

APPENDIX F
CITY OF AURORA, ILLINOIS
REQUEST FOR PROPOSAL 24-098
City of Aurora’s Promise for a Better Future Children’s Savings Account Program
(“Aurora’s Promise CSA Program”)

THIS AGREEMENT, entered on this _____ day of _____, 2024 (“Effective Date”), for the Children’s Savings Account Program is entered into between the **CITY OF AURORA** (“City”), a municipal corporation, located at 44 E. Downer Place, Aurora, Illinois and _____ (“Proposer”), located at _____.

WHEREAS, the City issued a Request for Proposal (“RFP”) on _____, 2024 for Services to Facilitate the Child Savings Account Program ; and

WHEREAS, the Proposer submitted a response to the PROPOSAL and represents that it is ready, willing and able to perform the Services specified in the PROPOSAL and herein as well as any additional services agreed to and described in the Agreement; and

WHEREAS, on _____, the City awarded a contract to Proposer.

IN CONSIDERATION of the mutual promises and covenants herein contained, the parties hereto do mutually agree to the following:

1. Agreement Documents. The Agreement shall be deemed to include this document, Proposer’s response to the PROPOSAL, to the extent it is consistent with the terms of the PROPOSAL, any other documents as agreed upon by the parties throughout the term of this Agreement, along with any exhibits, all of which are incorporated herein and made a part of this Agreement. In the event of a conflict between this Agreement and any exhibit, the provisions of this Agreement shall control.

Request for Proposal 24-098

In connection with the PROPOSAL and this Agreement, Proposer acknowledges that it has furnished and will continue to furnish various certifications, affidavits and other information and reports, which are incorporated herein. Proposer represents that such material and information furnished in connection with the PROPOSAL and this Agreement is truthful and correct. Proposer shall promptly update such material and information to be complete and accurate, as needed, to reflect changes or events occurring after the Effective Date of this Agreement.

2. Scope of Services. Proposer shall perform the Services listed in the PROPOSAL, attached hereto as Exhibit 1.

3. Term. The contract shall be in place until the terms of the RFP have been met.

4. Compensation.

a. Maximum Price. If applicable, in accordance with the Proposer’s negotiated cost, the price for providing the Services shall be as stated on the submitted proposal form Exhibit 2.

b. Schedule of Payment. The City shall pay the Proposer for the Services in accordance with the amounts set forth in Appendix D. The Proposer shall be required to submit an itemized invoice as well as any supporting documentation as required by the City. Payment shall be made upon the basis of the approved invoices and supporting documents. Payment shall be made in accordance with the Illinois Local Government Prompt Payment Act (50 ILCS 505/1, *et. seq.*) Each invoice shall be accompanied by a statement of the Proposer of the percentage of completion of the Services through the date of the invoice.

5. Performance of Services.

Standard of Performance. Proposer shall perform all Services set forth in this Agreement, and any other agreed documents incorporated herein, with the degree, skill, care and diligence customarily required of a professional performing service of comparable scope, purpose and magnitude and in conformance with the applicable professional standards. Proposer shall, at all times, use its best efforts to assure timely and satisfactory rendering and completion of the Services. Proposer shall ensure that the Proposer and all of its employees or subcontractors performing Services under this Agreement shall be: (i) qualified and competent in the applicable discipline or industry; (ii) appropriate licensed as required by law; (iii) strictly comply with all City of Aurora, State of Illinois, and applicable federal laws or regulations; (iv) strictly conform to the terms of this Agreement. Proposer shall, at all times until the completion of the Services, remain solely responsible for the professional and technical accuracy of all Services and deliverables furnished, whether such services are rendered by the Proposer or others on its behalf, including, without limitation, its subcontractors. No review, approval, acceptance, nor payment for any and all of the Services by the City shall relieve the Proposer from the responsibilities set forth herein.

6. Termination.

Termination for Convenience. The City has the right to terminate this Agreement, in whole or in part, for any reason or if sufficient funds have not been appropriated to cover the estimated requirement of the Services not yet performed, by providing Proposer with thirty (30) days' notice specifying the termination date. Upon completion of services, this Agreement will end. If this Agreement is terminated by the City, as provided herein, the City shall pay the Proposer only for services performed up to the date of termination. After the termination date, Proposer has no further contractual claim against the City based upon this Agreement and any payment so made to the Proposer upon termination shall be in full satisfaction for Services rendered. Proposer shall deliver to the City all finished and unfinished documents, studies and reports and shall become the property of the City.

7. Miscellaneous Provisions.

a. Governing Law. This Agreement shall be governed by and construed in accordance with the laws of the state of Illinois. The exclusive venue for a for any litigation arising out of this agreement shall be the United States District Court of Northern District of Illinois (Eastern Division) or the Circuit Court of the Sixteenth Judicial Circuit, Kane County, Illinois.

b. Illinois Freedom of Information Act. The Proposer acknowledges the requirements of the Illinois Freedom of Information Act (FOIA) and agrees to comply with all requests made by the City of Aurora for public records (as that term is defined by Section 2(c) of FOIA in the undersigned's possession and to provide the requested public records to the City of Aurora within two (2) business days of the request being made by the City of Aurora. The undersigned agrees to indemnify and hold harmless

the City of Aurora from all claims, costs, penalty, losses and injuries (including but not limited to, attorney's fees, other professional fees, court costs and/or arbitration or other dispute resolution costs) arising out of or relating to its failure to provide the public records to the City of Aurora under this agreement. This obligation on the part of the Proposer to defend, hold harmless and indemnify the City of Aurora shall survive the expiration or termination of this Agreement.

c. **Entire Agreement.** This Agreement, along with the documents set forth in Section 1 and incorporated by reference elsewhere in this Agreement, with consent of the parties, represents the entire agreement between the parties with respect to the performance of the Services. No other contracts, representations, warranties or statements, written or verbal, are binding on the parties. This Agreement may only be amended as provided herein.

d. **Consents and Approvals.** The parties represent and warrant to each other that each has obtained all the requisite consents and approvals, whether required by internal operating procedures or otherwise, for entering into this Agreement and the undertakings contemplated herein.

e. **Indemnification.** Proposer hereby agrees to release and hold harmless the City of Aurora, and their elected and appointed officials, employees, and agents from any liability for claims of personal injury, property damage, negligence, expenses, attorney's fees, costs, or any other loss or cause of action whatsoever which may arise or in any occur as a result of, or in any way connected to services provided under this Agreement. Proposer further agrees to hold harmless and indemnify the City of Aurora and its elected and appointed officials, employees, and agents from any and all claims, including claims made by third parties, for liability for personal injury, property damage, negligence, expenses, attorney's fees, costs, or any other loss or cause of action whatsoever arising from, or in any way connected to services provided under this Agreement.

f. **Counterparts.** This Agreement may be executed in one or more counterparts, each of which shall be an original, but all of which shall constitute one and the same instrument.

