by age, race, sex, gender, and/or other characteristics). How does your agency regularly use disaggregated data to identify racial, gendered, abled, or other disparities in your program delivery? Please provide an example of a time in which such a disparity was discovered, acknowledged, and then addressed in the program model design. Provide your answer below
Reasonable Costs, Budget Justification, and Leverage of Funds Please describe your cash-flow and capacity to expend funds prior to reimbursement.

Reasonable Costs, Budget Justification, and Leverage of Funds
..... Provide your answer below
Please list the additional funding that you will use to support this program, including the source and anticipated amounts (federal agency, state agency, private, in-kind contributions, etc.). Provide your answer below
Why do you consider your program costs to be reasonable, given the nature of services provided and requirements for this program? (If desired, you are welcome to explain any key budgeting decisions you faced and the rationale for inclusion in your program costs). Provide your answer below
City of Chicago Compliance Acknowledgement
Do you acknowledge the Compliance with Laws, Statutes, Ordinances and Executive Orders for the City of Chicago? Circle one from the response values below: No Yes
Conflict of Interest Questionnaire
Did you complete and attach the Conflict of Interest Questionnaire? Circle one from the response values below: No Yes

1.4 Attachments

Name	Data Type	Description
ATTACHMENT 01: RFP	File	
ATTACHMENT 02: Amendment 1	File	

1.5 Response Rules

- ☐ Solicitation is restricted to invited suppliers
☒ Suppliers are allowed to respond to selected lines
☒ Suppliers are allowed to provide multiple responses

Specification Number: 1347285

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Type of Funding:

Title: DFSS: Homeless Services: Expansion Beds Non-congregate Shelter Program RFP

- ☐ Buyer may close the solicitation before the Close Date
- ☐ Buyer may manually extend the solicitation while it is open

2 Price Schedule**2.1 Line Information**

Display Rank As **No indicator displayed**
 Ranking **Price Only**
 Cost Factors **None**

Line	Item, Rev / Job	Target Quantity	Unit	Unit Price	Amount
1 0005 - Personnel		1	USD		
2 0044 - Fringe Benefits		1	USD		
3 0100 - Operating/Technical		1	USD		
4 0140 - Professional and Technical Services		1	USD		
5 0200 - Travel		1	USD		
6 0300 - Materials and Supplies		1	USD		
7 0400 - Equipment		1	USD		
8 0801 - Indirect		1	USD		
9 0999 - Other		1	USD		

2.2 Line Details**2.2.1 Line 1 0005 - Personnel**

Category **94855.DA.**
 Shopping Category **Not Specified**
 Minimum Release Amount (USD) **Not Specified**
 Estimated Total Amount (USD) **Not Specified**

Start Price (USD) **Not Specified**
 Target Price (USD) **Not Specified**

2.2.2 Line 2 0044 - Fringe Benefits

Category **94855.DA.**
 Shopping Category **Not Specified**
 Minimum Release Amount (USD) **Not Specified**
 Estimated Total Amount (USD) **Not Specified**

Start Price (USD) **Not Specified**
 Target Price (USD) **Not Specified**

2.2.3 Line 3 0100 - Operating/Technical

Category **94855.DA.**
 Shopping Category **Not Specified**
 Minimum Release Amount (USD) **Not Specified**
 Estimated Total Amount (USD) **Not Specified**

Start Price (USD) **Not Specified**
 Target Price (USD) **Not Specified**

2.2.4 Line 4 0140 - Professional and Technical Services

Category **94855.DA.**
 Shopping Category **Not Specified**
 Minimum Release Amount (USD) **Not Specified**
 Estimated Total Amount (USD) **Not Specified**

Start Price (USD) **Not Specified**
 Target Price (USD) **Not Specified**

2.2.5 Line 5 0200 - Travel

Category	94855.DA.	Start Price (USD)	Not Specified
Shopping Category	Not Specified	Target Price (USD)	Not Specified
Minimum Release	Not Specified		
Amount (USD)			
Estimated Total	Not Specified		
Amount (USD)			

2.2.6 Line 6 0300 - Materials and Supplies

Category	94855.DA.	Start Price (USD)	Not Specified
Shopping Category	Not Specified	Target Price (USD)	Not Specified
Minimum Release	Not Specified		
Amount (USD)			
Estimated Total	Not Specified		
Amount (USD)			

2.2.7 Line 7 0400 - Equipment

Category	94855.DA.	Start Price (USD)	Not Specified
Shopping Category	Not Specified	Target Price (USD)	Not Specified
Minimum Release	Not Specified		
Amount (USD)			
Estimated Total	Not Specified		
Amount (USD)			

2.2.8 Line 8 0801 - Indirect

Category	94855.DA.	Start Price (USD)	Not Specified
Shopping Category	Not Specified	Target Price (USD)	Not Specified
Minimum Release	Not Specified		
Amount (USD)			
Estimated Total	Not Specified		
Amount (USD)			

2.2.9 Line 9 0999 - Other

Category	94855.DA.	Start Price (USD)	Not Specified
Shopping Category	Not Specified	Target Price (USD)	Not Specified
Minimum Release	Not Specified		
Amount (USD)			
Estimated Total	Not Specified		
Amount (USD)			

CITY OF CHICAGO



**REQUEST FOR PROPOSALS (RFP) FOR
Expansion Beds Non-congregate Shelter Program
RFQ# 65258**

**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:

Shannon Gedo
Project Manager
Department of Family and Support Services
1615 W. Chicago Ave, 3rd Floor West
Chicago, Illinois 60622
312-743-0175
Shannon.gedo@cityofchicago.org

**BRANDON JOHNSON
MAYOR**

**ANGELA J. GREEN
COMMISSIONER**

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Section 1 - Purpose of RFP and Scope of Services

The Department of Family and Support Services (DFSS) Homeless Services Division seeks applications from organizations to operate a year-round non-congregate shelter facility with a preference for a hotel or motel setting. The proposed program must provide supportive services for single adults and couples experiencing unsheltered homelessness. The Non-congregate Shelter Program is a part of DFSS' response to expand access to quality non-congregate shelter, especially during extreme weather advisories and for encampment initiatives throughout the contract period. This program will provide a safe, accessible place to stay, while supporting clients in moving towards appropriate stable or permanent housing. Multiple providers may be funded through this RFP. Providers may be asked to scale up or scale down their project(s) based on need for beds and funding availability.

RFP #17558 – Expansion Beds Hotel/Motel Program was issued in October 2024. The prior RFP sought applicants to operate a non-congregate motel/hotel shelter program within the City of Chicago. No awards were made under RFP #17558. Thus, DFSS is issuing the current RFP seeking a shelter operator of a non-congregate facility, with a preference for a program in motel/hotel setting.

A. Organizational background

Department Mission and Priorities

As the City of Chicago's primary social services funder and administrator, the Department of Family and Support Services (DFSS) manages a comprehensive, client-oriented human service delivery system that employs a holistic approach to improving the quality of life for our most vulnerable residents. DFSS administers resources and provides assistance and support to a network of over 350 community-based organizations. The DFSS mission is:

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

DFSS' priorities are to:

- **Deliver** and support high quality, innovative, and comprehensive services that empower clients to thrive
- **Collaborate** with community partners, sister agencies, and public officials on programs and policies that improve Chicagoans' lives and advance systemic change
- **Inform** the public of resources available to them through DFSS and its community partners
- **Steward** DFSS' resources responsibly and effectively

For further information about services and opportunities offered through DFSS, please visit:

www.cityofchicago.org/fss

Commitment to Outcomes

DFSS' [Commitment to Outcomes](#) represents a transition to a more results-oriented and data-driven approach to delivering services. In order to achieve better results for Chicagoans, DFSS seeks to clearly describe, measure, and report on outcomes; use these outcomes to support decision-making; and drive greater collaboration within DFSS as well as between DFSS and the delegate agencies we fund.

Division Priorities

The Homeless Services Division seeks to create an effective crisis response system that prevents homelessness whenever possible and rapidly returns people who experience homelessness to stable

housing. The Division does this by supporting a range of services and infrastructure for people experiencing (or at risk of) homelessness including prevention, shelter, outreach and engagement, housing supports, and system planning/coordination efforts. The Homeless Services Division also works closely and collaboratively with the Chicago Continuum of Care (CoC), the CoC's designated Collaborative Applicant (All Chicago), the CoC's Coordinated Entry System, other City agencies, and community-based organizations to coordinate across the broader ecosystem of homeless services in the city towards the ultimate aim of preventing and ending homelessness in Chicago.

B. Program description

Goals, best practices, and theory of change

DFSS is seeking providers who can operate an emergency shelter program in a non-congregate setting at a location(s) proposed by the applicant, with a preference for a program operating in a hotel/motel setting. This proposed program will serve unsheltered individuals and couples referred by street outreach teams or referrals from 311 year-round. Having a non-congregate shelter program available for unsheltered residents to access during life threatening weather advisories (especially during heat and winter weather advisories) and during encampment initiatives throughout the year will help keep the most vulnerable unhoused population safe and able to access quality shelter, which they may be more inclined to accept. DFSS seeks a provider who can operate flexibly by scaling up or down the number of people served in a non-congregate setting in response to weather or the number of people residing in an encampment of focus.

Respondents must have a clear plan to reduce barriers for clients to enter their proposed non-congregate shelter program(s), to ensure that those most in need of shelter can access available rooms/beds. Respondents must provide voluntary supportive services and focus on permanent housing pathways based on the clients' needs and goals. Policies and procedures within the proposed program(s) should also be client-focused and trauma informed, with an understanding of the ways a client's prior trauma and experiences may impact their readiness and willingness to engage in services. All clients should be encouraged and supported to participate in services both in-house and through established partner referrals.

