



Cityspan Technical Manual

Request for Proposals

School Year 2019-2020

New providers only

Proposal Due Date

March 29, 2019 before 5:00 PM CST
Only completed proposals will be accepted.

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I: INTRODUCTION

Welcome to the **After School Matters**® Cityspan Proposal process! The Cityspan proposal system was the first of a series of modules that was implemented in 2009 for program and participant tracking with support from the Chicago Department of Family and Support Services.

After School Matters only requires—and thus, only accepts—proposals from potential providers who have not implemented a program in Summer 2018 and/or School Year 2018-2019. ***Any program providers who implemented a summer 2018 program and/or a 2018-2019 school year program are not to submit proposals, but will instead have their program reviewed for potential re-contracting. However, if a current provider wants to change their programming for the upcoming program year, they may be required to submit a proposal.*** More details are available in the Request for Proposals Instructions guide and at www.afterschoolmatters.org.

This manual provides step-by-step instructions for completion of the on-line proposal process. This manual should be used in conjunction with the Request for Proposals (RFP) guide, which provides more program-based information about completing your proposal as well as an understanding of the entire RFP process.

As you complete your proposal online, please direct all technical questions to the Cityspan Help Desk at (866) 469-6884. All proposal content questions should be directed to After School Matters at rfp@afterschoolmatters.org.

II: GETTING STARTED

System Requirements: Chrome OR Internet Explorer version 9 (or higher) OR Firefox version 38 (or higher).

The system utilizes pop-up windows. To ensure your Popup Blocker is disabled for this site, on your browser toolbar, click Tools → Pop-Up Blocker → Always allow pop-ups from this site

Both new and returning applicants must create a 2019-2020 Cityspan RFP account by going to <http://www.youthservices.net/asm/registration.asp>

FY 20 RFP

RFP REGISTRATION

Welcome to ASM's online RFP system.

To get started, please create a user account below. All fields are required. Once you've created a username (email address) and password, you will be directed to a login page where after logging in you can begin creating one or more Intent to Apply forms for your program idea. Please note, you will only be allowed to create one user account per Tax ID or EIN number. However, you can submit as many Intent to Apply forms as you want under each account. You can also save any forms you are working on and return to them at any time until you submit them.

For technical questions

Please contact the youthservices.net helpdesk at (866) 469-6884

For proposal questions

Please contact ASM at (312) 742-4182

Already have an account?

To return to a proposal you have already started working on, please go directly to www.youthservices.net/ASM and enter your user name (email address) and password.

First Name	<input type="text"/>
Last Name	<input type="text"/>
Contact Phone Number	<input type="text"/>
User Name	<input type="text"/>
Email	<input type="text"/>
Password	<input type="password"/>
Password (confirm)	<input type="password"/>
Organization or individual?	<input checked="" type="radio"/> Organization <input type="radio"/> Individual
Tax ID or EIN #	<input type="text"/>
Organization\Fiscal Sponsor	<input type="text"/>
	<input type="button" value="Create Account"/>

Account Creation Instructions

To create an account, enter the following information:

- Your Name
- Your Phone Number
- User Name
- Your Email
- Create a Password – must be at least 10 characters
- Select “Organization” or “Individual,” based on whether you are submitting a proposal as part of an organization or independently.
- Your Organization’s Tax ID number
- Your Organization or Fiscal Sponsor

Click “Create Account.” If there were any errors, you will be asked to re-enter information. Otherwise, a message will display, “Successful Registration. Please [login](#) now with your e-mail address and password.” Click the login link. Enter your e-mail in the username box and the password that you created.

After you create an account, use the following link to access the system:
<http://www.youthservices.net/asm/>.