FOR CITY OF AURORA

By: _____

ATTEST:

City Clerk

FOR _____

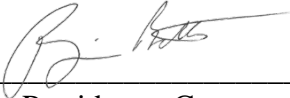
By _____

(SEAL)

(CORPORATE SEAL)

(If a Corporation) CORPORATE NAME Operation HOPE

(SEAL)

By 
President – Contractor

ATTEST:

Secretary

(If a Co-Partnership)

Partners doing Business under the firm

Contractor

(If an Individual) _____(SEAL)

_____(SEAL)
Contractor

Exhibit 1



September 4, 2024

City of Aurora
City Clerk's Office
44 E Downer Place
Aurora, IL 60505

Funding Opportunity: City of Aurora's Promise for a Better Future Children's Savings Account Program (RFP 24-098)
Applicant Information: Operation HOPE, Inc, 191 Peachtree Street NE, Suite 3840, Atlanta, GA 30303, Phone: (404) 941-2919
Authorized Organization Officer: Brian Betts, President & CFO, Phone: (404) 245-6641, Email: brian.betts@operationhope.org
Designated Contact: Sarah Helm, Vice President, Government and Foundation Development, Email: sarah.helm@operationhope.org

To Whom It May Concern:

Operation HOPE (HOPE) is pleased to submit this proposal for the purpose of assuming the role of managing agent for the child savings accounts for the City of Aurora's Promise for a Better Future Children's Savings Account Program ("Aurora's Promise CSA Program"). As a for-purpose organization working to disrupt poverty for millions of underserved, low- and moderate-income youths and adults across America for more than 30 years, HOPE is equipped to hold and administer child savings accounts for all eligible kindergarten students residing in the City of Aurora for the expressed purpose of facilitating life-long savings practices and offsetting costs of postsecondary education or career-ready vocational programs.

Currently operating a CSA program in its entirety in partnership with Citi, HOPE is uniquely positioned to offer deposit account management and oversight, including account opening, activation, deposits, ongoing maintenance and postsecondary distributions. Account management will initially require one HOPE Program Director with the understanding that HOPE's staffing and account administration costs will increase in cadence with account volume (approximately 2,000 accounts per kindergarten class) and duration of the 20-year term.

As defined in the enclosed proposal, HOPE's initial role will be confined to holding and administering depository accounts. Any potential for expansion to financial wellness services will necessitate added contractual obligations by both HOPE and the City of Aurora. HOPE cannot provide the development and maintenance of an online application portal that includes eligibility determination and verification of Aurora residency. HOPE will not be responsible for communication to program participants about the program/opportunity. HOPE reserves the right to rescind or terminate the contract at any time should terms change from those mutually agreed upon in the initial contract. We thank you for your consideration of this proposal.

Sincerely,

A handwritten signature in black ink, appearing to read "B. Betts", written over a horizontal line.

Brian Betts
President & CFO



**APPENDIX A
PROPOSAL CONTENT**

**PROMISE FOR A BETTER FUTURE
CHILDREN'S SAVINGS ACCOUNT PROGRAM
RFP 24-098**

Proposal Submitted to the City of Aurora, Illinois

**By: Michael Smith, SVP Accounting & Finance
Operation HOPE**

October 31, 2024

I. Background:

- 1. Cover Letter: Please include company name, address of corporate headquarters, address of nearest local office, contact name for response, and that person's contact information (address, phone, cell, email, other). Please submit the firm's mailing address, phone number, and an e-mail address for the firm's point of contact person in a Transmittal Letter.**

Attached

- 2. Respondent shall provide a business/company profile inclusive of all Local, State, or Federal municipalities that have previously utilized or are currently utilizing a program interface portal/ public records management system solution.**

HOPE has not had any major cybersecurity incidents or data breaches in the lifetime of the organization (founded in 1992). HOPE collects client data which is encrypted and supported by the full Microsoft data security suite and is stored in Microsoft. HOPE does not share, sell, or transmit client personal data externally. We do not monetize any client personal data, and we take all steps to ensure data is reported anonymously with client confidentiality and privacy as our number one priority.

In addition to the Vistashare CSA portal, Operation HOPE utilizes a Microsoft Dynamics 365 ERP system for our case management and data collection. All client records and data are stored within this centralized database and queried to produce aggregate programmatic reporting.

Operation HOPE has ongoing relationships with various federal agencies and utilizes several federal interface portals for grant management purposes. These include eRA Commons, FHA Connection, Housing Counseling System (HCS), Payment Management System (PMS), and Grants Solutions.

- 3. References: Provide a minimum of three (3) references, including contact information, from previous contracts or partnerships.**

Attached

- 4. Submittals should include the following points:**

- a. An overview of the organization and the financial institution platform it uses, including its size and holdings, how it was chartered or incorporated, how deposits are insured, and an attestation from the financial institution demonstrating that it is compliant with all relevant federal and state regulations.**

Operation HOPE is a 501c3 organization incorporated in California, with a 2023 audited revenue of \$72 MM.

The financial institution is US Bank (usbank.com). US Bank deposits are insured by the FDIC up to applicable limits (the standard insurance limit is \$250,000 per depositor per ownership category).

b. How the organization will ensure accessibility, including a list of the partnering financial institution's physical branches with locations (in Aurora and the surrounding communities) and operating hours.

Operation HOPE will utilize Vistashare's child savings account platform. The custodian will be US Bancorp, which is the parent company of U.S. Bank National Association, the fifth-largest commercial bank in the United States. There are more than 2,000 US Bank branches across 26 states. HOPE has selected U.S. Bank for ease of access to physical locations for Aurora residents.

There are 11 total locations in Aurora, Illinois to include ATMs and a physical branch. <https://www.usbank.com/locations/illinois/aurora/>. A physical branch is located inside the Aurora Meijer at 808 N Route 59 in Aurora, Illinois. The business hours are listed as 10a.m. – 6 p.m. M-Friday and 10 a.m.-2 p.m. on Saturdays.

5. To qualify for this opportunity, respondents must be or administer a financial institution platform that is:

a. A United States-based federally or state-chartered bank, or federally- or state- incorporated credit union.

U.S. Bank is a United States based federally chartered bank.

b. In compliance with all applicable federal and state regulations, each individual account must be insured through the FDIC or NCUA.

The financial institution is US Bank (usbank.com). US Bank deposits are insured by the FDIC up to applicable limits (the standard insurance limit is \$250,000 per depositor per ownership category).

II. Organizational Information:

1. Provide a brief history of the organization.

Operation HOPE was founded in 1992 to realize equity of opportunity for all by equipping people in underserved communities with the financial tools and training needed to take ownership of their lives and create a secure financial future. We are guided by our mission to expand economic opportunity, making free enterprise work for everyone. Economic inequality, financial illiteracy, social injustice, inequitable access to capital and lack of financial dignity are real, systemic issues that have hindered economic growth and opportunity for under-served individuals for over 400 years in America. These systemic, complex issues require innovative and collaborative solutions from a variety of partners in government, community, and the private sector.

To achieve our mission, Operation HOPE partners with like-minded players to identify where the greatest impact can be achieved. HOPE helps create economic equality by offering a broad array of individualized services that level the playing field and equip individuals with the financial knowledge and tools they need to create a more secure future – all at no cost. Operation HOPE's series of programs support adults' path to successfully managing their money, owning a home, starting, or growing a business, or recovering from a disaster (hurricane, tornado, fire, pandemic, etc.).

