



**DEPARTMENT OF PROCUREMENT SERVICES
NON-COMPETITIVE REVIEW BOARD (NCRB) APPLICATION**

Complete this cover form and the **Non-Competitive Procurement Application Worksheet** in detail. Refer to the page entitled **"Instructions for Non-Competitive Procurement Application"** for completing this application in accordance with its policy regarding NCRB. Complete "other" subject area if additional information is needed. Subject areas must be fully completed and responses merely referencing attachments will not be accepted and will be immediately rejected.

Department	Originator Name	Telephone	Date	Signature of Application Author
06 Contract Liaison Judith Mims	Derrick L. Brownlee Email Contract Liaison judith.mims@cityofchicago.org	312-744-8129 Telephone 312-742-1817	5/17/17	

List Name of NCRB Attendees/Department

Carleton Nolan
Derrick Brownlee
Judith Mims

Request NCRB review be conducted for the product(s) and/or service(s) described herein.

Company: Motorola Solutions Inc
Contact Person: Tom Horbinski **Phone:** 262-679-3209 **Email:** tom.horbinski@motorolasolutions.com
Project Description:

This is a request for:

New Contract Amendment / Modification

Contract Type **Type of Modification**

Blanket Agreement Term: ____ (# of mo) Time Extension Vendor Limit Increase Scope Change
 Standard Agreement

Contract Number: T26138
Specification Number: B02056214
Modification Number: 7

Department Request Approval DEPARTMENT HEAD OR DESIGNEE <u>CARLETON NOLAN</u> PRINT NAME	<u>5/17/17</u> DATE	Recommended Approval BOARD CHAIRPERSON <u>Rich Butler</u> PRINT NAME	<u>MAY 30 2017</u> DATE
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(FOR NCRB USE ONLY)

Recommend Approval/Date: 5-30-17

Return to Department/Date: _____

Rejected/Date: _____

Approved Rejected

CHIEF PROCUREMENT OFFICER

5/30/17
DATE



**DEPARTMENT OF PROCUREMENT SERVICES
NON-COMPETITIVE REVIEW BOARD (NCRB) APPLICATION
JUSTIFICATION FOR NON-COMPETITIVE PROCUREMENT WORKSHEET**

All applicable information on this worksheet must be addressed using each question found on the "Instructions for Non-Competitive Procurement Application" in this application.

Justification for Non-Competitive Procurement Worksheet

PROCUREMENT HISTORY

1. N/A
2. Yes. On September 3, 1996, Suncoast, Inc., was awarded the first contract (T27239) to implement modules of the SunTrack proprietary software in COOT an the epartment of Planning & Development. Suncoast, Inc. was purchased by Motorola. This contract was extended through 8/2001.
On August 31, 2001, the City entered into a 3 year agreement (T26138) with Motorola, with 2 (1) year extensions. this agreement was the result of an approved NCRB request.
In July 2007, the City awarded a 5 year agreement (T26138) with 2 (1) year extensions. The agreement was also the result of an approved NCRB request.
On April 7, 2010, the contract was amended to a PocketCSR and CSR Mobile to the contract.
In August 2011, NCRB approved a 1 year extension, an increase in vendor limit and addition of MapViewer and Contact Center licenses to the contract.
In May 2012, Connected Bits was added as a subcontractor to the Motorola contractor for the purposes of providing a hosted solution for the Mayor's Office Open311 initiatives.
In July 2012, NCRB approved a 1 year extension and an increase in vendor limit.
In October 2013, NCRB approved a 1 year extension and an increase in vendor limit.
In November 2014, NCRB approved a 3 year extension and an increase in vendor limit.
3. N/A
4. N/A
5. The City has begun requesting TOR proposals for the various components of the CRM Modernization project. An RFP will also be advertised in Q1 of 2017 for the Community Engagement component of this project. The City is targeting Q2 of 2017 to select vendors and proceed with negotiations with the purposes of implementing new CRM and Work Order Management solutions.
6. Yes, as a result of issuing TORs and a Community Engagement RFP for the CRM Modernization project.

ESTIMATED COST

1. \$4,800,000 needs to be added to the vendor limit increase to cover license fees and application support for a period from 8/31/2017 through 8/31/2019. The funding source will be created when the 2017 budget is confirmed.
2. N/A
3. Basis of cost estimate was based on current annual maintenance and support and fees associated with work needed as part of the CRM Modernization initiative.
4. N/A
5. The annual maintenance and support costs will remain level for the term of the requested extension period.