DFSS asks that providers create services, programs and delivery approaches that integrate the Chicago CoC's Community Standards and nationally recognized, evidence-based best practices and strategies for sheltering. See links embedded from nationally recognized entities specializing in each best practice for more information, or look through the Chicago CoC's Community Standards at <https://allchicago.org/continuum-of-care/standards-and-monitoring/> for brief overviews of each best practice.

- [Harm Reduction Strategies](#)
- [Trauma-Informed Care](#)
- [Inclusion of Input from Person\(s\) of Lived Experience \(PLE\)](#)
- [Safe and Appropriate Diversion and Reintegration of Supports](#)
- [On-Site Health Care Access](#)
- [Positive Youth Development](#)

Current state and priorities for improvement

Mirroring national trends post-pandemic, the need for quality stable and permanent housing options is growing in Chicago, but the supply of such placements cannot keep up with the demand, especially for single adults. Based on the Chicago Continuum of Care's Active List on March 9, 2026, there were

approximately 18,218 people experiencing homelessness (based on HUD’s definitions of homelessness) in the Homeless Management Information System (“HMIS”). Out of those people, 73% were single adults, pointing to the high share of the total population experiencing homelessness currently who identify as single adults in Chicago.¹

As of March 2026, there are currently over 3,200 City funded shelter beds in Chicago, of which about 41% are dedicated to serving singles (men, women, and special populations).² Based on recent shelter utilization analysis, on a given day in the last four months, about 94% of the shelter beds dedicated to single adults were occupied. This trend points to the high demand for shelter beds in the system, especially for the single adult subpopulation.

Addressing the growing need in Chicago for unsheltered individuals and reducing unsheltered homelessness is a system priority and focuses on supporting those most in need. The City launched its Interagency Task Force to Reduce Homelessness in 2016 to coordinate homeless response and services across agencies to better serve unhoused people and reduce the number of people experiencing homelessness. The City’s Encampment Strategy was developed and implemented through this Task Force, with a three-tiered response of how to engage residents at different types of encampments to provide connections to services and case management, food, hygiene kits and medical supports, and access to stable or permanent housing options.

The City of Chicago has had more recent systemic opportunities to strengthen and expand its approach to addressing and reducing unsheltered homelessness. In early 2023, Chicago was selected as one of six jurisdictions to participate in the All INside Initiative, which has a national goal to reduce unsheltered homelessness by 25% by 2025. Chicago had a federal official embedded within the CoC for two years to help address priority areas surrounding unsheltered homelessness. In February 2023, HUD awarded the Chicago Continuum of Care (CoC) \$60 million dollars to address unsheltered homelessness over a three-year period, which has expanded and enhanced street outreach services through the Unsheltered Homelessness Initiative (UHI). DFSS co-coordinates with the UHI street outreach teams to have a citywide approach to ensure all encampment residents can be connected to case conferencing, supportive services, shelter and permanent housing pathways. Through this increased citywide coordination, street outreach leadership meet to coordinate- providing system wide updates and discussing sector best practices.

To support these system-level priorities and address the growing need and number of unsheltered people experiencing homelessness in Chicago, it is essential to provide more quality non-congregate shelter options. This non-congregate shelter model will provide a safe low-barrier, quality space where clients can access supportive services and get connected to permanent housing options. There is a strong evidence-base of what works which consists of mixing client-centered services with immediate access to housing/shelter to help those experiencing homelessness stabilize and end their episode of homelessness. This shelter model supports efforts with the City's ongoing system-wide coordination efforts with the Encampment Strategy and current encampment initiatives, while also preparing for and addressing the growing need for available weather-related beds due to climate change. Without fixed housing, unsheltered individuals experience increased risk of climate-related injury or death.

¹ All Chicago. Dashboards from HMIS Data, Active Client List. [Dashboards from HMIS Data - All Chicago](#). Data from 03/09/26. Accessed on 3/16/26.

² Does not include beds at the Shelter Placement and Resource Center (SPARC) or seasonal winter beds at other shelter facilities.

Target Population

The target population for the hotel or motel program stays are individuals and couples that are experiencing literal homelessness (in accordance with the federal [HEARTH definition](#)). In this RFP, DFSS seeks to shelter the household compositions including, but not limited to:

Individuals and couples experiencing unsheltered homelessness: lacking a fixed adequate nighttime residence and primarily sleeping in a public or private place not meant for human habitation. Many of the residents referred to this program will be individuals living in unsheltered locations, particularly the Chicago Transit Authority transit system.

Black or African American households are disproportionately impacted by homelessness, in large part due to historical and systemic racism: Black or African American individuals make up a little less than 30% of the city of Chicago's total population but make up about 64% of all people (not including Newcomers) experiencing homelessness on January 23, 2025 in the 2025 Point-in-Time Count.

The population experiencing unsheltered homelessness in Chicago also includes:

- Persons with limited English proficiency; (in recent years, Spanish, Creole, French and Polish speakers have been most common);
- Persons on the Sex Offender Registry (who cannot be served at many locations);
- Persons with disabilities;
- Persons with justice-involved backgrounds;
- Persons who identify as LGBTQ+;
- Recent immigrants to the United States;
- Persons with chronic drug use;
- Persons who struggle with mental health conditions; and
- Survivors of gender-based violence

DFSS is interested in programs that demonstrate an understanding of the unique needs of the client populations which the agency seeks to serve, and present compelling evidence that the proposed program will have meaningful and observable impact on housing and outcomes for the target population.

C. Program activities and requirements

Proposed Shelter Location(s) and Type:

Applicants must propose non-congregate location(s) in their application for this RFP, with a preference for hotel/motel sites. All facilities must be located within the City of Chicago and each proposed program must have a minimum capacity for 30 beds across all sites. Applicants should indicate whether the proposed facility is currently zoned for shelter and if the facility is not, this must be noted in the application. If the proposed facility is not zoned for shelter use, the selected applicant must go through the zoning process to ensure that the proposed locations are zoned and permitted for shelter use under the City Of Chicago Zoning Ordinance where applicable. Proposed shelter locations need to be secured by the applicant or a sub-contractor of the applicant. Applicants proposing to operate hotel/motel programs may propose a single-site with a block of rooms operating like a low-barrier, non-congregate shelter or they may propose a scattered site program across multiple motel/hotel locations with the ability to scale up or down rooms. Applicants must submit a Proposed Site Profile Summary for each

identified location they are proposing. If applicants propose to operate motel/hotel rooms from multiple locations, please submit a proposed site profile for each location and specify the number of beds/ rooms that are being proposed at each site. See the information that should be included in the summary below.

Proposed Site Profile Summary:

- **Site Name:** Provide the name of the proposed shelter site.
- **Address:** Provide the address of the proposed site.
- **Bed and Room Capacity:** Provide the maximum bed and room capacity at the proposed site.
- **Ward location:** Provide the ward location for the proposed site.
- **Is proposed site already zoned for shelter use?** Indicate either Yes or No if proposed site is already zoned or will need to go through rezoning process. Please submit a timeline of the zoning process.
- **Shelter type:** Indicate whether the shelter program is a motel/hotel or other type of non-congregate site
- **Number of floors:** Provide the total number of floors in the proposed site.
- **Elevator access:** Indicate either Yes or No if elevator access is available in the location.
- **Internet:** Indicate either Yes or No if internet access is available in the location.
- **Parking Available On-Site:** Indicate either Yes or No if parking is available on the location.
- **Laundry Facility On-Site:** Indicate either Yes or No if laundry is available in the location.
- **Shower Access:** Indicate either Yes or No if shower access is available on the location.
- **Communal Spaces:** Provide a description of the communal spaces, and maximum capacities for the spaces.

Applicants with one proposed location with a block of rooms/ beds are preferred over scattered site rooms for more effective program oversight. Applicants who do not yet have a facility location identified must provide a detailed description as to how they plan to identify a location and what type of facility they are trying to identify (motel/hotel or other non-congregate facility). Applicants with an identified facility location are preferred over those who do not have one.

Applicants may subcontract the hotel/motel booking processes and may pay for a hotel or motel room directly or through a sub-contractor. Additionally, funds can be used to pay for cleaning of hotel and motel rooms used by program participants as well as to repair damages caused by program participants above normal wear and tear of the room. These flexibilities are provided to allow recipients to secure hotel and motel rooms quickly and be available as needed.

Arrangements with the hotel or motel should include:

- Use of the facility office, conference room, or other non-guest room spaces for case conferencing and other service needs
- Access to utilities, including internet, phone, and television services
- Plan for provision of linens, towels, and basic toiletries (soap, shampoo, etc)
- Plan for laundry, including access to on-site laundry facilities
- Plan for trash removal and recycling
- Any on-site hotel/motel staff, including security and janitorial

- Access to security cameras and footage for the property entrances/exits and common areas
- Plan for informing occupants of the hotel or motel's existing fire evacuation plan and protocol
- Plan for room cleaning during and between client stays and cleaning and maintaining all common areas in the hotel property
- Responsibilities for damages to property and injuries to persons
- Insurance policies

Essential Services for All Proposed Programs

DFSS seeks applicants who must deliver the following essential services defined in the Chicago CoC Program Model Chart:

- Engage in diversion and outmigration efforts through coordination with system-wide diversion efforts or by use of creative, problem-solving conversations at shelter entry to empower clients facing imminent homelessness to avoid shelter and immediately get housed.
- Provide basic needs such as three meals per day, limited storage, access to laundry and showers, clothing, bus cards, hygiene kit and welcome kits.
- Provide high-quality, on-site case management services focused on housing pathways and overcoming barriers to obtaining and maintaining housing. Case management should also link clients to supportive services to address a variety of client needs that the agency may not be able to provide directly, while also supporting clients with basic tenancy skills in their current living spaces.
 - Clients' basic needs should be assessed within 72 hours after entry into program and case managers should create individualized service plans to help clients identify their unique needs and track progress towards their personal short and long-term goals.
 - Case managers should meet with clients weekly, offering varied times (e.g., evenings for working clients) to meet with clients. During these check-ins, case managers should review and work with clients on both short and long-term goals.
 - Case managers must provide connection to housing options by supporting clients in completing the CES housing assessment (either directly or through referral) and supporting clients in identifying and navigating other housing options (either directly or through referral), e.g., working with clients to create housing plans, search for affordable and appropriate units, complete housing applications, and navigate the move-in process.
 - Case managers must work to ensure clients are document-ready, so they can move forward quickly when housing opportunities become available.
 - Case managers should be on site and must have strong and individualized service plans to engage clients and ensuring service needs are met. Selected proposed program(s) will be responsible for utilizing their own case management system to collect, store and report on case management activities, referrals and resident progress.
 - There should be a separate space, including in motel/hotel facilities (e.g., conference room, office) where clients receive case management services.
- Provide quality, supportive services, and linkages to external supportive services (if provider cannot provide that service), including but not limited to: substance use services; medical,

behavioral, and mental health services; employment and educational services; independent living skills, and counseling and legal services for survivors of gender-based violence, etc.