We additionally empower youth and their families through innovative partnerships that incorporate financial literacy and savings practices into the public school system. These programs establish an early foundation for good financial habits, prepare students to real world challenges, reduce economic disparities, and empower future generations while breaking down systemic barriers for traditionalized marginalized communities.

Starting in 2022, HOPE forged partnerships with the City of Atlanta and Atlanta Public Schools to launch the HOPE Child Savings Account Program. To date, we have opened over 8,000 Child Savings Accounts across three cohorts in the Atlanta Public School system.

2. Identify and discuss key measures of the organization's programmatic strengths.

HOPE has grown its impact significantly over the last 30 years, reaching more than 56,000 people annually with personalized financial coaching services provided by HOPE Financial Wellbeing Coaches and enhanced by digital programming through HOPE's Digital Client Experience and Learning Management System (LMS). Expanding human capital with more than 360 employees across the nation, HOPE's impact has grown from one location on the West Coast to a defined network of more than 275 locations in both urban and rural communities, located in more than 47 states and Puerto Rico. HOPE educates on credit and money management, homeownership, employee financial wellness, financial disaster preparedness and

recovery, small business growth, scale and sustainability, and youth financial literacy.

The HOPE Research and Impact Institute (HRII) utilizes quantitative and qualitative data to measure the impact and outcomes of each HOPE program to empirically validate the efficacy of our work. HRII tracks the number of clients that engage in our programs and changed behavior patterns. Baseline assessments are captured, evaluating clients' financial health on financial knowledge, financial confidence, financial stress, spending plans, FICO Scores, debt, savings, banked status, and access to capital and small businesses started and supported.

As we continue forging our mission and our movement to advance economic opportunity and disrupt poverty for all, empowering underserved communities with financial knowledge and dignity will catalyze impact for our clients nationwide. HOPE clients consistently realize positive outcomes resulting from education, coaching, and connection to resources. In 2024, we project that 70% of clients will raise their credit scores, 70% of clients will increase their savings, and 50% of clients will decrease their debt. These outcomes are foundational in actuating our client's dreams of homeownership, sustainable businesses, and building generational wealth.

3. List and describe the strengths and benefits of the chosen financial institution platform.

Vistashare will be used as the CSA portal and US Bank will serve as account custodian. US Bank is the 5th largest bank in the US and will be widely accessible for Aurora residents participating in the CSA program. US Bank has the means and regulatory compliance requirements to stay up to date on best practices of their platform.

4. Indicate the regulatory authority(s) that monitors your organization as well as internal control compliance structures.

Operation HOPE is a 501 c(3) organization governed by an active Board of Directors that oversee strategic direction, risk management, and policy aligns with the organization's mission. To ensure further integrity, Operation HOPE undergoes an annual A-133 audit, a rigorous review process for organizations that receive federal funding, which confirms adherence to financial and operational standards. In our history, HOPE has not had any significant audit findings or material deficiencies.

5. Has your organization been investigated by any state or federal regulatory or law enforcement agency in the last ten years? If yes, describe in detail the substance and results of each investigation.

Operation HOPE has not been investigated by any state or federal regulatory or law enforcement agency in the last ten years.

III. Experience:

- 1. Does your organization have the ability and capacity to implement accounts, back-end account systems, and launch the City of Aurora's Children's Savings Account program before December 2, 2024?**

Yes, Operation HOPE is in the process of launching with Vistashare.

- 2. If you responded affirmatively, do you plan to utilize existing accounts/ financial products and back-end management systems or establish new ones?**

Yes, we plan to have all back-end account systems in place ahead of launch.

- 3. Does your organization have the necessary infrastructure, expertise, and/or resources to open and maintain accounts for approximately 2,000 students per year? Note that over a twenty (20) year period, the total number of students with (sub)accounts may be upwards of 40,000. Please explain.**

Over the last three years, Operation HOPE has launched and maintained over 7,500 child savings accounts. The scale of our current program with the City of Atlanta and Atlanta Public Schools is similar in size to Aurora.

- 4. Does your organization have the necessary infrastructure, expertise, and/or resources to manage the program for an initial period of twenty (20) years? Please explain.**

Operation HOPE has been a 'good standing' 501c3 non-profit for over 32 years and has made incredible investments in the strengthening and longevity of the organization to ensure continuity with life changing programmatic delivery.

Operation HOPE is proud to receive its 10th consecutive 4-star rating from Charity Navigator for 2023. The highest possible rating indicates HOPE adheres to sector best practices, executes its mission in a financially effective manner and is committed to accountability and transparency. Only 7% of U.S. charities rated have received at least 7 consecutive 4-stars, indicating that Operation HOPE outperforms most other charities in America.

With over three decades of robust financial literacy and economic empowerment experience, HOPE has grown from one location to over 275 locations with an annual operating budget of \$72 million. We have built extensive national networks

of partnerships with banks, educational institutions, and community organizations ensuring sustainable program delivery.

5. Does your organization have experience managing accounts or financial inclusion programs similar to CSAs? Please explain.

Yes. Operation HOPE launched a child savings account program with the City of Atlanta and Atlanta Public Schools during the 2021/2022 school year and continues to manage the program. We have opened over 7,500 accounts for three kindergarten cohorts since the launch.

In addition to the child savings account program, Operation HOPE's mission and programs center around financial inclusion. Our award-winning HOPE Inside coaching program serves over 50,000 clients annually. Of these clients, 70% are low-to-moderate income. Our coaching program aims to help clients improve credit scores, reduce debt, increase savings and begin building wealth (often through home ownership).

6. How does your organization ensure access and inclusion for all customers, especially those who are low-income and/or un- or under-banked? Please explain what solutions you offer for customers facing barriers common to low-income communities, including but not limited to language access barriers, technological barriers (e.g., digital illiteracy, lack of reliable internet or technology, etc.), and geographic barriers (e.g., lack of physical branches or ATMs in customer's communities).

Operation HOPE ensures access and inclusion for low-income, unbanked, and underbanked customers by implementing a comprehensive approach tailored to the unique needs of underserved communities. This includes community-based outreach through partnerships with local organizations, culturally relevant and multilingual services to overcome language barriers, and bridging the technology gap by offering both online/on-demand and in-person services in accessible locations. By bringing our services directly to communities, even in areas with limited physical banking locations, Operation HOPE ensures that no one is left out of a life of financial freedom due to geographic or technological barriers. Our commitment to inclusivity is reflected in our policies and practices, ensuring all services are accessible regardless of income, language, or technology proficiency.

IV. Narrative: (750 words or less per question)

1. Project Understanding – A Statement of the objectives, goals and tasks to show or demonstrate the view of the nature of the request.

Operation HOPE has developed a comprehensive approach to financial literacy and savings education through its Child Savings Account (CSA) Program. This program aims to equip young students and their families with the necessary tools and knowledge to foster long-term financial security and responsible savings habits. By collaborating with the City of Aurora and its public schools, Operation HOPE intends to expand the reach and impact of this initiative, ensuring that more students benefit from the educational and financial opportunities provided.