After School Matters	
LOGIN Username: <input type="text"/> Password: <input type="password"/> Forgot Password? <input type="button" value="ENTER SYSTEM"/> Forgot your password for your RFP account? Forgot your password? Call the Help Desk: 866-469-6884 (toll-free) Or email accountinfo@cityspan.com Mon-Fri, 8AM-5PM, Pacific Time	NOTICES: Friday, October 19, 2018 The Fall 2018 application is now closed! If you need to access the application, please use the following link: https://youthreadychicago.cityspan.com/Web/sms/OnlineEnrollment/Fall2018/Application.asp?DirectAccess=1 Friday, May 25, 2018 ASM Summer 2018 Program Staff Please encourage your teens to check for their Ventra information and sign the PACR as you contact them to confirm enrollment



Note: This is the same page you may have used to log into programs when they are taking place to enroll teens and enter attendance, but the username and password you enter are different. You must use your RFP system credentials to submit a proposal.



Helpful Hint: System users will only be able to view proposals that they created. Therefore, if multiple people from your organization will be working on the same proposal or if you want to view other proposals that have been created for your organization, you should share the same UserID.

A couple scenarios for setting up user accounts are provided below.

Scenario 1:

ABC Organization has multiple locations and plans to submit proposals for each site. Each site has designated someone to be responsible for submitting a proposal. The different sites do not need to view each other's proposals.

Solution: Each proposal lead at ABC Organization will create an account, using his/her user name and a password. When the proposal leads at each site create an account, they will use the same Tax ID number. They will use their own user name and a password. Each proposal lead will create a proposal for their site and will only be able to see the proposals that they created.

Scenario 2:

XYZ Organization has one site with five team members. The organization plans to submit two proposals. Each team member will be working on different sections of the proposals.

Solution: The 1st person to create an account for XYZ Organization will enter the Tax ID number and his/her user name and password. He/she will share this user name and password with the team. All team members will logon to the system with the same user name and password so that they can all work on the proposal for XYZ organization.



Note: Two people should not be working on the same section of a proposal at the same time; otherwise they may overwrite each other's work.

III: DEVELOPING YOUR PROPOSAL

On each screen, a red border at the top of the screen on the left indicates that not all required fields are complete. All required fields will display the same red left border.



Note: In some cases, you will need to click “Save” for the system to recognize that you have completed required fields and for the red message on the top to update. To check if you have completed all required fields, click “Save.” Any required fields will continue to display the red line to the left.

You can save a form at any time, whether all fields are complete or not. You will not be able to submit until all required fields are complete. If you try to submit an incomplete form, any missing or invalid fields will be highlighted with a pink background.



Note: Once you submit a form, you cannot edit the form.



Helpful Hint: You must start with the Registration section before moving on to the Intent to Apply. In the Intent To Apply, you must complete the Program Information section before moving on to the other forms. Then, you can complete the other sections in any order. You do not need to submit those sections until you are ready to submit your complete proposal.

You will see the following buttons in the upper right corner of the form:

- Click **Cancel** to return to the previous screen without saving.
- Click **Save** to save your entries.
- Click **Save & Return** to save your information and return to the previous screen.
- Click **Submit** once you have completed all information on this form. Once you submit a form, you cannot edit the form.

After you have made the selections on a form, click "Submit." A pop-up message will ask if you are sure you want to submit final. Click “OK” (or “Cancel” to return).

Registration

All applicants will begin by entering their contact information.

Organizations must provide the following contact information:

- Organization Name
- Organization Name
- Mailing Address
- City
- State
- Zip
- Phone
- Fax
- Website
- Number of staff
- Number of years organization has been in operation
- Year organization was founded
- Total Revenue
- Executive Director Name
- Executive Director Title
- Executive Director Email
- Executive Director Phone(home, work, cell)
- Contract Administrator Name
- Contract Administrator Title
- Contract Administrator Email
- Contract Administrator Phone(home, work, cell)

The following contacts are required for **Organizations**:

- Primary Contact First Name / Last Name
- Primary Contact Address: Street, City, State, Zip Code
 - For Organizations, the address provided for the organization will be used for all contacts except instructors.
- Primary Contact Phone Number: at least one of the following (home, work, cell)
- Primary Contact Email Address

REGISTRATION Cancel Save Save and Return Submit

Fields that are required but blank or otherwise aren't valid will display a red left border.