- Provide a safe environment open 24/7 to people of all backgrounds with a place to sleep free of charge and with a low barrier to entry.
 - DFSS will prioritize respondents who will hire staff with the appropriate staffing qualifications to best serve the target population in need. Proposed programs should have at least one licensed clinical social worker (LCSW) on staff and should prioritize hiring those with experience working with the target population.
 - Staffing should support meeting residents' language needs. DFSS encourages hiring day-to-day shelter staff with English and multi-lingual language skills to meet the language access needs of the target population.
 - Staff training is required to support clients and keep clients and staff safe. Staff trainings should include but are not limited to: de-escalation techniques with conflicts to prevent discharge whenever possible, crisis prevention and intervention, how to administer Narcan and staff roles as mandated reporters.
 - Staff must also complete all DFSS and Continuum of Care (CoC) required trainings
- Programs must accept referrals from 311, DFSS and approved street outreach providers. DFSS will help to coordinate direct referrals from the street outreach providers. Programs should develop relationships with referring outreach providers to ensure continuity of care as residents transition from an unsheltered environment into a new sheltered environment.
- If a resident has not returned to the shelter for 48 hours, staff must attempt to locate them for a minimum of 24 hours before discharging and attempts must be documented. Refer to the City's Standard Operating Guide (SOG) for additional information.
- Proposed non-congregate programs (including those where motel/hotel rooms are a block of rooms at one location) must have 24-hour staff coverage, 7 days a week. A best practice ratio is to have at least two staff members on site at all times with a preferred staff to client ratio of 1:15 during a shift.
 - Programs must have sufficient staffing to cover basic operations, ensure safety, and provide effective case management - taking into account the population served and their specific needs.
 - If programs propose to operate a scattered site motel/hotel model but they are not able to have agency staff on site 24/7, they must have an on-call option. This on-call option will allow for communication between the hotel or motel operators, the applicant, and clients.

If proposing a motel/hotel model, proposed programs must:

- Have a plan to address challenges of operating a hotel/motel program (i.e. individuals in hotel/motel programs can sometimes feel isolated and thus may have a difficulty engaging in services).
- Conduct room checks at a minimum of once per day for scattered site locations and three times a day for single-site locations. Room checks should consist of staff checking on the well being of clients to ensure they are safe and supporting clients with room tenancy skills (e.g., keeping room and space clean and orderly).

- Serve as the liaison with hotels/motel operators directly, to determine room cleaning, security, phone access, laundry service for client clothing, and manage any issues that may arise between clients and the hotel/motel.
- Operate 7 days a week, with 24-hour access to services and shelter space where possible.
- Hotel or motel rooms must only be paid for when occupied unless it is agreed upon with the applicant and the hotel or motel operator that blocks of rooms or clusters of rooms have been pre-negotiated.
- Establish and maintain hotel/motel agreements, payment process, and other financial administrative needs (e.g., paying hotels/motels) in a timely fashion.

Core Values of Service Provision

Additionally, all shelter services, programs, and delivery approaches should reflect the Chicago CoC's core values, particularly those below. Ability of the applicant to integrate these core values into their proposed shelter policies, procedures and practices will be integral to success with this RFP. (For more information, please reference the Chicago CoC's Community Standards here:

<https://allchicago.org/continuum-care/standards-and-monitoring>.)

- **Client-Centered Approach:** Align shelter criteria, policies, and practices with an evidence-based client-centered approach so that anyone experiencing homelessness can access shelter without pre-requisites. Integrate client choice in programming, make services voluntary, and assist clients in accessing permanent housing options (directly or through linkages) as quickly as possible.
- **Harm Reduction:** Support individuals' right to self-determination regarding substance use and engage in practical and proactive strategies to reduce any harm that participants may face through all aspects of the program. Shelters should eliminate sobriety or other behavioral requirements that can be barriers to accessing shelter (e.g. prior non-violent rule infractions), and ensure staff are trained and supported to de-escalate conflicts and prevent discharge when possible.
- **Trauma-Informed Care:** Shelter leadership should understand the wide impact of trauma on participants and staff members should be trained to recognize and respond to the signs and symptoms of trauma in clients. Policies, procedures, and practices should integrate knowledge about trauma and its impact, support client choice and control, and create physical and emotional safety on site.
- **Inclusion of Person(s) of Lived Experience (PLE) input:** Providers should solicit PLE input on a regular basis to inform service delivery and engage in continuous improvement of programming and procedures. Staff and leadership can do this through a variety of mechanisms, such as collection and integration of client feedback, hiring and promotion of PLE, engaging with advisory councils, and integrating PLE into leadership roles in the organization.

Other Program Requirements and Regulations

Federal and CoC Requirements

- Comply with the HEARTH Act, see [Homeless Emergency Assistance and Rapid Transition to Housing Act - HUD Exchange](#).
 - Agencies are responsible for learning about any revisions or updates to the legislation throughout the contract and revising policies and procedures as necessary.
- Adhere to the program services as defined by the Chicago Continuum of Care (CoC) in the Program Models Chart [Program-Model-Chart-01.28.pdf \(allchicago.org\)](#) as well as its Essential Elements for the appropriate program model, see [Standards and Monitoring - All Chicago](#).

- Agencies are responsible for awareness and adherence to the most recent version of the Program Models Chart.
- Participate in the Coordinated Entry System (CES) and follow CES Policies and Procedures as detailed for the appropriate program model, see <https://www.csh.org/chicagoces/>.

Health and Safety

All programs must:

- Ensure facilities comply with applicable local building, fire, environmental, health, and safety standards and regulations which apply to the safe operation of the site(s).
- Maintain minimum safety, sanitation, and privacy standards at shelter facilities/site(s), [24 CFR 576.403 - Shelter and housing standards. \(govregs.com\)](#)
- Submit the Quarterly Bed Bug Certification to DFSS.
- Ensure occupied rooms are cleaned at least twice a week and that rooms are cleaned once clients exit the program.
- Protect clients and reduce the spread of infectious diseases through the implementation of CDPH guidance and public health orders issued by CDPH.
- As outlined in the Food Handling Regulation Enforcement Act (fG410 ILCS 625), all staff performing food handling duties are required to receive training and certification as food handlers. Food handlers' certificates must be kept on site where food is being handled/ served.
- If proposed programs plan to operate scattered sites, programs must transport food/meals using hygienic techniques and safe practices in food handling, preparation, service and delivery.

Provision of Appropriate Service to Clients

All programs must:

- Ensure language access for non-English speaking residents either through staffing or other means.
- Inform participants of their rights, responsibilities, and expectations upon intake into shelter.
- Not discriminate based on race, religion, national origin, sexual orientation, disability, gender identity, or family composition.
- Provide placement and accommodation in accordance with the individual's gender identity.
- Not require clients participate in any religious services or other forms of religious expression.
- Provide reasonable accommodations for disabilities.
- Make all programming client-centered and voluntary for participants.

Programmatic Written Requirements

All programs must:

- Have written policies and procedures for intake, client grievance, client discharge, and how conflicts and other crises will be addressed and resolved.
 - Programs must submit current or proposed disciplinary policies regarding discharges or bans from their site to DFSS for review. These policies and procedures should comply

with DFSS and CoC values. DFSS is committed to working with providers to ensure written policies and procedures match system values and goals.

- Notify the DFSS program manager in writing of any changes to staff, facility, facility location, scope of services, or bed capacity.

Participation in System Activities, if Requested

All programs must:

- Report bed availability and occupancy rates once per shift to the Centralized Shelter Intake delegate as laid out in the reporting requirements section below.
- Participate in DFSS Point-in-Time (PIT) Counts including associated activities and reporting requirements.
- Conduct annual Public Health and Fire inspections in collaboration with DFSS and other appropriate entities.
- Assist DFSS in responding to extreme weather emergencies.
- Participate in systems-level coordination and data and quality assurance meetings on a bi-weekly, monthly, and/or quarterly basis, to be determined and scheduled by DFSS as needed.

Comply and Keep Records on File, as Applicable

- All providers excluding DV agencies should retain client records in the Homeless Management Information System (HMIS).
- All providers should retain hard files of client records stored in a safe, secure location.

Service Coordination

DFSS recognizes that many of the clients served have needs beyond the scope of what we fund delegates to provide. DFSS is interested in supporting strategies to improve coordination across service delivery silos to improve outcomes for these clients. Through engagement with current delegates across our divisions and tests within our Community Service Centers, we have identified some coordination practices that we encourage delegates to incorporate as appropriate. These practices include:

- Systematically identifying clients who struggle to independently access other resources they need and providing a higher level of coordination support to those clients;
- Using warm handoff strategies when making referrals, such as making a specific action plan for the client's next steps to follow through on the referral, assisting clients in calling service providers to schedule an appointment, or accompanying clients to intake appointments; and
- Working proactively with service providers after referrals to help clients overcome barriers to engagement and retention.
- Linkage referrals can include but are not limited to linkages to substance use services, medical services, mental health services, employment services, counseling and legal services, public school enrollment, enrollment in social services.