The program is designed to address the financial literacy gap among young students and their families, particularly in underserved communities. It aims to build a culture of saving, enhance financial decision-making skills, and ultimately empower students to pursue higher education or vocational training with a stronger financial foundation. The CSA Program not only provides accessible savings accounts but also integrates financial education into the broader curriculum, ensuring that students and parents are well-informed about the benefits and responsibilities associated with saving.

Operation HOPE's CSA Program is unique in its holistic approach, combining financial education, community engagement, and partnerships with financial institutions to create a supportive environment for young savers. The program's success is rooted in its ability to adapt to the specific needs of the communities it serves, making it an ideal fit for the diverse population of Aurora.

Operation HOPE's objective is to partner with the City of Aurora and its public schools to implement the Child Savings Account Program, aiming to:

1. **Expand Financial Literacy:** Provide comprehensive financial education to students and their families, helping them understand the importance of saving and responsible financial management.
2. **Promote Savings Behavior:** Encourage regular contributions to savings accounts by offering incentives and ongoing support, thereby cultivating a habit of saving from a young age.
3. **Support Educational Goals:** Empower students with the financial resources needed to pursue higher education or vocational training, reducing the reliance on student loans and enhancing their future opportunities.
4. **Foster Community Engagement:** Engage local communities in the program through outreach and partnerships, ensuring that the program is accessible and relevant to all families in Aurora.

These objectives align with Operation HOPE's mission to expand economic opportunities and make free enterprise work for everyone, particularly in underserved communities.

2. Why the organization wants to partner with the City on this project. Include a narrative of why your organization is interested in partnering with the City of Aurora and it's public schools on Aurora's Promise CSA Program.

Operation HOPE is deeply committed to empowering communities through financial education and savings initiatives. The City of Aurora's diverse and dynamic population presents a unique opportunity to extend the reach of the Child Savings Account Program, ensuring that more students have the financial tools they need to succeed. By partnering with the City of Aurora and its public schools, Operation HOPE can leverage local resources, community connections, and educational frameworks to support the implementation of a program that resonates with the specific needs of Aurora's families.

Aurora's Promise CSA Program aligns with Operation HOPE's broader vision of creating a financially secure future for all children, regardless of their socio-economic background. Operation HOPE is particularly interested in this partnership because of Aurora's commitment to inclusive education and community engagement, which are critical components of the CSA Program's success.

Furthermore, Operation HOPE values the potential for collaboration with local businesses, civic organizations, and educational institutions in Aurora. These partnerships will enhance the program's effectiveness, ensuring that students receive not only financial support but also the education and guidance needed to make informed decisions about their futures.

3. Detailed Work Plan/Deliverables – A detailed work plan that will identify the major tasks to be accomplished and be used as a scheduling and management tool. The work plan must present the organization's approach, task breakdown, deliverable due dates and personnel working on the project.

Work Plan Overview: As facilitators and advisors, Operation HOPE will guide the City of Aurora through the successful implementation of the Child Savings Account Program. The plan includes structured phases with defined tasks, timelines, and deliverables, ensuring that the program meets its objectives and aligns with the needs of Aurora's students and families.

Program Setup and Initial Consultation (Months 1-2)

Operation HOPE's Role: Facilitate a series of strategic planning meetings with the City of Aurora and key stakeholders, including public school representatives, to establish a clear understanding of the program's objectives, scope, and resources.

Deliverables:

- A comprehensive implementation plan tailored to the City of Aurora's specific needs.
- Identification of key performance indicators (KPIs) and success metrics.
- Coordination with local financial institutions for the setup of CSA accounts.

Community Engagement and Outreach (Months 3-4)

Operation HOPE's Role: Advise on the development of a community engagement strategy, including partnerships with local businesses, civic organizations, and parent-teacher associations. Facilitate training sessions for community leaders and school administrators on promoting the CSA program.

Deliverables:

- A detailed outreach plan, including timelines for community meetings and information sessions.
- Customizable marketing materials to be used across various community platforms.
- Establishment of a network of local champions and advocates to promote the program.

Implementation and Monitoring (Months 5-12)

Operation HOPE's Role: Act as the primary advisors during the program's rollout, offering guidance on best practices for account setup, student and parent engagement, and data collection. Monitor progress and provide regular feedback to the City of Aurora to ensure that the program is on track.

Deliverables:

- Monthly progress reports detailing account enrollments, participation rates, and any challenges encountered.
- Quarterly strategy meetings to assess progress and adjust the implementation plan as needed.
- Real-time data dashboards for Aurora's program administrators to track key metrics.

Ongoing Support and Continuous Improvement (Year 2 Onwards)

Operation HOPE's Role: Continue to provide advisory services, focusing on scaling the program and enhancing its impact. Facilitate periodic reviews of the program's outcomes and offer recommendations for improvements.

Deliverables:

- Bi-annual impact assessments to measure the program's success and identify areas for enhancement.
- Updated training sessions for new educators, administrators, and community leaders.
- A sustainability plan to ensure the long-term success and growth of the CSA program in Aurora.

Personnel Involved:

Program Director (Operation HOPE): Oversees the overall advisory and facilitation efforts, ensuring alignment with the strategic goals of the City of Aurora.

Community Engagement Specialists (City of Aurora): Advise on and support community outreach and engagement activities.

City of Aurora's Program Team: Implements the program on the ground, with continuous support and guidance from Operation HOPE.

Deliverables:

- **Monthly and Quarterly Reports:** Provide updates on progress, highlight successes, and identify any areas requiring additional support.
- **Final Program Evaluation:** A detailed report summarizing the program's impact, including recommendations for future phases and potential expansion.

V. Applicant Questions: (briefly respond to each)

A. Accounts

- 1. Can the organization structure ownership of Aurora's Promise CSA Program accounts with a third-party custodian such as a parent or guardian, not-for-profit entity or City of Aurora, serving as the holder/owner of the account and the students would be designated as beneficiaries? Please answer yes or no and explain.**

Yes. Operation HOPE, as a not-for-profit organization, will act as the custodian of the program, overseeing account management on behalf of participating families. This structure ensures that funds are securely managed and allocated toward

students' post-secondary education or career readiness plans after high school graduation.

2. Can the Aurora's Promise CSA Program accounts be opened on-line? Please answer yes or no and explain.

Yes. Once the opt-out period concludes, eligible participants will receive a Welcome Kit with instructions on how to register and activate their accounts through the Child Savings Accounts Portal.

3. Is the organization able to provide automatic, simultaneous enrollment for students, in which accounts are created for qualified children automatically? Please answer yes or no and explain.

Yes. Eligible students are automatically enrolled in the program unless their parent or guardian opts out during the designated period. This is also known as the Annual Verification Process.

The **Child Savings Program Annual Verification Process** is a systematic procedure to ensure the accuracy and continued eligibility of participants within the Aurora's Promise CSA Program. The process involves the following steps:

Data Collection and Preparation:

At the beginning of each program year, the City of Aurora provides a list of eligible students based on current school enrollment data and residency within the city limits. This list includes key identifiers such as student ID numbers, names, grades, and addresses.

Eligibility Verification:

Operation HOPE, in collaboration with the City of Aurora, reviews the provided list to verify that all participants meet the program's eligibility criteria. This includes confirming that the students are currently enrolled in an Aurora public school and reside within the city boundaries.