SCHEDULE REQUIREMENTS

1. The contract expires 8/31/2017.



DEPARTMENT OF PROCUREMENT SERVICES
NON-COMPETITIVE REVIEW BOARD (NCRB) APPLICATION
JUSTIFICATION FOR NON-COMPETITIVE PROCUREMENT WORKSHEET

2. N/A

3. Due to the criticality of the Motorola applications to the City, it is requested that the Motorola contract be extended while the City seeks a replacement for the existing Motorola 311/CSR application.

EXCLUSIVE OR UNIQUE CAPABILITY

1. N/A

2. Yes. The Motorola personnel have been providing support and maintenance to the Motorola applications since 1996. There are no other authorized third parties to provide support for the Motorola applications.

3. In the late 1990's the City was remediating and replacing software to ensure City applications could handle Y2K dates. Suncoast provided a configurable, Y2K compliant application. The SunTrack software modules were enhanced and customized to fit the City's needs; we now have a unique set of interdependent applications. With the purchase of Suncoast, Motorola is the sole provider of maintenance and support for the City's 311/CSR application as well as its AHMS and NSR applications.

4. N/A

5. N/A

6. N/A. This request is for the extension of professional services.

7. There are no other authorized third parties to provide support support for the Motorola applications.

8. Motorola is the only vendor that can provide maintenance and support services of their applications. Attached is a letter from Motorola highlighting this fact.

OTHER

1. N/A



DEPARTMENT OF PROCUREMENT SERVICES NON-COMPETITIVE REVIEW BOARD (NCRB) APPLICATION INSTRUCTIONS FOR NON-COMPETITIVE PROCUREMENT APPLICATION

INSTRUCTIONS FOR PREPARATION OF NON-COMPETITIVE PROCUREMENT APPLICATION

If a City Department has determined that the purchase of supplies, equipment, work and/or services cannot be done on a competitive basis, a justification must be prepared on this "Justification for Non-Competitive Procurement Application" in which procurement is requested on a or non-competitive basis in accordance with 65 ILCS 5/8-10-4 of the Illinois Compiled Statutes. Using this instruction sheet, all applicable information must be addressed on the worksheet. The information provided must be complete and in sufficient detail to allow for a decision to be made by the Non-Competitive Procurement Review Board. For Amendments, Modifications, describe in detail the change in terms of dollars, time period, scope of services, etc., its relationship to the original contract and the specific reasons for the change. Indicate both the original and the adjusted contract amount and/or expiration date with this change.

Attach a DPS Checklist and any other required documentation; the Board will not consider justification with incomplete information documentation or omissions.

PROCUREMENT HISTORY

1. Describe the requirement and how it evolved from initial planning to its present status.
2. Is this a first time requirement or a continuation of previous procurement from the same source? If so, explain the procurement history.
3. Explain attempts made to competitively bid the requirement (attach copy of sources contacted).
4. Describe in detail all research done to find other sources; list other cities, companies in the industry, professional organizations contacted. List periodicals and other publications used as references.
5. Explain future procurement objectives. Is this a one-time request or will future requests be made for doing business with the same source?
6. Explain whether or not future competitive bidding is possible. If not, explain in detail.

ESTIMATED COST

1. What is the estimated cost for this requirement or for each contract, if multiple awards are contemplated? What is the funding source?
2. What is the estimated cost by fiscal year?
3. Explain the basis for estimating the cost and what assumptions were made and/or data used (i.e., budgeted amount, previous contract price, current catalog or cost proposal from firms solicited, engineering or in-house estimate, etc.)
4. Explain whether the proposed Contractor or the City has a substantial dollar investment in original design, tooling or other factors which would be duplicated at City expense if another source was considered. Describe cost savings or other measurable benefits to the City which may be achieved.
5. Explain what negotiation of price has occurred or will occur. Detail why the estimated cost is deemed reasonable.