DFSS recognizes that these strategies may often fall outside of the core responsibilities of program staff, and successful implementation may require sustained attention from supervisors and organizational leaders. DFSS reserves the right to convene delegate agencies to provide additional support in implementing service coordination efforts.

D. Performance measures

To track progress toward achieving the outcome goals of this program and assess success, DFSS will monitor a set of annual outcome metrics. Program performance along these metrics will be assessed relative to the Program Model Chart threshold and challenge levels below, as well as the performance of peer programs (i.e., those serving similar subpopulations). Programs should consider the "threshold" level a baseline or minimum expectation and should consider the "challenge" level a hard but attainable goal given current knowledge, capabilities, and resources.

Annual outcome metrics may include, but are not limited to:

Indicators	Threshold	Challenge
Percent of participants who exit to more stable or permanent housing	30%	-
Percent of participants who exit shelter to a permanent housing destination	-	27%
Percent of participants who maintain or increase income (including employment income or benefits)	40%	52%
Completed CES Assessments	40%	60%

To monitor and recognize intermediate progress toward the above performance indicators, DFSS also intends to track a variety of program outputs including but not limited:

Output	Target
Bed utilization rate	95% at any given time during the contract
Average length of stay in program	Varies dependent on client circumstance and housing availability. DFSS will monitor average length of stay reported across programs and subpopulations to identify cases where additional context and supports may be needed.

DFSS is also interested in understanding client satisfaction with programming and the ways that providers integrate client input and feedback into programming. To monitor and recognize this, DFSS may request additional information from providers on:

- How client input is being collected
- Results of client feedback surveys
- Results of client exit interviews or surveys

Within this framework, DFSS is focused on continuous improvement against these metrics. We are committed to working with delegate agencies to monitor performance against these indicators, including establishing relevant baselines or benchmarks and sharing data with delegate agencies to assess and understand our progress. DFSS will also monitor the above metrics by race, ethnicity, gender, age, and other characteristics as appropriate to track equity in outcomes and outputs.

DFSS plans to track performance throughout the term of the contract and will use this information (including absolute and relative performance on metrics and improvement over time) to inform future funding decisions. Therefore, DFSS may add metrics in contracts as we continue to refine our approach to understanding and managing performance in upcoming contracts and over the years to come.

In addition to the performance indicators and output metrics listed above, DFSS encourages Respondents to propose additional indicators and metrics, including those that demonstrate early success and are indicative of participants' progress.

E. Contract management and data reporting requirements

Active Contract Management (ACM)

As part of DFSS' commitment to become more outcomes-oriented, the Homeless Services Division seeks to actively and regularly collaborate (such as periodic meetings) with delegate agencies to review program performance, learn what works, and develop strategies to improve program quality throughout the term of the contract. Reliable and relevant data are necessary to ensure compliance, inform trends to be monitored, evaluate program results and performance, and adjust program delivery and policy to drive improved results. As such, DFSS reserves the right to request/collect other key data and metrics from delegate agencies and set expectations for what this collaboration, including key performance objectives, will look like in any resulting contract.

Periodic meetings may take place, as scheduled by DFSS with reasonable notice to the Delegate Agency. The meetings will utilize program data, reporting and other relevant information to actively manage the Delegate Agency's performance and progress towards goals set in the Scope of Service. During these meetings, Agencies are encouraged to raise any concerns or challenges they are having in serving their target population.

Meetings shall include, at least, the DFSS Division Director or designee, and the Delegate Agency's Chief Executive Officer or designee. Each party may be represented by additional representatives as such party deems appropriate. DFSS may request the attendance of additional parties as it deems appropriate. Representatives from the Agency will attend all meetings as requested by DFSS. Meetings may take place individually or jointly with other Delegate Agencies.

Delegate Database Requirements

- Delegate agencies must have the ability to submit reports electronically to DFSS. The City's Information Security and Information Technology Policies are located at: https://www.chicago.gov/city/en/depts/dti/supp_info/information-security-policy.html
- Delegate agencies must implement policies and procedures to ensure the privacy and confidentiality of client records for both paper files and electronic databases.
- Homeless Services Division delegate agencies, except for domestic violence organizations, must use HMIS to track data and produce required reports.
- All Chicago administers Chicago CoC's HMIS. Current HMIS information is available through Chicago's HMIS Dashboards at: <https://allchicago.org/how-we-are-ending-homelessness/data-analytics/hmis/chicagos-dashboard-to-end-homelessness/>.
- For more information about accessing HMIS and training, please visit: [Data Analytics - All Chicago](#). Programs are expected to comply with the Chicago's HMIS Data Standards at: <https://www.hudexchange.info/programs/hmis/hmis-data-standards/>.
- DV organizations must maintain confidential client records and be able to pull necessary DFSS report data utilizing a comparable database to HMIS.

Delegate Reporting Requirements:

Upon contract award, all delegate agencies will be expected to collect and report client-level demographic, performance, and service data as stated in any resulting contract. Major reporting requirements include the below:

- **Quarterly and Annual Reporting to DFSS:**
 - o For all shelters, client-level data must be entered into the Homeless Management Information System (HMIS) in accordance with the [COC's HMIS policies](#) for this program model.
 - Quarterly and annual reports must be pulled from HMIS, reviewed by the delegate and submitted in the format specified by DFSS and by the deadlines established by DFSS.
- **Daily Data Reporting Requirements:**
 - o Delegate agencies operating DFSS-funded shelters are required to report their available and occupied bed count three times daily to the Emergency Homeless Assessment and Response Center, operated by The Salvation Army.
 - Beds should be reported at the following times: 12AM, 8AM, and 4PM, unless otherwise requested.
 - Beyond reporting beds, providers must remain in contact with the Centralized Shelter Intake, Transportation and Crisis Response delegate to collaborate on bed placements and transportation throughout the day as well.
 - o Training and further instructions on this reporting process will be distributed to those awarded shelter program funding from DFSS.

Uses of data

DFSS intends to utilize Delegate Agency performance data, including updates from active contract management meetings, with the goals of:

- a. Monitoring performance progress, highlighting accomplishments, and identifying areas for improvement.
- b. Engaging in collaborative continual improvement processes regarding the outcomes and operations of delegates.
- c. Developing system-wide strategies that improve service delivery and coordination between program models.
- d. Discussing challenges and successes pertaining to program goals, performance measures, and requirements to be adhered to by the Delegate Agency.

Insurance

Respondent, if selected, shall register with the City's online insurance certificate portal using the designated email registration link provided below. Respondent shall provide a current and valid email address for both the contractor and the contractor's insurance agent or provider. The Selected Respondent is responsible for ensuring the submission of a certificate of insurance (COI) through the City's online insurance certificate portal prior to award of a contract.

A Respondent selected for contract negotiation and award who fails to fulfill the requirement to register and submit a COI through the City's online insurance certificate portal may be deemed nonresponsive and the City may choose to instead engage a different Respondent for contract negotiation. If a Respondent is unable to register and submit the COI through the City's online insurance certificate

portal and instead submits a printed insurance certificate prior to contract award, the City may accept a paper COI provided that written justification is provided explaining the Respondent's good faith efforts to comply with the terms of this section and the reasons why the submission could not be completed. Instructions for registering and submitting COIs are available at the following URL: <http://www.cityofchicago.org/COI>.

F. Application guidance for respondents

Along with their proposal, all respondents must submit their proposed budget using the City of Chicago template provided as an attachment in eProcurement. Proposed budgets must include the following costs:

- Facility leasing costs. Selected agencies with proposed site(s) will need to enter into their own agreement with facility or motel/hotel vendor.
- Resident meal costs. Respondents should propose their own solution for providing meals to residents and include the associated cost in the proposed budget. Subcontracting a food vendor is allowable. If a solution cannot be identified, please budget for the following cost, based on a current DFSS contract with a food vendor for other shelters in the region:
 - o Breakfast, lunch, dinner can range between \$15-18 per person per day
- Costs for proposed staffing and services
- All other costs anticipated to effectively operate the proposed program

G. Anticipated term of contract and funding source

The term of contract(s) executed under this RFP will be from **November 1, 2026 – December 31, 2027**. Based on need, availability of funds and contractor performance, DFSS may extend this term for up to three additional periods, with each extension not to exceed one year. Continued support will be dependent upon the selected Respondent's performance and the continued availability of funding.

The Respondent is required to incur and pay expenses before seeking reimbursement from the City. However, advances for costs will be considered according to the City's advance payment policy. Respondents will need to indicate in their application whether they wish to exercise this option.

For additional information about the City's advance payment policy, see the attached Delegate Agency Request for Advance Mobilization Payment Form which has been uploaded as an attachment in the RFP's application. This form is attached for information only, and applicants should not complete the form at this time.

Anticipated funding for the award will be based on a bed rate of \$45 for a non-congregate shelter facility. We anticipate that the total funding will be between \$1,650,000 - \$4,900,000. Recent Point-In-Time Count data has shown that over 1,500 adults (in their own households or adult only households) have experienced unsheltered homelessness, pointing to the high level of need across the system for more shelter beds serving single adults. Thus, DFSS is looking to bring approximately 300 non-congregate beds online through this RFP and anticipates funding up to 5 agencies, depending on the size of the proposed program(s).

This initiative is administered by the Department of Family and Support Services through Chicago Transit Authority funds, Illinois Department of Human Services Emergency and Transitional Housing funds, and City Corporate funds, and may be supported with other City, state, or federal funding sources. Consequently, all guidelines and requirements of DFSS and other funders must be met. Additionally, all delegate agencies must comply with the Single Audit Act if applicable.

Should a selected Respondent's contract be terminated or relinquished for any reason, DFSS reserves the right to return to the pool of Respondents generated from this RFP to select another qualified Respondent.