Account Status Review:

All active CSA accounts are reviewed to ensure they are in good standing. This involves checking for any discrepancies in account balances, identifying inactive accounts, and verifying that contributions and incentives have been appropriately allocated.

Parent/Guardian Notification:

Parents and guardians receive an annual notice summarizing their child's participation status, account balance, and any necessary actions. This notification also serves as a reminder for families to update their contact information or opt out of the program if they wish.

Data Reconciliation:

Any discrepancies identified during the verification process are reconciled. This may involve updating student records, correcting account information, or contacting parents/guardians for additional documentation.

Annual Report Generation:

An annual verification report is compiled, detailing the results of the verification process, including the number of verified participants, any issues encountered, and actions taken to resolve discrepancies. This report is shared with the City of Aurora for review and record-keeping.

Final Approval and Record Maintenance:

Once the verification process is complete, all records are updated, and the final participant list is approved by the City of Aurora and Operation HOPE. The verified data is securely stored for future reference and compliance purposes.

Continued Monitoring:

Throughout the year, ongoing monitoring ensures that any changes in student eligibility or account status are promptly addressed, maintaining the integrity of the program and ensuring continuous compliance with program rules.

This annual verification process ensures that the Child Savings Program operates efficiently, with accurate participant data, and maintains eligibility integrity across the program year.

- 4. Can the organization open accounts without requiring physical signature of parent/legal guardians and allow large numbers of children to be automatically enrolled quickly and efficiently? Please answer yes or no and explain.**

Yes. Student data will be provided to the City of Aurora and Operation HOPE in accordance with the Data Sharing Agreement between the City of Aurora and the school district. Parents will receive written notification from the City of Aurora regarding their child's automatic enrollment in the program. During the opt-out period, schools or the City of Aurora will distribute opt-out notices, giving parents the option to either remain in the program or withdraw their child.

- 5. Can the organization open accounts or subaccounts with unique identifiers, such as state student identification numbers, or is the use of a Social Security Number (SSN) or individual taxpayer identification number (ITIN) required? What other personal information is needed to open an account?**

Yes. Accounts can be opened using student ID numbers. Additional required information includes the participant's name, school ID, date of birth, home address, NCES code, grade, class, and cohort code. Social Security Number (SSN) or individual taxpayer identification number (ITIN) are not used or needed to establish accounts.

- 6. Can the organization develop and maintain an online application portal that includes eligibility determination and verification of Aurora residency? The City will supply the financial institution with eligibility requirements as well as municipal boundaries necessary for determining Aurora residency. Please answer yes or no and explain.**

No. The City of Aurora will provide a list of eligible students annually and verify Aurora residency.

- 7. Can Aurora's Promise CSA Program accounts be structured so it protects account funds from being counted in asset tests for public benefits or means-tested financial aid applications for students and their families? Please answer yes or no and explain.**

Yes. Program savings do not count against any public benefits received by anyone in the household, as the account is held for the benefit of the child.

- 8. How would the organization propose to effectuate transfers into Aurora's Promise CSA Program accounts or subaccounts?**

The City of Aurora will transfer the funds into the program's bank account, of which Operation HOPE will serve as custodian. US Bank will effectuate the allocation into the subaccounts for the students.

- 9. Can Aurora's Promise CSA Program accounts be structured so families can grow their account balances through individual deposits, incentives, or other bonuses through an on-line platform? Please answer yes or no and explain.**

Yes. Families can increase their account balances through the online platform by making individual deposits and receiving incentives and bonuses tied to the program.

- 10. What type of return will the account yield and how will it be determined?**

The return on the account will be determined by the financial institution managing the accounts and will be aligned with the terms and conditions set forth by the City of Aurora and Operation HOPE.

B. Reporting & Accounting

- 1. What is the frequency and format of reporting to families and parents/legal guardians on account balances?**

Upon completion of registration, parents/legal guardians can access account balances 24/7 via the Child Savings Account portal.

- 2. Can Aurora's Promise CSA Program accounts utilize a program interface portal / public records management system solution in which parents/legal guardians can view their account balances and activities, such as any bonuses earned? Please answer yes or no and explain.**

Yes. City of Aurora users can access the Child Savings Accounts Portal with read-only permissions.

- 3. What information will be provided to the City of Aurora on account balances (including format and frequency)?**

The City of Aurora will receive quarterly financial reports, including account balances, program commitments, contributions, and personnel expenses, all in a digital format.

- 4. Can Aurora's Promise CSA Program accounts be structured with a program interface portal / public records management system solution in which Aurora's Promise CSA Program staff can view either/both individual and aggregate accounts? Please answer yes or no and explain.**

Yes. Aurora's Promise CSA Program staff can access the Child Saving Accounts Portal with different permission levels, including Program Manager.

- 5. Will the City of Aurora be able to make a further request for analysis? Please answer yes or no and explain.**

Yes. The City of Aurora can request further analysis as needed.

C. Withdrawals

1. **Can use of the Aurora's Promise CSA Program account funds be restricted until after high school graduation for postsecondary education or career-ready vocational programs, or for other special situations or circumstances? Please answer yes or no and explain.**

Yes. The account can be set as deposit-only, with funds withdrawn early resulting in forfeiture of incentives and closure of the account.

2. **If you responded affirmatively, how would the contracted organization propose to process distributions to ensure the funds are utilized to help offset the costs of postsecondary or career- ready vocational programs?**

Disbursements are processed upon program completion (high school graduation). Funds are disbursed to the participant or their guardian, with incentives directed to the qualifying educational institution.

D. Dormant Accounts

1. **How would the organization define a dormant individual Aurora's Promise CSA Program account?**

An account is considered dormant if it has been inactive or unclaimed for 3 years and 1 day after high school graduation.

2. **In the event an individual's Aurora's Promise CSA Program account funds are not utilized within sixteen (16) years after an individual Aurora's Promise CSA Program account is opened (or within the designated time for use of funds), and for dormant accounts, how would the organization address the funds in the account, including the initial City seed deposit funds, City-incentive funds, and funds from the individual/family deposits?**

Upon high school graduation and in accordance with the time limits permitted in the Program, if a Participant does not pursue post-secondary education the Participant will only receive all of the contributions made to their account record. All Incentives will be forfeited and is returned to the Incentive pool for use by other Participants.

Contributions shall escheat to the state in accordance with law upon the expiration of three (3) years in the event that the Program cannot reach the Participant nor parent or guardian for the disbursement of the funds or if the check for Contributions disbursement has not been cashed.

E. Security & Customer Service

1. What steps would you take to ensure the confidentiality of client data?

Client data is stored in the Child Savings Accounts Banking Portal, or an electronic database managed by a third-party with limited user access.

2. Do you have a disaster recovery plan? If so, describe. When was it last tested? Describe your system's backup process, including where data is located.

Yes. Accounts are securely stored in a digital database managed by an FDIC-insured third party, ensuring the program accounts are protected and insured.

3. Please describe the details of how customer service will be provided to student account holders and their families.

Inquiries are directed to a designated email address, where the CSA team creates customer service tickets (CST) for resolution through the Child Savings Accounts Portal.