Organization

Organization Name

Mailing Address

City

State

Zip

Zip code must be 5 digits.

Phone

Fax

Website

Executive Director

First Name

At the bottom of the page, is a section on previous After School Matters experience, which all applicants are required to complete, but organizations will also be asked about the amount of funding they received from After School Matters in comparison with their overall income.

Experience

Have you implemented an After School Matters program before?

Yes ▾

If so, in which Branch(es) (check all that apply)?

North/Northwest

South/Southwest

Downtown

In the last year, what percentage of your funding was provided by After School Matters? (e.g. for 10%, enter 10)

0.00



Note: You must submit the Registration form before you can go on with content of the proposal.

After School Matters Logout

REGISTRATION

Registration Submitted

Intent to Apply

Once you submit your Registration, click the “New Proposal” link under “Intent to Apply” to start entering the content of a new proposal. (This link will change to display the Program Name once it is entered in this section.) You may also click on the “Add Additional Proposal” button to start working on other proposals.

The screenshot shows the 'After School Matters' web application interface. On the left is a navigation menu with 'FY 20 RFP', 'Issue Tracker', and 'Admin List'. The main content area is divided into two sections: 'REGISTRATION' and 'INTENT TO APPLY'. The 'REGISTRATION' section shows a 'Registration' entry with a status of 'Submitted'. The 'INTENT TO APPLY' section contains a table with the following data:

Program Name	Status	
new proposal	Not Submitted	<input type="button" value="delete"/>

You need one proposal per program.

The screenshot shows the 'After School Matters' web application interface. On the left is a navigation menu with 'FY 20 RFP', 'Issue Tracker', and 'Admin List'. The main content area is titled 'RFP' and includes a 'Return' button. The text reads: "Thank you for your interest in After School Matters (ASM). Please use the forms below to complete your proposal. You must complete and submit each form in order to have access to work on the next form." Below this, it says: "Please reference the following guides/manuals when completing your Program Information form to fully understand the wide range of program opportunities that After School Matters seeks in the arts, communications and leadership, sports, and STEM." A list of forms is shown, each with a status:

- [Request for Proposal Guide](#)
- [Program Information](#) **Not Submitted**
- [Program Logistics](#) **Not Submitted**
- [Questions](#) **Not Submitted**

A red-bordered box contains the message: "Status: Not complete. Please submit the forms marked 'Not Submitted'." At the bottom, it states: "All of the RFP forms above must be submitted by Friday, December 14, 2018 12:00:00 PM CST."

Program Information

Click on Program Information to start the proposal. This section needs to be completed and submitted before you can move onto the other sections. You will need to enter the following data in the Program Information form:

1. **Program Name** – Enter the title for the proposed program (e.g. Creative Writing). If selected, this will appear on the After School Matters website and on your contracting documents. It will be used with teens as well as with funders.
2. **Number of teens your program can accommodate** - While After School Matters intends apprenticeships to serve 30 teens, it recognizes that there are some legitimate reasons why a program may serve fewer. This is an attempt to capture that information.
3. **Setting** – Select from the dropdown list (*school* or *community*). School means that the program will take place at a Chicago high school.
 - Please note that organizations implementing summer programming must identify their own space (i.e. select community as setting).
4. **Content Area** – Select from the dropdown list the content area that best captures your program’s focus (*Arts, STEM, Communication/Leadership, Sports*)
5. **Session** – Select from the dropdown list when you propose to run your program (*school year*).
6. **Schedule Availability** – Indicate your possible availability for when you can run your program. If selected, this will be used to determine your final program schedule.