SCHEDULE REQUIREMENTS

1. Explain how the schedule was developed and at what point the specific dates were known.
2. Is lack of drawings and/or specifications a constraining factor to competitive bidding? If so, why is the proposed Contractor the only person or firm able to perform under these circumstances? Why are the drawings and specifications lacking? What is the lead time required to get drawings and specifications suitable for competition? If lack of drawings and specifications is not a constraining factor to competitive bidding, explain why only one person or firm can meet the required schedule.
3. Outline the required schedule by delivery or completion dates and explain the reasons why the schedule is critical.
4. Describe in detail what impact delays for competitive bidding would have on City operations, programs, costs and budgeted funds.

EXCLUSIVE OR UNIQUE CAPABILITY

1. If contemplating hiring a person or firm as a Professional Service Consultant, explain in detail what professional skills, expertise, qualifications, and/or other factors make this person or firm exclusively or uniquely qualified for the project. Attach a copy of the cost proposal, scope of services, and **Temporary Consulting Services Form**.
2. Does the proposed firm have personnel considered unquestionably predominant in the particular field?
3. What prior experiences of a highly specialized nature does the person or firm exclusively possess that is vital to the job, project or program?
4. What technical facilities or test equipment does the person or firm exclusively possess of a highly specialized nature which is vital to the job?
5. What other capabilities and/or capacity does the proposed firm possess which is necessary for the specific job, project or program which makes them the only source who can perform the work within the required time schedule without unreasonable costs to the City?
6. If procuring products or equipment, describe the intended use and explain any exclusive or unique capabilities, features and/or functions the items have which no other brands or models possess. Is compatibility with existing equipment critical from an operational standpoint? If so, provide detailed explanation?
7. Is competition precluded because of the existence of patent rights, copyrights, trade secrets, technical data, or other proprietary data (attach documentation verifying such)?
8. If procuring replacement parts and/or maintenance services, explain whether or not replacement parts and/or services can be obtained from any other sources? If not, is the proposed firm the only authorized or exclusive dealer/distributor and/or service center? If so, attach letter from manufacturer on company letterhead.

MBE/WBE COMPLIANCE PLAN

- * All submissions must contain detailed information about how the proposed firm will comply with the requirements of the City's Minority and Women Owned Business program. All submissions must include a completed C-1 and D-1 form, which is available on the Procurement Services page on the City's intranet site. The City Department must submit a Compliance Plan, including details about direct and indirect compliance.

OTHER


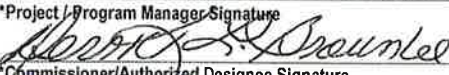

1. Explain other related considerations and attach all applicable supporting documents, i.e., an approved "ITGB Form" or "Request For Individual Hire Form".

REVIEW AND APPROVAL

This application must be signed by both Originator of the request and signed by the Department Head. After review and final disposition from the Board, this application will be signed by the Board Chairman. After review and final disposition from the Board, this form will be presented to the Chief Procurement Officer recommending approval.

Project Checklist

Attach required forms for each procurement type and detailed scope of services and/or specifications and forward original documents to the Chief Procurement Officer; City Hall, Room 806.

