

Department of Procurement Services

June 26, 2003

Addendum Number 1

**To
REQUEST FOR PROPOSALS (“RFP”)**

for

**ENTERPRISE CASE MANAGEMENT SYSTEM –
SOFTWARE SELECTION AND IMPLEMENTATION**

Specification No. **8364**

For which Proposals are scheduled for receipt no later than 4:00 p.m., Chicago time on, Monday, July 21, 2003, in the Department of Procurement Services, Bid and Bond Room (Room 301 of City Hall). The information contained in this Addendum Number 1 is incorporated by reference into the original Request For Proposals (RFP) issued on June 4, 2003.

This document contains:

- 1. Answers to 62 questions submitted prior to and during the RFP Pre-submittal Conference on Wednesday, June 18, 2003;**
- 2. Insurance Requirements**
- 3. Certificate of Insurance Form**

Respondent must acknowledge receipt of this Addendum in the attached Acknowledgment via facsimile to Gyata M.J. Kimmons, Contract Negotiator, Department of Procurement Services, 312. 744-7679.

Addendum Number 1

ENTERPRISE CASE MANAGEMENT SYSTEM – SOFTWARE SELECTION AND IMPLEMENTATION

I. Questions and Answers

#	QUESTION	RESPONSE
1	Are Microsoft Word or Excel versions available of the RFP and its accompanying forms/attachments?	<i>The RFP accompanying forms are available @ City Hall Bid and Bond Room and City of Chicago - Procurement Services / Bid Proposal Information web site.</i>
2	Attachment II, page 64 indicates, “The master schedule and each individual project schedule must be included in the proposal.” May we submit one project plan that clearly identifies phases, task, and resources, or do you want us to use MS Project subprojects? Please clarify your expectation regarding project schedules to be submitted in proposal.	<i>At this point one master project plan would be adequate. All proposals that adequately address the requirements will be evaluated.</i>
3	Attachment XVII – Please explain further the situation where an application is “Core”, but not being replaced by ECM. If ECM is not replacing the applications, does this mean it may be integrated with ECM or interfaced to ECM?	<i>The Core applications may be State mandated systems that will be interfaced with the ECM.</i>
4	Post production Support should it be included in scope or just recommendations:	<i>Post-Production support should be submitted. Please refer to the Scope of Services.</i>
5	As far as reporting is concerned, fund source reporting is listed as a requirement. Will the data for this come from a new financial system that is to be included with the proposed system or from a third party financial tracking system that will have to be integrated or interfaced with the new application?	<i>The ECM should have the ability to link a given service to a particular funding source. The ECM will not be responsible for financial tracking. However, we will need the ability to report on total services provided based on funding source.</i>
6	Functional Requirement #009 - Is this requirement compatible with HIPAA security? For example is it acceptable for any worker to see a client is enrolled in a program designed for people with particular disability or medical situations, when that clients confidentiality agreement restricts the sharing of this information?	<i>Protected Health Information (PHI) will be excluded via application security roles and field level access.</i>
7	Functional Requirement #014 – Is this requirement really asking that a client can be inactivated from participation in a particular program for a particular time window, or is as stated, inactivate the client?	<i>This is referring to program inactivation. Clients would not be inactivated as other departments may have open interactions with client.</i>