FY 20 RFP

Issue Tracker

Admin List

PROGRAM INFO
Cancel Save Save and Return Submit

Please indicate your proposed structure below. If selected, you will finalize these logistics with After School Matters program staff.

Program Name

Please indicate how many teens your program can accommodate.

Please explain the reason for fewer than 30 teens.

agag

Setting

Please select the content area that best captures your program's focus.

When do you propose to run this program?

Please indicate your possible availability by checking the time ranges below. If selected, you will be able to use this to determine your final program schedule.

SCHOOL YEAR

- Monday 4:00-7:00 pm
- Tuesday 4:00-7:00 pm
- Wednesday 4:00-7:00 pm
- Thursday 4:00-7:00 pm
- Friday 4:00-7:00 pm
- Saturday 4:00-7:00 pm

Availability Notes

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Work your way from the top to the bottom of this form. As you make selections in one dropdown, it will activate subsequent dropdowns. Once you are done, click "Submit." Remember that you cannot move on until you submit this section. That said, you can save your work and submit it at a later time if you are unable to complete it in one sitting.

Program Logistics

Once Program Information is submitted, you can click “Program Logistics” to enter information in this form. Though this form is different for School and Community proposals, the system for identifying instructors is the same for both.

PROGRAM LOGISTICS Cancel Save Save and Return Submit

Fields that are required but blank or otherwise aren't valid will display a red left border.

Instructors

Instructor 1

FIRST NAME

LAST NAME

EMAIL

MAILING ADDRESS

CITY

STATE

ZIP

Zip code must be 5 digits.

Instructor Information

You are responsible for identifying up to two instructors for your program. Since you may be proposing for more than one site or for more than one session, you may need to have more than two instructors. One instructor may be used for multiple sites/sessions, but you must be able to provide a sufficient number of instructors should all the proposed sites or sessions be accepted given that program schedules often overlap.

The quality of the instructor(s) is an important indicator of the quality of a program. Two instructors are required for all program models with 30 or more teens. For each instructor, you must enter:

- Instructor First Name / Last Name
- Instructor E-mail
- Instructor Address
- Instructor Phone Number – at least one of the following: home, work, cell
- Instructor Website (optional)
- Various education and experience questions:
 - Profession
 - Number of years in profession, working with youth and working in the field of the program
 - Highest degree completed and concentration
 - Other professional development work and/or certifications (optional)



Note: If the 2nd instructor of your program is not yet confirmed, you may enter information for only one instructor at this time. Note that if your proposed program is selected, you will be required to submit the other instructor's information.

WEBSITE	<input type="text"/>
RESUME	upload file
WORK SAMPLE	upload file
Profession	<input type="text"/>
Number of years in profession	<input type="text"/>
Number of years working with youth	<input type="text"/>
Highest Degree Completed	<input type="text"/>
Concentration	<input type="text"/>
Number of years working in the program content area field	<input type="text"/>
Other Professional or Youth Development related coursework or enrichment (workshops, professional development, conferences, classes, etc.)	<input type="text"/>
Certifications/Associations/Awards	<input type="text"/>
<p>Two instructors are required for all program models with 30 or more teens. Please enter both instructors' information, if they are available. However, if the 2nd instructor is not yet confirmed, you may enter information for at least one of them at this time. Note that if your proposed program is selected, you are required to submit the other instructor's information.</p>	
<input type="button" value="Add an instructor"/>	

Click here to add information for the 2nd Instructor.



Instructor Documents

- Resume – this must be uploaded. Microsoft Word and PDF files are preferred.
- Work Sample – e.g. slides, photographs, papers, portfolios, video, audio, curricula. This is optional to upload. Note the file restrictions in [Uploading Documents](#).
 - Alternatively, any instructor who already has work samples displayed on a Web site may prefer to provide the URL in the Web site box.



Note: Resumes are important for both identifying the qualifications of the instructor suggesting what the quality of the program would be and also for determining pay rates for instructors if the proposal is accepted.