Date: 5/1/2017		For blanket agreements, original or lead department must consult with other potential departments who may want to participate on the blanket agreement. If grant funded, attach copy of the approved grant application and other terms and conditions of the funding source. Note: 1) <u>Funding</u> : Attach information if multiple funding lines; 2) <u>Individual Contract Services</u> : Include approval form signed by Department Head and OBM; 3) <u>ITGB</u> : IT project valued at \$100,000.00 or more, attach approval transmittal sheet.																			
Department Name: Innovation & Technology		*By signing this form, I attest that all information provided is true and accurate.																			
Requisition No: 154028	Specification No: B02056214	*Contract Liaison Signature 																			
PO No: T26138	Modification No: 7	Project Title: Request for Time Extension and Vendor Limit Increase																			
Contract Liaison: Judith Mims		Project Description: IT SOFTWARE & PROFESSIONAL SERVICES FOR 311 SYSTEM																			
Telephone: x2-1817		Funding:																			
Email: Judith.Mims@cityofchicago.org		<input checked="" type="checkbox"/> Corporate		<input type="checkbox"/> Bond		<input type="checkbox"/> Enterprise		<input type="checkbox"/> Grant		<input type="checkbox"/> Other:											
Project / Program Manager: Derrick Brownlee		<input type="checkbox"/> IDOT/Transit		<input type="checkbox"/> IDOT/Highway		<input type="checkbox"/> FHWA		<input type="checkbox"/> FTA		<input type="checkbox"/> FAA											
Telephone: x4-8129		LINE		FY		FUND		DEPT		ORGN		APPR		ACTV		PROJECT		RPTG		ESTDOLLAR AMOUNT	
Email: Derrick.Brownlee@cityofchicago.org		1		017		0100		06		2005		0138		-0-		-0-		-0-		-0-	
Check One: <input type="checkbox"/> New Contract Request		2		017		0100		06		2005		0138		-0-		-0-		-0-		\$4,800,000	
*By signing below, I attest the estimates provided for this contract are true and accurate.		*Project / Program Manager Signature 		Purchase Order Type:				Special Approvals Required:													
*Commissioner/Authorized Designee Signature 		<input checked="" type="checkbox"/> Blanket/Purchase Order (DUR)				<input type="checkbox"/> Emergency															
Purchase Order Information:		<input type="checkbox"/> Master Consultant Agreement (Task Order)				<input checked="" type="checkbox"/> Non-Competitive Review Board (NCRB)															
Contract Term (No. of Months): 216 months		<input type="checkbox"/> Standard/One-Time Purchase				<input type="checkbox"/> Request for Individual Contract Services															
Extension Options (Rate of Recurrence): 2 years		Procurement Method:				<input type="checkbox"/> Information Technology Governance Board (ITGB)															
Estimated Spend/Value: \$ 35,553,728.64		<input type="checkbox"/> Bid				<input type="checkbox"/> RFP															
Grant Commitment / Expiration Date:		<input type="checkbox"/> RFQ				<input type="checkbox"/> RFI															
Pre-Bid/Submittal Conference: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		<input type="checkbox"/> Small Order				Contract Type:															
<input type="checkbox"/> Mandatory <input type="checkbox"/> Site Visit		<input type="checkbox"/> Architect Engineering				<input type="checkbox"/> Commodity															
Modification or Amendment		<input checked="" type="checkbox"/> Professional Services				<input type="checkbox"/> Construction															
Modification Information:		<input type="checkbox"/> Work Service				<input type="checkbox"/> Revenue Generating															
PO Start Date: 9/1/2017		<input type="checkbox"/> Joint Procurement				<input type="checkbox"/> Reference Contract															
PO End Date: 8/31/2019		Modification/Amendment Type:				<input checked="" type="checkbox"/> Time Extension															
Amount (Increase/Reduction): \$ 4,800,000		<input checked="" type="checkbox"/> Vendor Limit Increase				<input type="checkbox"/> Scope Change/Price Increase /Additional Line Item(s)															
MBE/WBE/DBE Analysis: (Attach MBE/WBE/DBE Goal Setting Memo)		<input type="checkbox"/> Other (specify):				<input type="checkbox"/> Requisition Encumbrance Adjustment															
<input checked="" type="checkbox"/> Full Compliance		Vendor Info:				Name: Motorola Solutions															
<input type="checkbox"/> Contract Specific Goals		Contact: Tom Horbinski				Address: 1393 E. Algonquin Rd. Schaumburg IL 60016															
<input type="checkbox"/> No Stated Goals		Address: 1393 E. Algonquin Rd. Schaumburg IL 60016				E-mail: Tom.Horbinski@motorolasolutions.com															
<input type="checkbox"/> Waiver Request		E-mail: Tom.Horbinski@motorolasolutions.com				Phone: 262-679-3209															
Risk Management / EDS		Insurance Requirements (included) <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No																			
EDS Certification of Filing (included) <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No																					



CERTIFICATE OF LIABILITY INSURANCE

DATE(MM/DD/YYYY)
06/24/2016

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 Aon Risk Services Central, Inc. Chicago IL Office 200 East Randolph Chicago IL 60601 USA	CONTACT NAME: PHONE (A/C. No. Ext): (866) 283-7122	FAX (A/C. No.): (800) 363-0105	
	E-MAIL ADDRESS:		
INSURED Motorola Solutions, Inc. Attn Karen Napier 1303 East Algonquin Road Schaumburg IL 60196 USA	INSURER(S) AFFORDING COVERAGE		NAIC #
	INSURER A: Liberty Mutual Fire Ins Co		23035
	INSURER B: Liberty Insurance Corporation		42404
	INSURER C: Lloyd's Syndicate No. 4711		AA1120090
	INSURER D:		
	INSURER E:		

Holder Identifier :