Addendum Number 1

ENTERPRISE CASE MANAGEMENT SYSTEM – SOFTWARE SELECTION AND IMPLEMENTATION

8	Functional Requirement #021 – Is the system to be a repository of program milestones and goals. For example, is the ECM to record aggregate plan objectives (such as planned number of clients served)? Similar questions on requirement #34.	<i>FR #21 - Aggregate program milestone tracking and reporting functionality is necessary. As for FR #34. Key identifiers refer to department codes used to identify client, family, case or program milestone.</i>
9	Functional Requirement #057 – Does “specimen information” refer to clinical information? Please provide additional details, for example how many types of specimens?	<i>Yes, the type and kind is undefined, but needs to be included.</i>
10	Functional Requirement #115 – Does this requirement mean that until a CDOB assessment is done, no other assessments can be performed?	<i>No, CDOB assessment is no longer applicable (HomeMod).</i>
11	In terms of implementation phases, is there a preferred order of preference among the agencies? Will the chosen vendor have input here?	<i>Currently CDHS is schedule to rollout first in order to meet a federal mandate. Implementation schedule for all other departments are negotiable and will be determined with vendor during project planning phase.</i>
12	What number of resources is the City planning on contributing to the project team? What should we assume are their skill sets and levels of experience?	<i>The number of resources the City will have has not been determined, however, resource allocation will be negotiated with the recommended vendor.</i>
13	Is there a standard toolset that the City would like vendors to use for interface development integration?	<i>Not at this time. The City will evaluate various tools vendor recommends.</i>
14	Please provide additional details on the real-time interfaces, especially the 311 system. For example when and who will invoke the interface, the ECM or the user? Is this adding a “button” for 311 to the ECM or a more integrated solution?	<i>The desired interface will be more of an automatic, integrated solution. The ECM should accept Service Request from CSR/311 and allow the departments to perform service and report the status back to CSR/311 automatically when results have been entered into the ECM.</i>
15	Under “Interfaces” it states that: “This interface will be used for integration with existing health and Human services department systems, outside Agency systems, and other City systems.” How many systems does this encompass?	<i>See chart on Page 59 for detail listing.</i>
16	Can we get more detail on required interfaces? (data elements, etc.)	<i>The data elements needed for the interfaces have been included in Attachment XVI. Each department has a separate section with required fields that may need to be sent to another application. CSR and other application data elements are not available at this time, but will be made available to the selected vendor.</i>

Addendum Number 1

ENTERPRISE CASE MANAGEMENT SYSTEM – SOFTWARE SELECTION AND IMPLEMENTATION

17	Because this system proposes to unify case management operations over a variety of different agencies, have Memorandums of Understanding (MOUs) been developed specifying which agencies have access to confidential data that exist on other agency systems at present? If so, have these been signed and enacted?	<i>The City will resolve any issues to Agency access to confidential information.</i>
18	Besides HIPAA, what other confidentiality requirements does the Chicago Department of Public Health (CDPH) have that could affect deployment of this application. Have these been considered and what policies have been enacted to ensure that CDPH will not be violating any laws, rules or regulation regarding data sharing?	<i>Mental Health Confidentiality Act, HIV Confidentiality Act, Substance Abuse Confidentiality Act.</i>
19	Does the software need to be COTS or can it be a system that has been replicated in other states?	<i>The ECM must be a COT (Commercial-Off-The-Shelf) solution due to project funding mandates.</i>
20	General RFP - Page 8 paragraph 2.1.a and section G “State goals” are mentioned in various places in the RFP. Does the State of Illinois have a role in the ECM project, or is this a typo and should read “Stated”?	<i>“State” refers to current state (condition) verse future state (desired ability). Does not refer to State of Illinois.</i>
21	Has the City evaluated any COTS packages? Will you share these packages?	<i>The City has not evaluated any COTS solutions yet.</i>
22	Why is 5 years of historical data necessary for this application? Is this an absolute requirement?	<i>Yes, this is mandated by various program funding sources (State of Illinois, Federal, etc.)</i>
23	Will the City provide a copy or redacted copy of the Phase I final report and recommendations?	<i>Not at this time. The majority of the information in the final report has already been included in the RFP document.</i>
24	Case Management for several services is mentioned, but not child care. Since childcare reimbursement is part of Workforce Development, do you desire the system that is deployed to have this functionality as well?	<i>That is a supportive service under WIA. It is service code 91 and MOWD will track the dollars given.</i>
25	The number of transactions and reports to be generated by CHA seem high, please verify.	<i>It is accurate. This is due to the Service Connector project.</i>