F. Other

1. What service offerings will you include with the Aurora's Promise CSA Program

Operation HOPE will assume the role of managing agent for the savings deposit accounts.

Offerings will be confined to account administration and oversight, including account opening, activation, deposits, ongoing maintenance, activated account holder technical assistance/communication, and post-secondary distributions. Operation HOPE leverages advanced technology tools, including the Vistashare Portal and Microsoft Dynamics to manage accounts.

2. If the organization proposes to offer any additional services, such as technical assistance, financial education to students and/or parent/legal guardian, please describe.

Technical assistance offered will be confined to assistance needed for account administration only following account activation. HOPE's services will begin once account opening/activation has occurred. HOPE will not be responsible for communication to program participants about the program/opportunity.

As the largest financial literacy organization in the nation, HOPE is positioned to provide comprehensive financial literacy education to both students K-12 and adults including foundational courses and 1:1 coaching on Credit and Money

Management, Homeownership, Small Business, and Financial Disaster Preparedness and Recovery. Future interest in contracting HOPE to provide expanded financial wellness services, including student financial literacy education and parent/guardian financial wellness education, will necessitate added contractual obligations to be agreed upon by both HOPE and the City of Aurora.

3. What technical assistance can you provide to Aurora’s Promise CSA staff to partner with schools to provide financial literacy and ensure it is compliant with their curriculum?

Technical assistance provided by HOPE will be confined to account administration and oversight, including account opening, activation, deposits, ongoing maintenance, activated account holder technical assistance/communication, and post-secondary distributions. Any compliance matters directly related to account administration will fall under HOPE’s responsibilities and HOPE will not be responsible for financial literacy education or curriculum compliance (unless otherwise contracted to do so).

4. How will your organization contribute to the promotion and marketing of the Aurora’s Promise CSA Program?

Promotion and marketing of the program will fall under the City of Aurora’s jurisdiction.

5. How would your organization suggest enhancements, improvements, or modifications to Aurora’s Promise CSA Program?

Should the City of Aurora request HOPE’s insight on program improvements and expansion, HOPE’s CSA leadership team and the City of Aurora CSA team will schedule a mutually agreed upon meeting to review the current program and discuss ways the program can be modified and enhanced. HOPE’s CSA leadership team will provide comprehensive suggestions for program modifications and improvements following this joint review.

VI. Timeline:

Describe the proposed timeline to develop an appropriate account structure to manage multiple sources of deposits and track individual student contributions.

Month 1-2: Initial Setup & Preparations

- Press Release: Announce the funding award and partnership with the City of Aurora. Introduce the CSA program to the public.

- **Develop Program Rules:** Establish clear guidelines, eligibility criteria, and participation requirements for the program.
- **Data Sharing Agreements:** Secure agreements with key partners (e.g., schools, financial institutions) to share necessary data for account setup and maintenance.
- **Memorandum of Understanding (MOU):** Finalize MOUs with all involved stakeholders, outlining roles, responsibilities, and expectations.

Month 3-4: Infrastructure Development

- **Website Build:** Develop a dedicated website for the CSA program, including information about the program, resources for parents, and a portal for participants.
- **Child Savings Account Portal Development:** Build and test the online portal where accounts will be managed, ensuring functionality for both administrators and participants.

Month 5-6: Program Launch

- **CSA Portal Launch:** Go live with the portal, making it accessible for participants, parents, and program administrators.
- **Administrator User Onboarding:** Train administrators on the portal's functionalities, data entry, and account management processes.

Month 7-8: Annual Verification Process

- **Data Collection and Preparation:** Gather and prepare data from schools and other sources to verify participant eligibility.
- **Eligibility Verification:** Cross-check data to confirm that participants meet the program's criteria.
- **Parent/Guardian Notification:** Notify parents/guardians of their child's eligibility and account status.
- **Account Status Review:** Ensure all accounts are properly set up and functioning.
- **Data Reconciliation:** Resolve any discrepancies between data sources to ensure accuracy.
- **Annual Report Generation:** Compile an annual report detailing program participation, financial status, and outcomes.
- **Final Approval:** Obtain final approval for the verified participants.

Month 9: Participant Engagement & Program Kickoff

- **Hybrid Kick-Off Event:** Organize a kick-off event for eligible participants, combining both in-person and virtual elements.

- Opt-Out Period: Allow parents and caregivers one week to opt out of the program if desired.
- Welcome Kit Distribution: Mail welcome kits to all participants, containing important information and resources for the program.
- Ongoing: Program Maintenance & Support
- Continuous Monitoring: Regularly monitor and support participants, ensuring smooth operation of the CSA program.
- Participant Engagement: Implement outreach activities to keep families engaged with the program throughout the year.

VII. Cost Proposal: (if applicable)

In a separate sealed envelope, submit one (1) set of proposal pricing.

VIII. Payment Structure Proposal:

Commencing on the executable grant date, Operation HOPE will submit four invoices per year, three months apart, to be paid within thirty (30) days. Each invoice will be twenty-five percent (25%) of the total yearly commitment.

PROPOSER'S CERTIFICATION

I/We hereby certify that:

- A. A complete set of RFP papers, as intended, has been received, and that I/We will abide by the contents and/or information received and/or contained herein.
- B. I/We have not entered into any collusion or other unethical practices with any person, firm, or employee of the City which would in any way be construed as unethical business practice.
- C. I/We have adopted a written sexual harassment policy which is in accordance with the requirements of Federal, State and local laws, regulations and policies and further certify that I/We are also in compliance with all other equal employment requirements contained in Public Act 87-1257 (effective July 1, 1993) 775 ILCS 5/2-105 (A).
- D. I/We are in compliance with the most current "Prevailing Rate" of wages for laborers, mechanics and other workers as required by the State of Illinois Department of Labor.
- E. I/We operate a drug free environment and drugs are not allowed in the workplace or satellite locations as well as City of Aurora sites in accordance with the Drug Free Workplace Act of January 1992.
- F. The Proposer is not barred from bidding on the Project or entering into this contract as a result of a violation of either Section 33E-3 or 33E-4 of the Illinois Criminal Code, or any similar offense of "bid rigging" or "bid rotating" of any state or the United States.
- G. I/We will abide by all other Federal, State and local codes, rules, regulations, ordinances and statutes.

COMPANY NAME Operation HOPE, Inc.

ADDRESS 191 Peachtree Street NE, Suite 3840

CITY/STATE/ZIP CODE Atlanta, GA 30303

NAME OF CORPORATE/COMPANY OFFICIAL Brian Betts
PLEASE TYPE OR PRINT CLEARLY

TITLE President & CFO

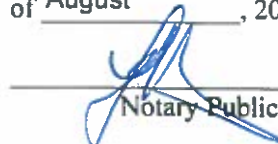
AUTHORIZED OFFICIAL SIGNATURE



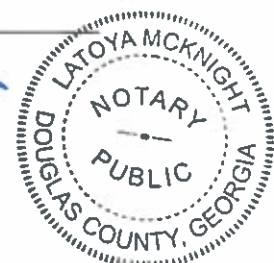
DATE 8/29/2024

TELEPHONE (404) 941-2920

Subscribed and Sworn to
Before me this 29th day
of August, 2024



Notary Public




STATE OF ILLINOIS)
)
County of Kane) ss.