School Sites

For school-based proposals, applicants are asked to indicate their first preference for community area. In the case that programming is not available in the preferred community area, applicants are asked to select an alternative community area where they would be able to implement their proposed program.

Applicants may also indicate what school they prefer; though that is optional. If they do have a preference, they must enter an explanation as well.

The screenshot shows a form titled "Site 1" with the following sections:

- First Community Area Preference**: A dropdown menu.
- Second Community Area Preference**: A dropdown menu.
- Preferred Chicago high school**: A dropdown menu.
- Reason for preference**: A large text area with a character count of "0 characters (250 max)".

Community Sites

For organizations, if the site for the proposed program is the same as the organization information that was entered under Registration, check the box so that you do not need to enter that information again.

Otherwise, check the drop-down of existing locations for the site you propose. If your location is not listed, pick "[new location]" from the top of the drop-down and enter the requested information.

In either case, the applicant is asked to indicate the room within the site where the program will meet. Applicants must provide contact information for a Community Liaison who will be responsible for administrative work associated with the program, including collecting teen paperwork and updating teen data in another online Cityspan module. In some cases, you may decide to assign one of the Instructors as the Liaison. In such cases, you will need to enter that individual's information again in this section.

Site 1			
Check here if Program Site address is the same as the Organization's address			
<input type="checkbox"/>			
Choose your location from the list; or select 'new location' if it's not in the list.			
[new location] ▼			
Site Name			
<input type="text"/>			
St. No.	St. Direction	St. Name	St. Suffix
<input type="text"/>	▼	<input type="text"/>	▼
City	State	Zip	
<input type="text"/>	<input type="text"/>	<input type="text"/>	
Zip code must be 5 digits.			
Phone		Fax	
<input type="text"/>		<input type="text"/>	
Room			
<input type="text"/>			
COMMUNITY LIAISON for site 1			
First Name	Last Name	Email	
<input type="text"/>	<input type="text"/>	<input type="text"/>	
Phone (home)	Phone (work)	Phone (cell)	
<input type="text"/>	<input type="text"/>	<input type="text"/>	
Add a site			

Community applicants who have one program that will be using different sites (e.g. the same 30 teens and 2 instructors are at *Site A* on Mondays, but at *Site B* on Wednesdays) should click on the “Add Site” link to enter information about the second location. If the program is selected, details about where the program will be on what days will be confirmed at that time.

Questions

Once the Program Information section is submitted, applicants can edit the Questions section by clicking on the “Questions” link. There are five required questions related to the components of your programs. Enter the answers by typing in the space provided in the system. Each text box has a character maximum. Character counts are displayed once you start typing in the text box. Spaces between words are also counted in the character maximum.



Helpful Hint: The system does not have a spell check function. Therefore, we suggest that you create a Word document to develop your answers to the questions. Then, you can copy and paste your answers in the text boxes. Be sure that the entire response is copied. If your selection is more than the maximum characters, you will lose the end of your response.



Note: You are encouraged to Save regularly to ensure that you are not timed out of the system. If the system logs you out before you click Save, you will lose the information you were working on.

QUESTIONS Cancel Save Save and Return Submit

Fields that are required but blank or otherwise aren't valid will display a red left border.

PROPOSED PROGRAM DESCRIPTION

Please describe the program you are proposing in detail. What is the focus? What do you hope to achieve? What will teens be doing and how does it connect to project-based learning?

Ex: My program is focused on exposure to _____(content/industry focus). Teens will learn to _____ (technical objective) through _____ (hands-on activity(ies)).

0 characters (1250 max)

Write a short description for a teenager interested in applying.

Use the guidelines outlined in the Description Sheet.

There is also a Budget Template Upload question that allows you to download our budget template, insert your proposed budget then upload back into the RFP. The After School Matters Programs Team will review your budgets submissions during this process as well.

Budget Template Upload

Download the [budget template](#).