Addendum Number 1

ENTERPRISE CASE MANAGEMENT SYSTEM – SOFTWARE SELECTION AND IMPLEMENTATION

26	Do the MBE/WBE goals apply only to professional services or the total project cost including software and hardware purchases and license fees?	<i>MBE/WBE compliance participation will be calculated based on the total contract dollar amount spent.</i>
27	How do we obtain copies of the addendums? When will the answers to questions be available?	<i>Vendors listed on the Bid and Bond Room take out sheet will be emailed (if available) or mailed the answers. Pre-submittal questions/responses will be prepared as soon as possible and will be available in the Bid and Bond Room and on the City's website.</i>
28	How do we get a list of attendees for pre-bid conference?	<i>Through the Bid & Bond room. A list will also be available on the web.</i>
29	How would WBE (or MBE) get a list of contractors to contact for being considered as a subcontractor?	<i>MBE/WBE companies wishing to sub-contract with a prime can obtain a copy of the take out list from the Bid and Bond Room. This list is also available on the City's website.</i>
30	Is it correct to assume that the Reference Questionnaires should be returned to Mr. Kimmons?	<i>Yes</i>
31	Is the City looking for a fixed price or a time and materials project cost proposal?	<i>Fixed price with not to exceed limits</i>
32	Page 11 asks for estimated travel cost to be identified in Attachment XIV. Most of our clients request a loaded hourly or daily rate that includes travel and other project cost. Does the City have a preference?	<i>No the City does not have a preference.</i>
33	Page 15 Section V – Selection Process states an oral presentation for short-listed vendors may be required. Is a demonstration of the system required?	<i>Oral presentation requirements will be communicated, in writing to the appropriate vendors. It is anticipated that the Evaluation Committee will request a system demonstration.</i>
34	Please verify that the ECM project is being done under the City Master Services contract. If so, do all WBE/MBE partners have to be listed on the prime's master contract?	<i>The City will enter into a separate agreement with the selected respondent for Enterprise Case Management services.</i>
35	Will there be a second round of questions and answers after the bid conference? Will there be follow-up to questions after the 25 th	<i>No follow-up will occur after the release of these questions.</i>
36	Because the use of Citrix ICA is mentioned, does this mean that Client-Server systems will be considered?	<i>Ideal solution should be web based, but we will consider client server solutions that will work in a Citrix environment.</i>
37	Can you give us more detail on data cleansing? How is this different for the City DB already does?	<i>Each department will need assistance with cleaning data that exists in the various current applications prior to being sent to the City Database for validation and cross-application cleansing.</i>

Addendum Number 1

ENTERPRISE CASE MANAGEMENT SYSTEM – SOFTWARE SELECTION AND IMPLEMENTATION

38	Case note and service plans are to be available for access in this new systems. In addition, electronic signatures are also desired. Does the City of Chicago desire a complete document management system to augment the case management functionality? If so, does the City have a technology preference for Document Management?	<i>Not at this time. Not included in the scope of this project. Could be future enhancement.</i>
39	Does the “data repository” referenced in the project overview refer to a full data warehouse or a functional data mart?	<i>Functional data mart</i>
40	Does the TRAC system for IDES refer to legacy, mainframe-based system or does it refer to the new system built by Chicago Systems during the past year?	<i>TRAC is the Department of Commerce and Economic Opportunities/DCEO (formerly IDES) legacy application.</i>
41	In regards to reporting requirements, when a requirement states “Provide the ability”, is a solution that allows the requirement to be met acceptable, or does the application need to provide the stated function? i.e. Business Objects allows for report generation, but no reports are delivered with the Case Management System.	<i>The application should provide the stated functions. If it is not possible the recommended solution by the vendor must include successful interoperability and ease of use documentation.</i>
42	Technical Requirement #106 – “Use” sounds like the same meaning as “role”. Should “use” be “user”? If not, please provide examples of what is meant by “use”	<i>Correct, should be “user”.</i>
43	Technical Requirement #125 – Within the City’s user agency population, who does the City consider a covered entity per HIPAA?	<i>For the purpose of this project COC considers CDPH/CDoA covered entities and BIS/CDHS and considered Business Associates</i>
44	Technical Requirement #127 – How is support defined? Is the City looking for all HIPAA data elements, even those that are not included in the ECM, such as the HIPAA claims explanation of benefits data set?	<i>No, not at this time.</i>
45	Technical Requirement #134 – Reference Attachment XXII, which was not included in the RFP. Is this available? Of the three ADA standards, is one considered the controlling standard?	<i>COC considers the Illinois Web Accessibility Standard as the controlling regulation.</i>