COVERAGES **CERTIFICATE NUMBER: 570062729250** **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 CERTIFICATE 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. **Limits shown are as requested**

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR 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 checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:	Y		TB2641005169076	07/01/2016	07/01/2017	EACH OCCURRENCE \$2,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$250,000 MED EXP (Any one person) \$10,000 PERSONAL & ADV INJURY \$2,000,000 GENERAL AGGREGATE \$2,000,000 PRODUCTS - COMP/OP AGG \$2,000,000
A	AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> NON-OWNED AUTOS ONLY	Y		AS2-641-005169-016	07/01/2016	07/01/2017	COMBINED SINGLE LIMIT (Ea accident) \$2,000,000 BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident)
	<input type="checkbox"/> UMBRELLA LIAB <input type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> DED <input type="checkbox"/> RETENTION						EACH OCCURRENCE AGGREGATE
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	N/A	WA7-64D-005169-086 All other States WC7-641-005169-096 WI	07/01/2016	07/01/2017	<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
C	E&O-MPL-Primary			QK1604174	07/01/2016	07/01/2017	Each Claim \$2,000,000 Policy Aggregate \$2,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
 Re: Contract #T26138 - Software and Services Agreement. The City of Chicago is named as Additional Insured on a primary, non-contributory basis for any liability arising directly or indirectly from the work with respect to the General Liability and Automobile Liability policies. With respect to the Workers Compensation policy, Motorola hereby waives and agrees to require their insurers to waive their rights of subrogation against the City of Chicago, its employees, or elected officials.

CERTIFICATE HOLDER**CANCELLATION**

City of Chicago Department of Procurement Services City Hall Room 403 121 North LaSalle Street Chicago IL 60602 USA	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 <i>Aon Risk Services Central, Inc.</i>
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Certificate No : 570062729250



DEPARTMENT OF INNOVATION AND TECHNOLOGY
CITY OF CHICAGO

MEMORANDUM

To: Jamie Rhee
Chief Procurement Officer
Procurement Services

From: Danielle DuMerer *Danielle DuMerer*
Acting Chief Information Officer
Innovation & Technology

Date: May 2, 2017 (REVISED)

Re: IT SOFTWARE & PROFESSIONAL SERVICES FOR 311 SYSTEM
Request for NCRB Approval for Vendor Limit Increase & Time Extension
Req. 154028 Specification: B02056214
MOTOROLA INC FKA SUNCOAST
Current/Expiring Contract Number (if applicable): PO T26138
Expiring Specification Number (if applicable): n/a
Original Start Date (if applicable): 08/31/2001
Original End Date (if applicable): 08/31/2004
Current End Date (if applicable): 08/31/2017

The Department of Innovation & Technology (DOIT) is requesting an additional extension to **Contract (PO) Number T26138** due to the urgency of the CRM systems and time constraints. The additional extension is for the maintenance and support of the current CRM (Customer Relationship Management) systems which include the 311/CSR (Customer Service Request) system, Administrative Hearings Management System (AHMS), SunTRACK Permitting, and Application Hub. The contract has been extended for an additional one (1) year period. The extension will expire 8/31/2017.

The 311/CSR system has been utilized for over 14 years. The application is at end of life and needs to be replaced. As a result, an RFP was advertised to request proposals from vendors who can potentially provide new and state of the art CRM solutions capable of meeting the City's business needs. The City has begun the evaluation of RFP proposals to replace the application. The City is targeting Q4 of 2016 to select a vendor and proceed with negotiations with the purposes of procuring a new CRM solution.

The City will require the use of the existing Motorola systems until a new CRM system is procured and implemented. In addition, the City will require Motorola support as part of the work effort required to transition to the new replacement applications. Due to the complexity of this replacement project, it is anticipated that the length of the project lifecycle will be approximately 2 years. To that end, the additional extension would be for a **two year term** with a vendor limit increase of **\$4,800,000**. It should be noted that the requested vendor limit increase does not include potential unknown costs associated with Motorola work related tasks required for the migration to the new CRM system.

(cont.,)

The Motorola systems are vital to the City's 24 x 7 x 365 operations which include the 311 Call Center, Streets and Sanitation, Water and CDOT. The system also provides the ability to interface and share information with other critical systems. In addition, the 311/CSR system is utilized to support the Mayor's Open Data initiative.