File

[upload file](#)

Submit Proposal

Your proposal is complete once all individual forms are submitted. As stated earlier, you must complete and submit Program Information before moving to the other sections. However, you can wait to submit the remaining forms until you are certain everything is complete and accurate.



Note: You CANNOT edit forms once they are submitted!

Print Proposal

You can generate a PDF version of the proposal to view and/or print. Click the “Your proposal” link. A new window will open with the full proposal. To print this document, select File → Print from your browser menu.

Confirmation Page

You will also see a link to view and print a confirmation page. You should print a copy for your records. This will provide you with a proposal ID. You can access the links to your proposal and confirmation page at any time.

IV: NAVIGATING THE PROPOSAL SYSTEM

Login

Go to: <http://www.youthservices.net/asm/>. To login, enter your username (email) and password.

After School Matters	
CITYWIDE PARTICIPANT TRACKING SYSTEM	NOTICES:
LOGIN	Friday, October 20, 2017
Username: <input type="text"/>	The Fall 2017 Application is now closed. If you need to access the Fall Application for any reason, please use the following link: https://youthreadychicago.cityspan.com/Web/sms/OnlineEnrollment/Fall2017/Application.asp?DirectAccess=1
Password: <input type="password"/>	Thursday, September 7, 2017
forgot password	PLEASE READ!
<input type="button" value="ENTER SYSTEM"/>	IRS Verification for Summer 2017
Forgot your password for your RFP account?	Summer 2017 Teen IRS Verification has been updated as of Thursday, September 7,
Forgot your password? Call the Help Desk: 866-469-6884 (toll-free) Or email accountinfo@cityspan.com Mon-Fri, 8AM-5PM, Pacific Time	

Home Page

When you login to the proposal system, you will see a screen like the one below. This is a listing of all the proposals that you are working on or have submitted. (Note: before you create any proposals, you will see one “new proposal” in the listing. From this page, you can either: 1) Create a new proposal, 2) Delete an existing proposal, 3) Edit an existing proposal, 4) View/ print a submitted proposal.

Issue Tracker

Admin List

RFP Cycle Chooser

SCHOOL YEAR RFP

REGISTRATION

[Registration](#)

Submitted

PROPOSALS

Program Name

[Baking](#)

[new proposal](#)