Addendum Number 1

ENTERPRISE CASE MANAGEMENT SYSTEM – SOFTWARE SELECTION AND IMPLEMENTATION

46	Technical Requirement #15 – Provide electronic versions of all basic forms. Does this mean that the system would generate a printable version of the completed form via a PDF or some other acceptable format, or does it mean that the system has a screen containing the information on the paper form, in a similar format?	<i>The ECM system should generate a printable version of the completed form via a PDF or some other acceptable format.</i>
47	Technical Requirement #15 – Provide the number of basic forms that would be candidates for electronic versions within the scope of the ECM project.	<i>See attachment XV.</i>
48	Technical Requirement #22 – Provide the ability to utilize a Spell Check function for comment screens. Does this need to be a function of the application, or can common desktop tools such as Microsoft Word be leveraged?	<i>The Spell Check functionality should be apart of the core ECM application, as some sites may not have Word Processing abilities on the desktops. However, we are open to discussion on this matter.</i>
49	Technical Requirement #28 – Provide the ability to batch on-line transactions. Please clarify what is needed regarding this requirement. Is this asking for data entry screens that collect transactions to be processed later, or is this asking for a message or record based means of loading data into the system, via a program instead of a screen?	<i>Does the proposed application have off-line capabilities? In the event the main application is unavailable, can the application continue to work in an off-line state and process records automatically once connectivity has been restored / re-established?</i>
50	Technical Requirement #32 – Regarding Audit Trail requirement. Are there key areas where an audit trail is required, or would every data element require an audit trail?	<i>To be determined. Key areas will be identified in the detailed planning process for each department.</i>
51	Technical Requirement #38 – Please clarify what it means to network clinics. Does this mean provide access to clinics that are not part of the City's network infrastructure?	<i>The ECM will need to be made available to remote sites (clinics) that may/may not be apart of the current COC WAN environment. Remote sites will have an ISP account to the Web and access the ECM via a secure VPN account.</i>
52	Technical Requirement #56 – Does the GIS system do the match of the clients address to the nearest site? Which is the system of record for a field location, the ECM or the City of Chicago GIS/Geocode?	<i>The City Database will be the system of record for address validation/matching used by GIS and ECM.</i>

Addendum Number 1

ENTERPRISE CASE MANAGEMENT SYSTEM – SOFTWARE SELECTION AND IMPLEMENTATION

53	Technical Requirement #60 – Has the City identified the databases of the delegate agencies that would be interfaced with, and obtained confirmation from these agencies that such an interface would be allowed, and that the delegate agency would have the technical resources available to create the technical infrastructure on their end of the interface?	<i>No, the goal is to first get the system up and running. Once we have a solid environment we can approach the delegate agencies to determine their desire for an interface. Our main concern is that the functionality is available to provide to our delegate agencies if they so choose. If the interface is desired it will become a separate project not included in the current scope.</i>
54	Technical Requirement #86 - Please expand on the letter distribution. Is this a list of recipients for a given letter or the physical distribution of a letter/report to clients (email, US Mail, etc.)	<i>The ECM must provide the ability to produce letters for physical distribution to clients / external agencies. Can be internal to application or use external report writer application.</i>
55	Technical Requirement #9 States: provide the ability to modify screens to fit needs for data collection and input efficiency. Please clarify this requirement. Does this mean that a system administrator can design screen layouts via a wizard? Or does it mean that screen layouts can be tailored by a person with the knowledge and skills required by the platform and framework that the system runs on? Also what is the expected timing for this kind of change? I.e. would ergonomic screen layouts be developed as part of the initial implementation and only occasionally updated over the life of the system.	<i>Screen layouts can be tailored by a person with the knowledge and skills required by the platform and framework that the system runs on. This would be a BIS staff member working with the department SuperUsers / Administrator. Changes of this nature will be centralized to BIS. Change request will be submitted by departments and evaluated by BIS/Vendor.</i>
56	Technical Requirement #92 – In regard to field level security, is the requirement that security can be defined for specific predefined fields, or is the requirement that security rules can be defined on each and every field?	<i>The more flexibility we have the better. Especially the User defined fields as they may contain protected health information (PHI).</i>
57	Technical Requirement 24 states that ADA compliance is ranked as “B” yet requirement 134 states that ADA compliance and adherence to standard is an “A”. Which is correct?	<i>The correct ranking is A.</i>
58	The bid specified apache Web server. Will the city consider either IIS or iPlanet?	<i>The vendor should make the recommendation for their standard web and application servers that they most commonly deploy their application to. In absence of a vendor standard, the City standard would be required.</i>
59	The City mentions Java based tools as the development environment. Are you willing to evaluate a solution that is Microsoft tool based?	<i>Yes, if it is a packaged solution and not custom developed.</i>