PROPOSER'S TAX CERTIFICATION

(Brian Betts, President & CFO), being first duly sworn on oath, deposes and states that all statements made herein are made on behalf of the PROPOSER, that this despondent is authorized to make them and that the statements contained herein are true and correct.


Proposer deposes, states and certifies that Proposer is not barred from bidding with any unit of local government in the State of Illinois as result of a delinquency in payment of any tax administered by the Illinois Department of Revenue unless Proposer is contesting, in accordance with the procedures established by the appropriate statute, its liability for the tax or the amount of the tax, all as provided for in accordance with 65 ILCS 5/11-42.1-1.

DATED this 29th day of August, 2024.

By 
(Signature of Proposer's Executing Officer)
Brian Betts
(Print name of Proposer's Executing Officer)

Operation HOPE, President & CFO

ATTEST/WITNESS:

By 
Title Chief Development Officer

Subscribed and sworn to before me this
29th day of August, 2024.


Notary Public
(SEAL)



APPENDIX B
CITY OF AURORA, ILLINOIS
REQUEST FOR PROPOSAL 24-098
City of Aurora's Promise for a Better Future Children's Savings Account Program
("Aurora's Promise CSA Program")

REFERENCES

(Please Type)
Municipality City of Atlanta

Address 55 Trinity Ave SW

City, State, Zip Atlanta, GA 30303

Phone Number 470-698-5167

Contact Person Megan Sparks, Senior Advisor to Mayor Dickens

Date of Project November 2021 - current

Municipality Atlanta Public School System

Address 130 Trinity Avenue, SW

City, State, Zip Atlanta, GA 30303

Phone Number 404-802-2846

Contact Person Daphney Jeune, Development Coordinator

Date of Project November 2021 - current

Municipality Citi (Citibank)

Address 388 Greenwich Street Trading Building, 3rd Floor

City, State, Zip New York, NY 10013

Phone Number 203-975-6878

Contact Person Lily Lopez, Senior Vice President, Financial Access and Impact Partnerships,

Date of Project November 2021 - current

Proposer's Name: Brian Betts, President & CFO, Operation HOPE

Signature & Date:  11/15/21

APPENDIX C
CITY OF AURORA, ILLINOIS
REQUEST FOR PROPOSAL 24-098
City of Aurora's Promise for a Better Future Children's Savings Account Program
("Aurora's Promise CSA Program")

CONTACT INFORMATION

Vendor shall provide the following contact information assigned to service the City of Aurora account.

Customer Service/General Information: Ph: (404) 941-2920

To order service:

Name: Ruth Wilcox
Ph: (404) 941-2920 Fax: _____
E-mail: ruth.wilcox@operationhope.org

Billing & Invoicing question:

Name: Michael Smith
Ph: (404) 941-2920 Fax: _____
E-mail: michael.smith@operationhope.org

Questions:

Name: Sarah Helm
Ph: (404) 941-2920 Fax: _____
E-mail: sarah.helm@operationhope.org

Proposer's Name: Brian Betts

Signature & Date: 



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
9/4/2024

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Sterling Seacrest Pritchard, Inc. 2500 Cumberland Pkwy. Suite 400 Atlanta GA 30339	CONTACT NAME: Felicia Samuels PHONE (A/C, No, Ext): 404-949-1094 FAX (A/C, No): 404-261-5440 E-MAIL ADDRESS: fsamuels@sspins.com
INSURED Operation Hope, Inc. 191 Peachtree Street, NE Ste 3840 Atlanta GA 30303	OPERHOP-OC INSURER(S) AFFORDING COVERAGE INSURER A: NOVA Casualty Company INSURER B: TRAVELERS INSURER C: INSURER D: INSURER E: INSURER F:

COVERAGES CERTIFICATE NUMBER: 1352083799 REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATION MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADD'L SUBR INSD WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER <input type="checkbox"/> POLICY <input type="checkbox"/> PROJECT <input checked="" type="checkbox"/> LOC <input type="checkbox"/> OTHER:		CF1-ML-10002154-06	12/1/2023	12/1/2024	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 100,000 MED EXP (Any one person) \$ 5,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000 \$
A	<input type="checkbox"/> AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS ONLY <input checked="" type="checkbox"/> NON-OWNED AUTOS ONLY		CF1-AU-10000238-05	12/1/2023	12/1/2024	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
A	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> DED <input checked="" type="checkbox"/> RETENTION \$ 10,000		CF1-UM-10000486-06	12/1/2023	12/1/2024	EACH OCCURRENCE \$ 5,000,000 AGGREGATE \$ 5,000,000 \$
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N <input type="checkbox"/> N/A	UB1T135857	2/1/2024	2/1/2025	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

CERTIFICATE HOLDER

City of Aurora Illinois 44 E Downer Pl Aurora IL 60505 United States	CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE
---	---

APPENDIX E
CITY OF AURORA, ILLINOIS
REQUEST FOR PROPOSAL 24-098
City of Aurora's Promise for a Better Future Children's Savings Account Program
("Aurora's Promise CSA Program")

CONFLICT OF INTEREST DISCLOSURE

Initial the following statement:



The undersigned understands that they are a Proposer for the City of Aurora Children's Savings Account Program and that the Program is funded with such deposits through charitable contributions, both outright and deferred, from City residents and other individuals, corporations and entities seeking to benefit the community of Aurora, Illinois now and into the future.

The undersigned warrants that no person has been employed or retained to solicit or secure this Contract upon an agreement or understanding for commission, percentage, brokerage or contingent fee and that no member of the City, City Council, or an employee of the City of Aurora has any interest, financially or otherwise, in the undersigned's business.

Initial one of the following statements:



The undersigned hereby certifies that they or (if other than an individual) any owners, employees, agents, consultants, officers, or elected or appointed officials (including members of its board of **directors**) **do(es) NOT have** any business or family tie to any current or former employee, agent, consultant, officer, or elected or appointed official in the City of Aurora. Such a tie includes the following relationships and in-laws of such relationships (whether by blood, marriage or adoption): spouse, parent/legal guardian (including a stepparent), child (including a stepchild), brother, sister (including a stepbrother or stepsister), grandparent, grandchild and no such tie has existed during the past twelve months. All these categories of persons and relations are considered to be "covered persons" under federal conflict of interest regulations.