Status

Submitted

Not Submitted

delete

delete

Add additional proposal

Proposal Name will display here after it is entered into Program Information

Status of proposals

Click here to create a new proposal

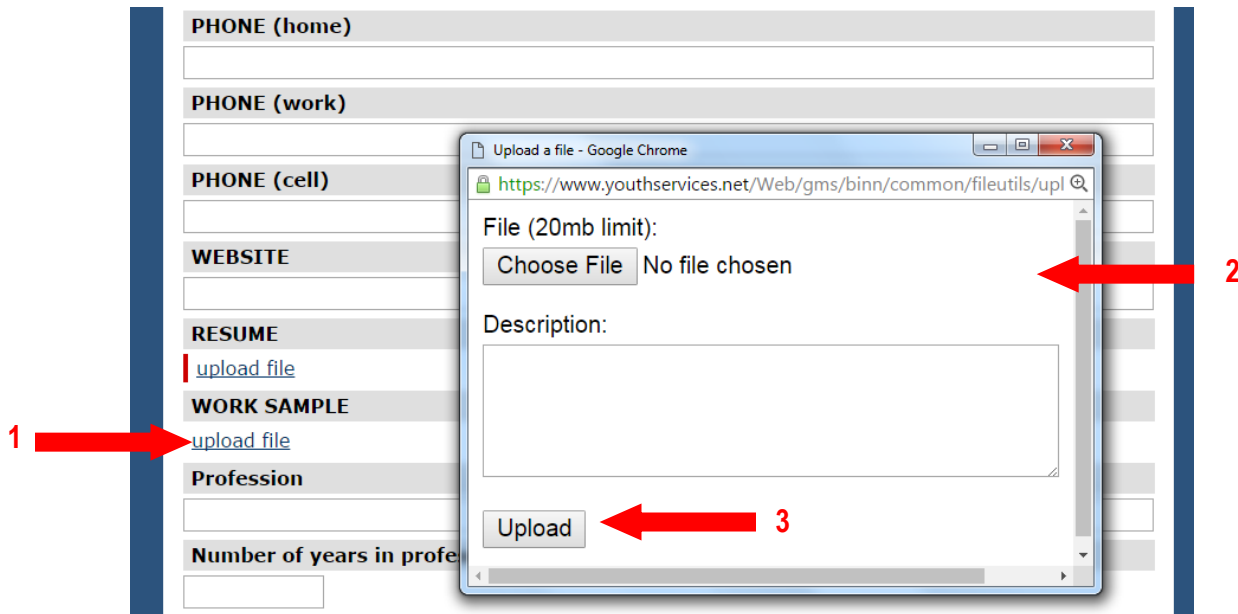
Click here to delete a proposal


This cannot be undone

Uploading Documents

The Program Logistics form requires documents to be uploaded

- Click on the “upload file” link, which will produce a pop-up window.
- Then, click on the “Choose File” button in the pop-up window to search for the document on your computer.
- Click on the “Upload” button to complete the upload




 **Note:** Do not exit this screen until the window closes and the name of the file displays on the screen to ensure your document has been added to the system.


After the upload is complete, you will see the name of the file listed. If you want to replace this file, you must first delete the file that is uploaded. Then you can upload a new file.

RESUME

[test.txt](#) [Delete file](#)

 **Note:** Depending on the speed of your internet connection and the size of your files, uploading documents may take a long time. For work sample documents, please follow the guidelines below. If an instructor has his/her work displayed on a website already, entering the URL in the box for website may be preferable.

- Pictures: 2-3 pictures maximum / 3 MB per file maximum
- Audio: 1 minute of audio maximum / 1 MB maximum
- Video: the maximum file size is 5 MB.

 **Note:** If you do not have the documents you need at the time, you can save the form and return to upload when you have the documents available.

V. Frequently Asked Questions

1. Who do I contact for help?

CITYSPAN HOTLINE – Applicants that require computer technical assistance in navigating the online Cityspan proposal can use either of the following resources:

Cityspan Help Desk Monday - Friday 10:00 a.m. - 7:00 p.m. Phone: 866-469-6884	Issue Tracker (online support) <ol style="list-style-type: none">1. Click "Issue Tracker" on the left menu when you are logged into Cityspan.2. Click "New Issue."3. Enter your question in the text box and click "Save & Return."4. A response will be provided within two business days. The response will be posted under Issue Tracker within the system <u>and</u> sent via e-mail.
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AFTER SCHOOL MATTERS RFP SUPPORT

Applicants that have content-related proposal questions can contact After School Matters through the After School Matters RFP support e-mail address. Questions will be responded to within one business day.

RFP SUPPORT: rfp@afterschoolmatters.org

2. What is Cityspan?

Cityspan is a software development firm providing web-based client participant tracking and management solutions to public agencies, nonprofit organizations and foundations.

3. Will the information we enter be secure?

Yes, your information will be secure. Each organization will have a login and password that will limit their access to the system to see only their organization's data. After School Matters and Cityspan will have access to view all applicants' data to help support/troubleshoot issues. Cityspan has signed a confidentiality agreement and will not share/show the data to any third party.

4. Do I need to mail anything?

No. You do not need to mail in a separate proposal or any of the items that are expected to be submitted by uploading them into the RFP system. After School Matters will receive and evaluate your proposal through the web-based system.

No supporting documentation should be submitted to After School Matters. There is no guarantee that anything that is submitted will be reviewed in connection with the proposal or returned to the sender.