Section 2 – Eligibility, Evaluation and Selection Procedures

A. Eligible respondents

This is a competitive process open to all entities: non-profit, for-profit, faith-based, private, and public, all units of government and sister agencies. Respondents may apply as a single agency or in partnership with multiple agencies, where one agency serves as the lead agency for the partnership and other agencies serve as subcontractors of the lead agency. Subcontracted agencies must demonstrate competence to implement programmatic elements whereas lead agencies must also demonstrate financial strength and ability to comply with all administrative requirements outlined in the RFP.

Individual agencies or subcontractors to lead agencies must be able to demonstrate a **minimum 10 percent in-kind match**. Administrative costs will be capped at 15 percent per application.

Respondents who are current DFSS delegates whose existing contract(s) with DFSS are not in good standing will not be considered. Agencies not eligible include those that have had a City contract terminated for default; are currently debarred and/or have been issued a final determination by a City, State or Federal agency for performance of a criminal act, abridgement of human rights or illegal/fraudulent practices.

Funding is subject to the availability and appropriation of funds. In addition, Respondents should be aware that the City will make payments for services on a reimbursement basis. Payment will be made 30 days after voucher approval. Selected Respondents must be able to proceed with program operations upon award notification.

B. Evaluation process

Each eligible proposal will be evaluated on the strengths of the proposal and the responsiveness to the selection criteria. DFSS reserves the right to consult with other city departments during the evaluation process. Successful Respondents must be ready to proceed with the proposed program within a reasonable period of time upon contracting.

Failure to submit a complete proposal and/or to respond fully to all requirements will cause the proposal to be deemed unresponsive and, therefore, subject to rejection. The Commissioner upon review of recommended agency(ies) may reject, deny or recommend agencies that have applied for grants based on previous performance and/or area need.

DFSS reserves the right to ensure that all mandated services are available citywide, and provided in a linguistically and culturally appropriate manner.

C. Selection criteria and basis of award

SELECTION CRITERIA	POINTS
<u>Community involvement</u> • The Respondent demonstrates a clear understanding of the unsheltered population, including their strengths and assets and needs and challenges they face through examples and evidence. • The Respondent has developed specific competencies and/or infrastructure to better serve people experiencing unsheltered homelessness and explains how they will approach service provision and barriers to serving this population. • The Respondent provides a full account of practices and policies aimed at fostering or improving inclusion internally; Respondent's leadership reflects and/or directly engages the diverse people of the communities it serves • The Respondent has process to obtain feedback that informs service delivery.	15
<u>Organizational capacity</u> • The Respondent proposes adequate essential positions and personnel to devote to the work, describes appropriate staffing patterns and their qualifications (including program staff, program oversight, and management, on call staff). Respondent should demonstrate that staffing plan is adequate to successfully execute the work for the proposed facility type and number of proposed clients. • Respondent provides clear explanation on how to staff up and fill all positions in a timely manner. • The Respondent has adequate systems and processes to support monitoring program expenditures and fiscal controls. • The Respondent has secure data collection and management practices, along with adequate processes for quality assurance and timely data entry • The Respondent describes proposed program type and if they have identified a facility location(s). Description of communal spaces and room configuration makes it clear they have an understanding of proposed location and seems appropriate to serve people experiencing unsheltered homelessness. • The Respondent describes their ability to operate with flexibility in bed capacity based on system need during extreme weather events or encampment initiatives.	30
<u>Strength of proposed program</u> • Respondent describes their program in detail including case management model and what onsite services will be provided, and ties specific elements to the target's populations' needs and outcomes of the RFP. They describe the journey of a client from program entry to completion. • The Respondent's proposed program incorporates and aligns to the best practices and local community standards referenced in the RFP.	25

• The Respondent has an effective and intentional approach to addressing conflict and maintaining a safe environment at proposed location(s). The Respondent includes plans for training and ensuring staff have skills to address conflicts effectively and plan for room checks and monitoring guests to promote resident safety. • The Respondent has relevant partnerships with other agencies to expand service referrals and access to services for clients in a client-centered comprehensive way. They detail specific service partnerships that are confirmed and how referrals will occur. • Respondent describes how proposed program will manage facility needs and if facility needs updates before operation. If proposing a motel/hotel facility, they outline a plan for booking and designation of roles of the roles for how they will manage booking.	
<u>Performance management and outcomes</u> • The Respondent demonstrates* evidence of strong past performance against desired outcome goals and performance metrics and/or other notable accomplishments in providing services to the target population. • The Respondent has experience using data to identify problems in service delivery and how they made improvements its services or practices. • The Respondent has experience disaggregating data to identify and address disparities in program delivery. <i>* When appropriate, DFSS may use prior performance data already collected by DFSS or a relevant intermediary (e.g., evaluator, database)</i>	15
<u>Reasonable costs, budget justification, and leverage of funds</u> • The Respondent has the fiscal capacity to implement the proposed program prior to reimbursement • The Respondent leverages other funds and in-kind contributions to support total program and administrative cost (e.g., state, federal, foundation, corporate, individual donations) • The Respondent demonstrates reasonable implementation costs and funding requests given the nature of the program proposed. The proposed budget supports the proposed scope of work or work plan	15

Basis of Award

In addition to your score on the selection criteria above, DFSS may consider additional factors in selection to ensure systems-level needs are met: service array, language, and ability to serve specific sub-populations as specified in the language above, and for those proposing a motel/hotel facility, geography to ensure access throughout the City of Chicago. DFSS will also consider how proposed programs fit together with existing programs to achieve comprehensive citywide system of care that supports the City's homeless strategy.

DFSS reserves the right to seek clarification of information submitted in response to this Application and/or to request additional information during the evaluation process and make site visits and/or require Respondents to make an oral presentation or be interviewed by the review subcommittee, if necessary. Failure to submit a complete proposal and/or to respond fully to all requirements will cause the proposal to be deemed unresponsive, and therefore, subject to rejection.

Selections will not be final until the City and the selected Respondent have fully negotiated and executed a contract. The City assumes no liability for costs incurred in responding to this RFP or for costs incurred by the selected Respondent in anticipation of a fully executed contract. Receipt of a final application does not commit the department to award a grant to pay any costs incurred in the preparation of an application.

Section 3 - RFP and Submission Information

A. Pre-proposal webinar

A Pre-Proposal Webinar will be held on **June 9, 2026 10:00 a.m – 12:00 p.m.** Attendance is not mandatory but is advised.

Please register prior to the webinar's start using this link:

https://us02web.zoom.us/webinar/register/WN_OMBg_22QR9yKTmYqbMer7A

A link to the completed Webinar will be available on-line at the DFSS website after the time and date listed above for those who cannot attend at the live scheduled time. Please register prior to the Webinar's start.

B. The e-Procurement system

To complete an application for this RFP, RESPONDENTS will need to set up an account in the new eProcurement/iSupplier system.

Registration in iSupplier is the first step to ensuring your agency's ability to conduct business with the City of Chicago and DFSS. ***Please allow five to seven days for your registration to be processed.***

The Department of Procurement Services (DPS) manages the iSupplier registration process. All delegate agencies are required to register in the **iSupplier portal** at www.cityofchicago.org/eProcurement. All vendors must have a Federal Employer Identification Number (FEIN) and an IRS W9 for registration and confirmation of vendor business information.

- 1. New Vendors** – Must register at www.cityofchicago.org/eProcurement
- 2. Existing Vendors** – Must request an iSupplier invitation via email. Include your **Complete Company Name** and **City of Chicago Vendor/Supplier Number (found on the front page of your contract)** in your email to customersupport@cityofchicago.org. You will then receive a response from DPS so you can complete the registration process. Please check your junk email folder if you have made a request and not heard back as many agencies have reported responses going their junk folder.

To receive training about all aspects of the eProcurement system register using the link below and include the name of the agency which you will represent. Training will review eProcurement functions such as iSupplier registration and overview, responding to RFPs, creating invoices and reviewing / tracking payments.

For further eProcurement help use the following contacts:

- **Questions on Registration, eProcurement, and additional technical assistance:**
CustomerSupport@cityofchicago.org or 312-744-4357 (HELP)
- **Online Training Materials (technical assistance materials and handouts):**
<https://www.cityofchicago.org/city/en/depts/dps/isupplier/online-training-materials.html>

If you are having difficulty registering additional people, please refer to this handout
https://www.cityofchicago.org/content/dam/city/depts/dps/isupplier/training/Vendor_Create_New_Adress_and_Contact.pdf

Respondents must submit an application for the request for proposal via eProcurement.

For this application, all answers to application questions are limited to 4,000 characters, including spaces and punctuation.

C. For Respondents wishing to submit more than one application to a RFP

Organizations submitting more than one proposal may do so by **submitting each proposal under a separate, unique registered account user with online bidding responsibilities within the organization's iSupplier account, using their individual login information.**

D. Contact person information

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

Shannon Gedo, Project Manager

Phone: 312-743-0175

Email: shannon.gedo@cityofchicago.org

Questions regarding the technical aspects of responding to this RFP may be directed to:

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

Section 4 - 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 proposal.*** 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 (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.

More information about the on-line EDS system can be found at:
<https://webapps.cityofchicago.org/EDSWeb/appmanager/OnlineEDS/desktop>

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:

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

By entering into a grant agreement with the City, the successful 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. Insurance Requirements

Contractor must provide and maintain at Contractor's own expense, during the term of the Agreement and during the time period following expiration if Contractor is required to return and perform any work, services, or operations, the insurance coverages and requirements specified below, insuring all work, services, or operations related to the Agreement.

A. INSURANCE REQUIRED FROM CONTRACTOR

1) Workers Compensation and Employers Liability

Workers Compensation Insurance, as prescribed by applicable law covering all employees who are to provide a service under this Agreement and Employers Liability coverage with limits of not less than \$1,000,000 each accident; \$1,000,000 disease-policy limit and \$1,000,000 disease-each employee, or the full per occurrence limits of the policy, whichever is greater.