OR

The undersigned **DO(ES) have** a business or family tie to a current or former (within the last twelve months) employee, agent, consultant, officer, or elected or appointed official of the City of Aurora. Please note that the City of Aurora will need to review such business or family tie to determine if it constitutes a conflict of interest under applicable federal regulations prior to entering into any agreement with you. Please list each such business or family tie:

NAME	POSITION	AFFILIATION WITH CITY

Print your name, provide your signature, and date your certification below:

Brian Betts



9/4/2024

Printed Name

Signature

Date

APPENDIX G
CITY OF AURORA, ILLINOIS
REQUEST FOR PROPOSAL 24-098
City of Aurora's Promise for a Better Future Children's Savings Account Program
("Aurora's Promise CSA Program")

SUBMITTAL CHECKLIST

Each proposal must be placed in an envelope, sealed, and clearly marked on the outside: **RFP 24-098 City of Aurora's Promise for a Better Future Children's Savings Account Program. The outside of the envelope must also be clearly labeled with proposer company name and address.** In order to be considered responsive, the Proposer must submit all of the following items in their sealed envelope:

- ☒ Proposal Form (Appendix D) – **Should be in a separate sealed envelope**
- ☒ Proposal Content (Appendix A Section 2)
- ☒ Proposer's Certification (Page 7)
- ☒ Proposer's Tax Certification (Page 8)
- ☒ References (Appendix B)
- ☒ Contact Information (Appendix C)
- ☒ Proof of Insurance
- ☒ Conflict of Interest Disclosure Form (Appendix E)
- ☒ Signed Agreement (Appendix F)

Exhibit 2

Operation HOPE
City of Aurora's Promise CSA Budget
as of 10.07.2024

	Year 1	Year 2	Year 3
	2,000 clients	4,000 clients	6,000 clients
TOTAL PERSONNEL	50,344.00	51,854.32	53,409.95
TOTAL NON-PERSONNEL	18,400.00	17,200.00	17,200.00
Admin @ 15%	10,311.60	10,358.15	10,591.49
Startup Fee	50,000.00		
Discount / Shared cost w. Operation HOPE	(19,055.60)		
TOTAL EXPENSES	110,000.00	79,412.47	81,201.44

** Pricing is based on 5 incentives in addition to the seed funding for students/clients. As the program grows there will inevitable be factors that will change the pricing model, and to that end, will need to renegotiate the budget

APPENDIX D

**CITY OF AURORA, ILLINOIS
REQUEST FOR PROPOSAL 24-098
City of Aurora's Promise for a Better Future Children's Savings Account Program
("Aurora's Promise CSA Program")**

PROPOSAL FORM

Due Date & Time: 12:00 p.m. CST, Friday, September 6, 2024

**To: City of Aurora
Purchasing Division
44 E Downer Place
Aurora, Illinois 60507**

I. The following offer is hereby made to the City of Aurora, Aurora, Illinois, hereafter called the Owner. Submitted by: Operation HOPE

II. The undersigned Vendor proposes and agrees, after having examined the specifications, quantities and other PROPOSAL documents, to irrevocably offer to furnish the materials, equipment and services in compliance with all terms, conditions, specifications and amendments (if applicable) contained in the proposal solicitation documents. The items in this Request for Proposal, including, but not limited to, all required certificates, are fully incorporated herein as a material and necessary part of the PROPOSAL.

- A. The Vendor shall also include with their proposal any necessary literature, samples, etc., as required within the Request for Proposal, Instruction to Proposers and specifications.
- B. For purposes of this offer, the terms Contractor, Proposer, and Vendor are used interchangeably.

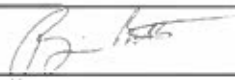
III. In submitting this Offer, the Vendor acknowledges:

- C. All proposal documents have been examined: Instructions to Proposer, Specifications and the following addenda:

No.____, No.____, No.____, (Vendor to acknowledge addenda here.)

Proposer's Name: Brian Betts

Signature & Date:



9/4/2024

CITY OF AURORA, ILLINOIS
REQUEST FOR PROPOSAL 24-098
City of Aurora's Promise for a Better Future Children's Savings Account Program
("Aurora's Promise CSA Program")

PROPOSAL FORM

The undersigned acknowledges that with submission of a proposal that they have read and understand the terms and conditions of the agreement to be offered. The Proposer also acknowledges that they will comply with said provision should they be awarded the contract.

All proposal prices shall be shown as delivered Aurora Destination, Prepaid and Allowed. Do not add state, federal or local taxes. Municipalities are exempt. Exemption Certification Permit No. Illinois E9996-0842-07. No additional charges over base proposal price will be accepted without written approval of the Purchasing Director.

The City of Aurora reserves the right at any time and for any reason to cancel this Request for Proposal, to accept or reject any or all proposals or portion thereof or accept an alternate proposal. The City reserves the right to waive any immaterial defect in any proposal, or technicality, informality or irregularity in the proposals received, and to disregard all nonconforming or conditional proposals or counterproposals. Unless otherwise specified by the Proposer or the City, the City reserves the right to hold the best proposals for ninety (90) days from the opening date set forth above. The City may seek clarification from any proposal at any time and failure to respond promptly is cause for rejection. The City further reserves the right to award the PROPOSAL to the lowest responsible proposer whose offer best responds in quality, fitness and capacity to the requirements of the proposed work or usage and therefore is in the best interest of the City.

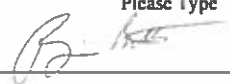
SUBMITTED BY

COMPANY Operation HOPE

ADDRESS 191 Peachtree Street, NE, Suite 3840

CITY, STATE, ZIP Atlanta, GA 30303

PREPARER'S NAME Brian Betts

AUTHORIZED SIGNATURE  Please Type
President & CFO

EMAIL brian.betts@operationhope.org Title

PHONE # (404) 941-2920 FAX # () DATE 09/04/2024

CITY OF AURORA, ILLINOIS
REQUEST FOR PROPOSALS 24-098
City of Aurora's Promise for a Better Future Children's Savings Account Program
("Aurora's Promise CSA Program")

PROPOSAL FORM

"AFFIDAVIT: I (We) hereby certify and affirm that my (our) proposal was prepared independently on this work, that it contains no fees or amounts other than for the legitimate execution of the work as specified, and that it includes no understandings or agreements in restraint of trade."

(If an Individual)

Signature of Proposer _____ (SEAL)

Business Address _____

(If a Co-partnership)

Firm name _____ (SEAL)

Signed by _____ (SEAL)

Business Address _____

Insert Names
and Addresses
of all Members
of the Firm

(If a Corporation)

Corporate Name Operation HOPE
Signed by Brian Betts _____, President
Business Address 191 Peachtree Street, NE, Suite 3840
 Atlanta, GA 30303

Insert (President) Brian Betts _____

CORPORATE SEAL Names of (Secretary) _____

Officers (Treasurer) _____

ATTEST:

Secretary

CITY OF AURORA, ILLINOIS
REQUEST FOR PROPOSAL 24-098
City of Aurora's Promise for a Better Future Children's Savings Account Program
("Aurora's Promise CSA Program")

PROPOSAL FORM

Proposers should not add any conditions or qualifying statements to this proposal for the proposal may be declared irregular as being not responsive to the request for proposal.

Do not add state, federal or local taxes. Municipalities are exempt. Exemption Certification Permit No. Illinois E9996-0842-07.

The City of Aurora reserves the right to reject any or all Proposals, or parts thereof, and to waive any technicality, informality or irregularity in the Proposals received, and to disregard all nonconforming or conditional Proposals or counterproposals and to hold the best Proposals for ninety (90) days from the opening date set forth above. The City further reserves the right to award the Proposal to the lowest responsible Proposer whose offer best responds in quality, fitness and capacity to the requirements of the proposed Work or usage and therefore is in the best interest of the City.

SUBMITTED BY

COMPANY Operation HOPE