Addendum Number 1

ENTERPRISE CASE MANAGEMENT SYSTEM – SOFTWARE SELECTION AND IMPLEMENTATION

60	Under the “Platform” section, the statement is made that: “other Unix platforms will be considered such as Windows NT/2000 and Linux.” Does this mean that Windows NT/2000 will still be considered even though it is not a Unix platform?	<i>Yes.</i>
61	When swipe card systems are mentioned, is the preference for “smart” card with embedded logic, magnetic strip readers, barcodes or is there another media preference?	<i>They are bar codes on the back of the card that is read by bar code readers.</i>
62	Would the City consider a solution that delivers reports in XML rather than PDF or HTML due to its flexibility and robust security aspects?	<i>Yes, but it must meet all of the City’s reporting requirements.</i>

PROFESSIONAL SERVICES INSURANCE REQUIREMENTS
Department of Business and Information Services
Enterprise Case Management Project
Phase II (Software Selection and Implementation)

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

A. INSURANCE TO BE PROVIDED

1) Workers Compensation and Employers Liability

Workers Compensation Insurance, as prescribed by applicable law, covering all employees who are to provide any services under this Agreement and Employers Liability coverage with limits of not less than \$100,000 each accident or illness.

2) Commercial General Liability (Primary and Umbrella)

Commercial General Liability Insurance or equivalent with limits of not less than \$2,000,000 per occurrence for bodily injury, personal injury and property damage liability. Coverages must include the following: All premises and operations, products/completed operations, separation of insureds, defense and contractual liability (with no limitation endorsement). The City of Chicago is to be named as an additional insured on a primary, non-contributory basis for any liability arising directly or indirectly from the Services.

Subcontractors performing Services for Contractor must maintain limits of not less than \$1,000,000 with the same terms in this subsection.

3) Automobile Liability (Primary and Umbrella)

When any motor vehicles (owned, non-owned and hired) are used in connection with Services to be performed, Contractor must provide Automobile Liability Insurance with limits of not less than \$1,000,000 per occurrence for bodily injury and property damage. The City of Chicago is to be named as an additional insured on a primary, non-contributory basis.

4) Professional Liability

When any EDP professionals, project managers or other professional consultants perform Services in connection with this Agreement, Professional Liability Insurance covering acts, errors or omissions must be maintained with limits of not less than \$2,000,000. Coverage must include but not be limited to contractual liability, performance of or failure to perform EDP, performance of or failure to perform other computer services, and failure of software product to perform the function for the purpose intended.

When policies are renewed or replaced, the policy retroactive date must coincide with, or precede, start of work on the Agreement. A claims-made policy which is not renewed or replaced must have an extended reporting period of two (2) years.

Subcontractors performing Services for Contractor must maintain limits of not less than \$1,000,000 with the same terms in this subsection.

5) Valuable Papers

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

6) Property

The Contractor is responsible for any loss or damage to City property at full replacement cost.

The Contractor is responsible for all loss or damage to personal property (including but not limited to materials, equipment, tools, and supplies) owned, rented, or used by Contractor.

B. ADDITIONAL REQUIREMENTS

Contractor must furnish the City of Chicago, Department of Procurement Services, City Hall, Room 403, 121 North LaSalle Street 60602, original Certificates of Insurance, or such similar evidence, to be in force on the date of this Agreement, and Renewal Certificates of Insurance, or such similar evidence, if the coverages have an expiration or renewal date occurring during the term of this Agreement. Contractor must submit evidence of insurance on the City of Chicago Insurance Certificate Form (copy attached as Exhibit-) or equivalent prior to Agreement award. The receipt of any certificate does not constitute agreement by the City that the insurance requirements in this Agreement have been fully met or that the insurance policies indicated on the certificate are in compliance with all Agreement requirements. The failure of the City to obtain certificates or other insurance evidence from Contractor is not a waiver by the City of any requirements for Contractor to obtain and maintain the specified coverages. Contractor must advise all insurers of the Agreement provisions regarding insurance. Non-conforming insurance does not relieve Contractor of the obligation to provide insurance as specified in this Agreement. Nonfulfillment of the insurance conditions may constitute a violation of the Agreement, and the City retains the right to suspend this Agreement until proper evidence of insurance is provided, or the Agreement may be terminated.

The insurance must provide for 60 days prior written notice to be given to the City in the event coverage is substantially changed, canceled or non-renewed.

Any deductibles or self-insured retentions on referenced insurance coverages must be borne by Contractor.

Contractor agrees that insurers waive their rights of subrogation against the City of Chicago, its employees, elected officials, agents or representatives.

The coverages and limits furnished by Contractor in no way limit the Contractor's liabilities and responsibilities specified within this Agreement or by law.