The contractor may use a combination of primary and excess/umbrella policy/policies to satisfy the limits of liability required herein. The excess/umbrella policy/policies must provide the same coverages/follow form as the underlying policy/policies.

2) Commercial General Liability

Commercial General Liability Insurance or equivalent must be maintained with limits of not less than \$1,000,000 per occurrence and \$2,000,000 aggregate for bodily injury, personal injury, and property damage liability. Coverages must include but not be limited to, the following: all premises and operations, products/completed operations (for a minimum of two (2) years following project completion), explosion, collapse, underground, separation of insureds, defense, contractual liability (not to include endorsement CG 21 39 or equivalent), no exclusion for damage to work performed by Subcontractors, any limitation of coverage for designated premises or project is not permitted (not to include endorsement CG 21 44 or equivalent) and any endorsement modifying or deleting the exception to the Employer's Liability exclusion is not permitted. Where the general aggregate limit applies, the general aggregate must apply per project/location and once per policy period if applicable, or Contractor may obtain separate insurance to provide the required limits which will not be subject to depletion because of claims arising out of any other work or activity of Contractor. If a general aggregate applies to products/completed operations, the general aggregate limits must apply per project and once per policy period.

The City must be provided additional insured status with respect to liability arising out of Contractor's work, services or operations and completed operations performed on behalf of the City. Such additional insured coverage must be provided on ISO form CG 2010 10 01 and CG 2037 10 01 or on an endorsement form at least as broad for ongoing operations and completed operations. The City's additional insured status must apply to liability and defense of suits arising out of Contractor's acts or omissions, whether such liability is attributable to the Contractor or to the City. The full policy limits and scope of protection also will apply to the City as an additional insured, even if they exceed the City's minimum limits required herein. A copy of the physical "Additional Insured" endorsement must accompany the Certificate of Insurance when submitted. Contractor's liability insurance must be primary without right of contribution by any other insurance or self-insurance maintained by or available to the City.

Contractor may use a combination of primary and excess/umbrella policy/policies to satisfy the limits of liability required herein. The excess/umbrella policy/policies must provide the same coverages/follow form as the underlying policy/policies.

3) Automobile Liability

A Business Auto Policy covering any motor vehicles (owned, non-owned and hired) which are used in connection with work, services, or operations to be performed, must be maintained by the Contractor. Limits of not less than \$1,000,000 per accident for bodily injury and property damage and covering the ownership, maintenance, or use of any auto whether owned, leased, non-owned or hired used in the performance of the work or services. The City is to be added as an additional insured on a primary, non-contributory basis. A copy of the physical "Additional Insured" endorsement must accompany the Certificate of Insurance when submitted.

Contractor may use a combination of primary and excess/umbrella policy/policies to satisfy the limits of liability required herein. The excess/umbrella policy/policies must provide the same coverages/follow form as the underlying policy/policies.

4) Umbrella or Excess

Umbrella or Excess Liability Insurance must be maintained with limits of not less than \$2,000,000 per occurrence, or the full per occurrence limits of the policy, whichever is greater. The policy/policies must provide the same coverages/follow form as the underlying Commercial General Liability, Automobile Liability, Employers Liability and Completed Operations coverage required herein and expressly provide that the excess or umbrella policy/policies will drop down over reduced and/or exhausted aggregate limit, if any, of the underlying insurance. The Excess/Umbrella policy/policies must be primary without the right of contribution by any other insurance or self-insurance maintained by or available to the City.

Contractors may use a combination of primary and excess/umbrella policies to satisfy the limits of liability required under in Workers' Compensation, Employer's Liability, Commercial General Liability, and Automobile Liability.

Insurance coverages that begin with "when," "if," or "where," are considered conditional, and it is the Contractor's responsibility to obtain the applicable coverage when performing such work, service, or operation as described in the conditional coverage paragraph(s). If it is determined that a conditional coverage is not initially applicable, it is the Contractor's continuing responsibility to update the insurance coverage as needed. If at any time, the Contractor or City determines that a conditional coverage is applicable, the Contractor shall not perform the work, service, or operation in connection with the contract until evidence of all applicable insurance coverage is provided to the City.

5) Sexual Abuse or Molestation (SAM) Liability (when applicable)

When applicable, if the CGL policy referenced above is not endorsed to include affirmative coverage for sexual abuse or molestation, Contractor shall obtain and maintain a policy covering Sexual Abuse and Molestation for all employees for the actual or threatened abuse or molestation of any person in the care, custody, or control of any insured, including negligent employment, investigation, and supervision. The policy shall provide coverage for both defense and indemnity with liability limits of not less than \$1,000,000 per occurrence or claim with a \$2,000,000 aggregate limit.

The City and other entities as required by the City must be provided additional insured status on the CGL and SAM policies with respect to liability arising out of Contractor's work, services or operations performed on behalf of the City. The City's additional insured status must apply to liability and defense of suits arising out of Contractor's acts or omissions. The full policy limits and scope of protection also will apply to the City as an additional insured, even if they exceed the City's minimum limits required herein. Contractor's liability insurance must be primary without the right of contribution by any other insurance or self-insurance maintained by or available to the City.

Contractor's may use a combination of primary and excess/umbrella policy/policies to satisfy the limits of liability required herein. The excess/umbrella policy/policies must provide the same coverages/follow form as the underlying policy/policies.

6) Professional Liability (when applicable)

When any professional consultants perform work, services, or operations in connection with this Agreement, Professional Liability Insurance covering acts, errors, or omissions must be maintained with limits of not less than \$1,000,000 per claim. When policies are renewed or replaced, the policy retroactive date must coincide with, or precede start of work on the Agreement. A claims-made policy which is not renewed or replaced must have an extended reporting period of two (2) years.

7) Valuable Papers (when applicable)

When any plans, designs, drawings, specifications, media, data, records, reports, and other documents are produced or used under this Agreement, Valuable Papers Insurance must be maintained in an amount to insure against any loss whatsoever and must have limits sufficient to pay for the re-creation and reconstruction of such records.

8) Blanket Crime (when applicable)

Crime Insurance or equivalent covering all persons handling funds under this Agreement, against loss by employee dishonesty, forgery or alteration, funds transfer fraud, robbery, theft, destruction or disappearance, computer fraud, credit card forgery, and other related crime risks. The policy limit shall be written to cover losses in the amount of the maximum monies collected or received and in the possession of Contractor at any given time under this Agreement.

9) Property

Contractor is responsible for all loss or damage to City property at full replacement cost as a result of the Agreement.

Contractor is responsible for all loss or damage to personal property (including materials, equipment, tools and supplies) owned or used by Contractor.

10) Medical Professional Liability (when applicable)

Medical Professional Liability Insurance must be maintained or cause to be maintained, covering acts, errors, or omissions related to the supplying of or failure to supply medical services or health care services by healthcare professionals with limits of not less than \$5,000,000. When policies are renewed or

replaced, the policy retroactive date must coincide with, or precede commencement of medical services under this Contract. A claims-made policy which is not renewed or replaced must have an extended reporting period of two (2) years.

B. Additional Requirements

Evidence of Insurance. Contractor must furnish the City of Chicago, Certificates of Insurance (COI) and additional insured endorsement, or other evidence of insurance, to be in force on the date of this Agreement, and renewal COIs and endorsement, or such similar evidence, if the coverages have an expiration or renewal date occurring during the term of this Agreement. The Contractor must submit evidence of insurance prior to execution of Agreement. The receipt of any COI does not constitute agreement by the City that the insurance requirements in the Agreement have been fully met or that the insurance policies indicated on the COI are in compliance with all requirements of the Agreement. The failure of the City to obtain, nor the City's receipt of, or failure to object to a non-complying insurance certificate, endorsement or other insurance evidence from Contractor, its insurance broker(s) and/or insurer(s) will not be construed as a waiver by the City of any of the required insurance provisions. Contractor must advise all insurers of the Agreement provisions regarding insurance. The City in no way warrants that the insurance required herein is sufficient to protect the Contractor for liabilities which may arise from or relate to the Agreement. The City reserves the right to obtain complete, certified copies of any required insurance policies at any time.

Failure to Maintain Insurance. Failure of the Contractor to comply with required coverage and terms and conditions outlined herein will not limit Contractor's liability or responsibility nor does it relieve Contractor of the obligation to provide insurance as specified in this Agreement. Nonfulfillment of the insurance conditions may constitute a violation of the Agreement, and the City retains the right to suspend this Agreement until proper evidence of insurance is provided, or the Agreement may be terminated.

Notice of Material Change, Cancellation or Non-Renewal. Consistent with State law, Contractor must provide for sixty (60) days prior written notice to be given to the City in the event coverage is substantially changed, canceled or non-renewed and ten (10) days prior written notice for non-payment of premium. See 215 ILCS 5/143.16 and 143.17(a). A copy of the physical endorsements must accompany the Certificate of Insurance for General Liability, Automobile Liability and Workers Compensation in order to comply with the insurance requirements.

Deductibles and Self-Insured Retentions. Any deductibles or self-insured retentions on referenced insurance coverages must be borne by Contractor.

Waiver of Subrogation. Contractor hereby waives its rights and its insurer(s)' rights of, and agrees to require their insurers to waive their rights of, subrogation against the City under all required insurance herein for any loss arising from or relating to this Agreement. The Contractor agrees to obtain any endorsement that may be necessary to affect this waiver of subrogation, but this provision applies regardless of whether the City receives a waiver of subrogation endorsement for Contractor's insurer(s).

Contractors Insurance Primary. All insurance required of Contractor under this Agreement shall be

endorsed to state that Contractor's insurance policy is primary and not contributory with any insurance carrier by the City.

Acceptability of Insurers. Insurance is to be placed with insurers authorized to conduct business in the state with a current A.M. Best rating of no less than A-, Class VIII, unless otherwise approved by the City.

No Limitation as to Contractor's Liabilities. The coverages and limits furnished by the Contractor in no way limit the Contractor's liabilities and responsibilities specified within the Agreement or by law.

No Contribution by the City. Any insurance or self-insurance programs maintained by the City do not contribute with insurance provided by Contractor under this Agreement.

Insurance not Limited by Indemnification. The required insurance to be carried is not limited by any limitations expressed in the indemnification language in this Agreement or any limitation placed on the indemnity in this Agreement given as a matter of law.

Insurance and Limits Maintained. If Contractor maintains higher limits and/or broader coverage than the minimums shown herein, the City requires and shall be entitled the higher limits and/or broader coverage maintained by Contractor. Any available insurance proceeds in excess of the specified minimum limits of insurance and coverage shall be available to the City.

Joint Venture or Limited Liability Company. If Contractor is a joint venture or limited liability company, the insurance policies must name the joint venture or limited liability company as a named insured.

Other Insurance obtained by Contractor. If Contractor desires additional coverages, the Contractor will be responsible for the acquisition and cost.

Insurance required of Subcontractors. Contractor shall name the Subcontractor(s) as a named insured(s) under Contractor's insurance or Contractor will require each Subcontractor(s) to provide and maintain Commercial General Liability, Commercial Automobile Liability, Worker's Compensation, Employers Liability and Professional Liability Insurance, and when applicable Excess/Umbrella Liability Insurance with coverage at least as broad as in outlined in Section A, Insurance Required. The limits of coverage will be determined by Contractor. Contractor shall determine if Subcontractor(s) must also provide any additional coverage or other coverage outlined in Section A, Insurance Required. The Contractor is responsible for ensuring that each Subcontractor has named the City of Chicago as an additional insured where required, as well as specifically naming the City of Chicago as an additional insured on any endorsement form at least as broad and acceptable to the City. The Contractor is also responsible for ensuring that each Subcontractor has complied with the required coverage and terms and conditions outlined in this Section B, Additional Requirements. When requested by the City, the Contractor must provide to the City Certificates of Insurance and additional insured endorsements or other evidence of insurance. The City reserves the right to obtain complete, certified copies of any required insurance policies at any time. Failure of the Subcontractor(s) to comply with required coverage and terms and conditions outlined herein will not limit Contractor's liability or responsibility.

City's Right to Modify. Notwithstanding any provisions in the Agreement to the contrary, the City,

Department of Finance, Risk Management Division maintains the right to modify, delete, alter or change these requirements.

E. 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.

F. False statements

i. 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)

ii. 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)

iii. 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)

Labor Peace Agreement Ordinance (MCC 2-50-045)

All respondents must agree to comply with the requirements of Section 2-50-045, Essential service contracts, of the Municipal Code of Chicago, as provided below in part:

Definitions. For purposes of this section, the following definitions shall apply:

"Commissioner" means the Commissioner of Family and Support Services, or the Commissioner's designee.

"Contract" means an agreement entered into between the City, through the Department of Family and Support Services, and a Contractor to perform Essential Services.

"Contractor" means a person, as defined by Section 1-4-090(e), contracting directly with the City through the Department of Family and Support Services to perform Essential Services, where the Contractor has 20 or more employees. "Contractor" does not include hospitals licensed pursuant to the Illinois Hospital

Licensing Act, 210 ILCS 85, or any hospital affiliate as defined by the Illinois Hospital Licensing Act, 210 ILCS 85/10.8(b), or any hospital licensed pursuant to the University of Illinois Hospital Act, 110 ILCS 330.

"Employee" means those employees directly performing Essential Services under a Contract. The term "Employee" excludes employees who work for the Contractor, but do not provide Essential Services under the Contract, management or supervisory or other employees who do not enjoy a right to engage in strikes, work stoppages, or other concerted activities.

"Essential Services" means health and social services.

"Labor Peace Agreement" means an agreement between a Contractor and a labor organization that: prohibits the labor organization and its members from engaging in work stoppages, boycotts, or any other activity that may interfere or hinder the performance of a Contract for the duration of the Contract; and contains a means of resolving disputes between the Contractor and the labor organization.

(b) Terms of Contracts.

(1) The Commissioner, in the interest of preventing a disruption of Essential Services and protecting the City's financial and proprietary interest in the provision of such Essential Services, shall ensure that all Contracts that are entered into after the effective date of this section shall require:

written notice be provided by the Contractor to the Commissioner administering the Contract, or the Commissioner's designee, within 72 hours of when the Contractor:

- (i) becomes aware of any threatened, imminent, or actual strike, work stoppage, or other concerted activity that may interfere or hinder the work performed by Employees;
- (ii) is informed that Employees seek to be represented by a labor organization, join a labor organization, or otherwise elect to self-organize for the purpose of engaging in concerted activity;
- (iii) receives a notice or announcement from a labor organization that it represents or seeks to represent the Employees; or
- (iv) enters into a Labor Peace Agreement, Collective Bargaining Agreement, or the expiration or breach of any such agreement.

(B) that the Contractor shall not prohibit, retaliate, or otherwise coerce Employees with respect to rights guaranteed by the First Amendment of the United States Constitution or any other rights afforded by federal or state laws.

(2) Within 90 days of subsection (b)(1)(A)(ii) or subsection (b)(1)(A)(iii) occurring, that the Contractor enter into a Labor Peace Agreement with the labor organization.

(c) The provisions of subsection (b) shall be material terms of any Contract entered into by the City, the breach of which by a Contractor shall be grounds to terminate or decline to renew the Contract.

(d) A Contractor is in compliance with this Section 2-50-045 if (1) the Contractor remains in compliance with subsection (b), or (2) the Contractor and the Employees have a collective bargaining agreement with a labor organization, or (3) no labor organization represents or seeks to represent the Employees.

G. 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:

i. 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.

ii. 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.

iii. Successful Respondents shall establish procedures and policies to promote a Drug-free Workplace. The successful 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 successful 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.

iv. Business Relationships with Elected Officials - Pursuant to Section 2-156-030(b) of the Municipal Code of Chicago, as amended (the "Municipal Code") 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.

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. A “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.

v. 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); 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); Office of the Inspector General Ordinance (Chapter 2-56 of the Municipal Code); Child Support Arrearage Ordinance (Section 2-92-380 of the Municipal Code); and Landscape Ordinance (Title 17 and Chapter 10-32 of the Municipal Code).

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

vii. Prohibition on Certain Contributions, Mayoral Executive Order 2011-4. Neither you nor any person or entity who directly or indirectly has an ownership or beneficial interest in you of more than 7.5% ("Owners"), spouses and domestic partners of such Owners, your Subcontractors, any person or entity who directly or indirectly has an ownership or beneficial interest in any Subcontractor of more than 7.5% ("Sub-owners") and spouses and domestic partners of such Sub-owners (you and all the other preceding classes of persons and entities are together, the "Identified Parties"), shall make a contribution of any amount to the Mayor of the City of Chicago (the "Mayor") or to his political fundraising committee during (i) the bid or other solicitation process for the grant agreement or Other Contract, including while the grant agreement or Other Contract is executory, (ii) the term of the grant agreement or any Other Contract between City and you, and/or (iii) any period in which an extension of the grant agreement or Other Contract with the City is being sought or negotiated.

You represent and warrant that since the date of public advertisement of the specification, request for qualifications, request for proposals or request for information (or any combination of those requests) or, if not competitively procured, from the date the City approached you or the date you approached the City, as applicable, regarding the formulation of the grant agreement, no Identified Parties have made a contribution of any amount to the Mayor or to his political fundraising committee.

You shall not: (a) coerce, compel or intimidate your employees to make a contribution of any amount to the Mayor or to the Mayor’s political fundraising committee; (b) reimburse your employees for a contribution of any amount made to the Mayor or to the Mayor’s political fundraising committee; or (c) bundle or solicit others to bundle contributions to the Mayor or to his political fundraising committee.

The Identified Parties must not engage in any conduct whatsoever designed to intentionally violate this provision or Mayoral Executive Order No. 2011-4 or to entice, direct or solicit others to intentionally violate this provision or Mayoral Executive Order No. 2011-4.

Violation of, non-compliance with, misrepresentation with respect to, or breach of any covenant or warranty under this provision or violation of Mayoral Executive Order No. 2011-4 constitutes a breach

and default under the grant agreement, and under any Other Contract for which no opportunity to cure will be granted. Such breach and default entitles the City to all remedies (including without limitation termination for default) under the grant agreement, under any Other Contract, at law and in equity. This provision amends any Other Contract and supersedes any inconsistent provision contained therein.

If you violate this provision or Mayoral Executive Order No. 2011-4 prior to award of the Agreement resulting from this specification, the Commissioner may reject your bid.

For purposes of this provision:

"Other Contract" means any agreement entered into between you and the City that is (i) formed under the authority of Municipal Code Ch. 2-92; (ii) for the purchase, sale or lease of real or personal property; or (iii) for materials, supplies, equipment or services which are approved and/or authorized by the City Council.

"Contribution" means a "political contribution" as defined in Municipal Code Ch. 2-156, as amended.

"Political fundraising committee" means a "political fundraising committee" as defined in Municipal Code Ch. 2-156, as amended.

viii. (a) The City is subject to the June 24, 2011 "City of Chicago Hiring Plan" (the "2011 City Hiring Plan") entered in *Shakman v. Democratic Organization of Cook County*, Case No 69 C 2145 (United States District Court for the Northern District of Illinois). Among other things, the 2011 City Hiring Plan prohibits the City from hiring persons as governmental employees in non-exempt positions on the basis of political reasons or factors.