Any insurance or self-insurance programs maintained by the City of Chicago do not contribute with insurance provided by Contractor under this Agreement.

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

Contractor must require all Subcontractors to provide the insurance required in this Agreement, or Contractor may provide the coverages for Subcontractors. All Subcontractors are subject to the same insurance requirements as Contractor unless otherwise specified in this Agreement.

If Contractor or Subcontractor desire additional coverages, the party desiring the additional coverages is responsible for the acquisition and cost.

The City of Chicago Risk Management Department maintains the right to modify, delete, alter or change these requirements.

Issue Date: _____
 CA/CN Initials: _____

INSURANCE CERTIFICATE OF COVERAGE

Named Insured: _____
 Address: _____
 (Number and Street)

 (City) (State) (ZIP)

Specification #: _____
 RFP: _____
 Project #: _____
 Contract #: _____

Description of Operation/Location	
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The insurance policies and endorsements indicated below have been issued to the designated named insured with the policy limits as set forth herein covering the operation described within the contract involving the named insured and the City of Chicago. The Certificate issuer agrees that in the event of cancellation, non-renewal or material change involving the indicated policies, the issuer will provide at least sixty (60) days prior written notice of such change to the City of Chicago at the address shown on this Certificate. This certificate is issued to the City of Chicago in consideration of the contract entered into with the named insured, and it is mutually understood that the City of Chicago relies on this certificate as a basis for continuing such agreement with the named insured:

Type of Insurance	Insurer Name	Policy Number	Expiration Date	Limits of Liability All Limits in Thousands
General Liability <input type="checkbox"/> Claims made <input type="checkbox"/> Occurrence <input type="checkbox"/> Premise-Operations <input type="checkbox"/> Explosion/Collapse Underground <input type="checkbox"/> Products/Completed-Operations <input type="checkbox"/> Blanket Contractual <input type="checkbox"/> Broad Form Property Damage <input type="checkbox"/> Independent Contractors <input type="checkbox"/> Personal Injury <input type="checkbox"/> Pollution				CSL Per Occurrence \$ _____ General Aggregate \$ _____ Products/Completed Operations Aggregate \$ _____
Automobile Liability				CSL Per Occurrence \$ _____
<input type="checkbox"/> Excess Liability <input type="checkbox"/> Umbrella Liability				Each Occurrence \$ _____
Worker's Compensation and Employer's Liability				Statutory/Illinois Employers Liability \$ _____
Builders Risk/Course of Construction				Amount of Contract
Professional Liability				\$ _____
Owner Contractors Protective				\$ _____
Other				\$ _____

- a) Each Insurance policy required by this agreement, excepting policies for worker's compensation and professional liability, will read: "The City of Chicago is an additional insured as respects operations and activities of, or on behalf of the named insured, performed under contract with or permit from the City of Chicago."
- b) The General, Automobile and Excess/Umbrella Liability Policies described provide for severability of Interest (cross liability) applicable to the named insured and the City.
- c) Workers Compensation and Property Insurers shall waive all rights of subrogation against the City of Chicago.
- d) The receipt of this certificate by the City does not constitute agreement by the City that the insurance requirements in the contract have been fully met, or that the insurance policies indicated by this certificate are in compliance with all contract requirements.

Name and Address of Certificate Holder and Recipient of Notice	
Certificate Holder/Additional Insured City of Chicago Procurement Department 121 N. LaSalle St., #403 Chicago, IL 60602	Signature of Authorized Rep. _____ Agency/Company: _____ Address _____ Telephone _____

For City use only

Name of City Department requesting certificate: (Using Dept.) _____
 Address: _____ ZIP Code: _____ Attention: _____

Department of Procurement Services

June 26, 2003

Addendum Number 1

**To
REQUEST FOR PROPOSALS (“RFP”)**

For

**ENTERPRISE CASE MANAGEMENT SYSTEM –
SOFTWARE SELECTION AND IMPLEMENTATION**

Specification No. 8364

Consisting of Notice of Additional Time in Which to Respond and Answers to 62 Questions.

ACKNOWLEDGMENT

I hereby acknowledge receipt of Addendum Number 1 to the RFP named above, and further state that I am authorized to execute this Acknowledgment on behalf of the company listed below.

Signature of Authorized Individual

Title

Name of Authorized Individual (type or print)

Company Name

Business Telephone Number