(b) You are aware that City policy prohibits City employees from directing any individual to apply for a position with you, either as an employee or as a subcontractor, and from directing you to hire an individual as an employee or as a subcontractor. Accordingly, you must follow your own hiring and contracting procedures, without being influenced by City employees. Any and all personnel provided by you under the grant agreement are employees or subcontractors of you, not employees of the City of Chicago. The grant agreement is not intended to and does not constitute, create, give R.I.S.E to, or otherwise recognize an employer-employee relationship of any kind between the City and any personnel provided by you.

(c) You will not condition, base, or knowingly prejudice or affect any term or aspect of the employment of any personnel provided under the grant agreement, or offer employment to any individual to provide services under the grant agreement, based upon or because of any political reason or factor, including, without limitation, any individual's political affiliation, membership in a political organization or party, political support or activity, political financial contributions, promises of such political support, activity or financial contributions, or such individual's political sponsorship or recommendation. For purposes of the grant agreement, a political organization or party is an identifiable group or entity that has as its primary purpose the support of or opposition to candidates for elected public office. Individual political activities are the activities of individual persons in support of or in opposition to political organizations or parties or candidates for elected public office.

(d) In the event of any communication to you by a City employee or City official in violation of paragraph (b) above, or advocating a violation of paragraph (c) above, you will, as soon as is reasonably practicable, report such communication to the Hiring Oversight Section of the City's Office of the Inspector General

("IGO Hiring Oversight"), and also to the head of the Department. You will also cooperate with any inquiries by IGO Hiring Oversight related to this Agreement.



DEPARTMENT OF FAMILY AND SUPPORT SERVICES

JUNE 17, 2026

AMENDMENT No. 1

REQUEST FOR PROPOSALS

FOR

DFSS: HOMELESS SERVICES DIVISION :

EXPANSION BEDS NON-CONGREGATE SHELTER PROGRAM

RFP #65258

THE FOLLOWING REVISIONS/CHANGES WILL BE INCORPORATED IN THE ABOVE REFERENCED RFP DOCUMENT. ALL OTHER PROVISIONS AND REQUIREMENTS AS ORIGINALLY SET FORTH REMAIN IN FULL FORCE AND ARE BINDING.

SECTION I:

The following statement has been modified in the "Section 1 – Purpose of RFP and Scope of Services" section, under subsection "C. Program activities and requirements" under the Proposed Site Profile Summary:

1. The original question/statement:

Proposed Site Profile Summary:

- Site Name: Provide the name of the proposed shelter site.
- Address: Provide the address of the proposed site.
- Bed and Room Capacity: Provide the maximum bed and room capacity at the proposed site.
- Ward location: Provide the ward location for the proposed site.
- Is proposed site already zoned for shelter use? Indicate either Yes or No if proposed site is already zoned or will need to go through rezoning process. Please submit a timeline of the zoning process.
- Shelter type: Indicate whether the shelter program is a motel/hotel or other type of non-congregate site
- Number of floors: Provide the total number of floors in the proposed site.
- Elevator access: Indicate either Yes or No if elevator access is available in the location.
- Internet: Indicate either Yes or No if internet access is available in the location.
- Parking Available On-Site: Indicate either Yes or No if parking is available on the location.
- Laundry Facility On-Site: Indicate either Yes or No if laundry is available in the location.
- Shower Access: Indicate either Yes or No if shower access is available on the location.
- Communal Spaces: Provide a description of the communal spaces, and maximum capacities for the spaces.

Has been changed to:

Proposed Site Profile Summary:

- Site Name: Provide the name of the proposed shelter site.
- Address: Provide the address of the proposed site.
- Bed and Room Capacity: Provide the maximum bed and room capacity at the proposed site.
- Ward location: Provide the ward location for the proposed site.
- Is proposed site already zoned for shelter use? Indicate either Yes or No if proposed site is already zoned or will need to go through rezoning process. Please submit a timeline of the zoning process.
- Shelter type: Indicate whether the shelter program is a motel/hotel or other type of non-congregate site
- Number of floors: Provide the total number of floors in the proposed site.
- Elevator access: Indicate either Yes or No if elevator access is available in the location.
- Internet: Indicate either Yes or No if internet access is available in the location.
- Parking Available On-Site: Indicate either Yes or No if parking is available on the location.
- Laundry Facility On-Site: Indicate either Yes or No if laundry is available in the location.

- Shower Access: Indicate either Yes or No if shower access is available on the location. **Please also state how many total showers are available for the number of proposed clients you plan to serve.**
- Toilet Access: Indicate either Yes or No if toilet access is available on the location. **Please also state how many total toilets are available for the number of proposed clients you plan to serve.**
- Communal Spaces: Provide a description of the communal spaces, and maximum capacities for the spaces.

The following statement has been modified in the "Section 1 – Purpose of RFP and Scope of Services" section, under subsection "C. Program activities and requirements" under the Essential Services for All Proposed Programs section:

2. The original question/statement:

- Provide basic needs such as three meals per day, limited storage, access to laundry and showers, clothing, bus cards, hygiene kit and welcome kits.

Has been changed to:

- Provide basic needs such as three meals per day, limited storage, access to laundry and showers, clothing, bus cards, hygiene kits and welcome kits.
 - **If proposing to operate a motel/hotel program, each room should have access to a toilet and shower. If proposing to operate a different type of non-congregate facility, DFSS recommends providing clients with at least access to 1 toilet and 1 shower for every 6 clients being served on site. Applicants can propose the ratio of toilet/showers they see fit to serve the target population.**

SECTION II: Questions and Answers to the RFP

Questions and answers received since the RFP was published on 6/01/2026.

Questions from the pre-proposal webinar on 6/9/2026:

1. **Q:** Are matching funds required for this application?

A: Individual agencies or subcontractors to lead agencies must be able to demonstrate a minimum 10 percent in-kind match.

2. **Q:** Do you have a template for a preferred site profile.

A: No, there is no template for the preferred site profiles, but please refer to the Program activities and requirements section of the RFP for the specific elements

and details that should be included. Applications can provide the profile details in bullet points as long as they cover the details and elements that are requested. Here's a brief overview of the elements that should be included: site name, site address, bed and room capacity, ward location, details on the proposed site's zoning status to be used as a shelter, shelter type, number of floors, elevator access, internet access, parking availability on-site, on-site laundry facility, shower/toilet access and number of each on site, and communal spaces.

3. **Q:** Is there some flexibility with the start date, if the location that is identified is not zoned for shelter services?

A: Yes, there is flexibility for the start date if applicants have to go through zoning processes. Also, there can be some flexibility to staff up programs before serving clients. Contingency language for the start date will be included in the agreement.

4. **Q:** Our organization serves primarily youth 18-24, is it possible to restrict clients for our proposal to youth? Or does this RFP need to serve all ages?

A: No, it is not possible to restrict the target population for proposed programs to be only for those between the ages of 18-24. However, anyone who is over the age of 17 can be served by this program.

5. **Q:** Can bathrooms be communal or must they be in single rooms?

A: For non-motel/hotel facility types, there's no requirement for bathrooms to be in single rooms. However, clients need to have access to reasonable access to toilets and showers onsite within the proposed facility. DFSS recommends providing one toilet and shower for every 6 clients on site. For proposed hotel/motel facilities, the expectation is that each room has its own bathroom for clients.

Questions received over email:

6. **Q:** Are applicants required to have secured hotel/motel agreements at the time of submission, or are conditional letters of intent acceptable?

A: Applicants are not required to have a secured facility to apply for the RFP. However, applicants who do not yet have a facility location must provide a detailed description as to how they plan to identify a location and what type of facility they are trying to secure (motel/hotel or other non-congregate facility). Applicants with an identified facility location are preferred over those who do not have one. Refer to the Program Activities and Requirements section for specific information.

7. **Q:** Are there expectations around minimum and maximum bed capacity per site or provider?

A: Each proposed program must have a minimum capacity for 30 beds across all sites in their application. DFSS is looking to bring up to about 300 non-congregate beds through this RFP and anticipates funding up to 5 agencies, depending on the size of proposed program(s).

8. **Q:** Any required level of onsite staffing (24/7 coverage vs. alternative coverage models)

A: DFSS will prioritize respondents who hire staff with the appropriate staffing qualifications to best serve the target population and provide a safe environment 24/7. At least one licensed clinical social worker (LCSW) should be on staff, and proposed programs should prioritize hiring those with experience working with the target population. Programs must have sufficient staffing to cover basic operations, ensure safety, and provide effective case management. As a best practice, there should always be at least two staff on site with a preferred staff to client ratio of 1:15 during a shift. Proposed non-congregate programs (including hotel/motel rooms at a single site with a block of rooms) must have 24-hour staff coverage 7 days a week. If programs propose to operate a scattered site motel/hotel model but they cannot have agency staff at all sites 24/7, they must have an on-call option to communicate with hotel/motel operators, their program and clients. Please refer to the Program Activities and Requirements section of the RFP for all staffing requirement details.

9. **Q:** Does DFSS has preferred models for coordinating outreach and intake for individuals connected to CTA transit locations?

A: This shelter model supports efforts with the City's ongoing system-wide coordination efforts with current encampment initiatives and strategies. DFSS co-coordinates with the Unsheltered Housing Initiative (UHI) street outreach teams to have a citywide approach to ensure all encampment residents can be connected to case conferencing, supportive services, shelter and permanent housing pathways. Proposed programs must accept referrals from 311, DFSS and approved street outreach providers. DFSS will help to coordinate direct referrals from outreach providers. Programs should develop relationships with referring outreach providers to ensure continuity of care as residents transition from an unsheltered environment into a new sheltered one.

10. **Q:** Any additional guidance DFSS recommends for new or emerging providers seeking to apply under this solicitation?

A: We recommend watching the pre-proposal webinar recording for details and tips on how to apply for this RFP which can be found here: [DFSS: Homeless Services: Expansion Beds Non-congregate Shelter Program RFP #65258](#)