At present there are no authorized third parties to provide support for the CSR system. As a result, Motorola Solutions, Inc. is the only provider of maintenance and support services for the CSR system.

Attached are the sole source justification package, a Project Checklist, Statement of Work, EDS, and MBE/WBE compliance plan.

Carlton Nolan, Acting First Deputy, Derrick L. Brownlee, DoIT I.T. Director, and Judith Mims, DoIT Contract Coordinator will be the primary representatives at the NCRB meeting.

attachments

cc: NCRB
J. O'Brien/DPS
C. Nolan/DoIT
D. Brownlee/DoIT
J. Mims/DoIT

Purchase Request Summary

Procurement Type: Sole Source

Purpose of Request: Vendor Limit Increase & Time Extension

Project Description: IT SOFTWARE & PROFESSIONAL SERVICES FOR 311 SYSTEM

Vendor Name: MOTOROLA INC FKA SUNCOAST

Lead Department: Innovation and Technology

User Department: Innovation and Technology

User Contact: Derrick Brownlee, 312-744-8129

Contract Start/End Date: 08/31/2001 - 08/31/2017

Estimated Cost/Contract Value: **\$ 30,753,728.64**

Duration of Term (months): 60 months

Extension Options; Three one (1) year extensions

Exercised Extension Term: 3 years

Price Adjustment/VLI (Include supporting details): **\$4,800,000.00**

Funding Source: 2017 funding TBD

Need By Date: 9/1/2017



October 26, 2016

Jamie L. Rhee
City of Chicago
Chief Procurement Officer

City Hall, Room 806
121 N. LaSalle Street
Chicago, IL 60602

**RE: Motorola Solutions Contract Number: T26138
Software Maintenance, Support and Professional Services for 311 Systems (CSR,
AHMS, SunTRACK Permitting, and System Integration)
Contract Extension**

Dear Mrs. Rhee:

Thank you for the opportunity that this contract extension provides Motorola Solutions to continue serving the City of Chicago and its citizens. At Motorola Solutions, we understand how important these applications are to many City of Chicago departments, who strive to provide citizens with critical services such as 311, administrative hearings, permitting, and much more.

Motorola Solutions agrees that the terms and conditions of the current contract, number T26138, and its current fee schedule shall apply to the proposed extension in full as though set forth therein, and shall remain in full force and effect during the term of the extension unless amended by the parties in accordance with that contract.

Motorola Solutions looks forward to continuing to provide the City of Chicago quality services in support of this contract and delivering value.

Please direct any further correspondence to Tom Horbinski, Program Manager (224) 715-9619.

Sincerely,

A handwritten signature in black ink, appearing to read 'JZ'.

John Zidar
Corporate Vice President, NA Central Region
Government & Public Safety
Motorola Solutions, Inc.

Exhibit 5.1

Fee Schedule

A. Motorola COTS System Maintenance

- (1) Maintenance Fees for Customer Service Request (CSR) 508 User Concurrent License will be 20% of the \$1,375,000 software valuation per year, or \$275,000.
- (2) Maintenance Fees for Administrative Hearings Management System (AHMS) 200 Concurrent User License will be 20% of the \$975,000 software valuation per year, or \$195,000.
- (3) Maintenance Fees for the CSR Application Hub integration system; Production and Test Instances, Standard EAI Connectors, and Non-Standard EAI Connectors will be \$75,000.
- (4) Maintenance Fees for the AHMS Application Hub integration system; Production and Test Instances, Standard EAI Connectors, and Non-Standard EAI Connectors will be \$75,000.
- (5) Maintenance Fees for the PocketCSR License will be 20% of the software valuation per year. Software valuation is calculated by adding the application fee of \$15,000 to the license fee. License fee for PocketCSR is \$750 multiplied by the number of user licenses.
- (6) Maintenance Fees for the CSR Mobile License will be 20% of the software valuation per year. Software valuation is calculated by adding the application fee of \$15,000 to the license fee. License fee for CSR Mobile is \$1,000 multiplied by the number of user licenses.
- (7) Maintenance Fees for the MapViewer License will be 0% of the software valuation per year.
- (8) Maintenance Fees for the Contact Center Licenses will be 0% of the software valuation per year.

B. Motorola Non-COTS System Retainer/Time and Materials Support

- (1) A Motorola Non-COTS System Support Retainer will be charged annually. The City will not draw down on this Retainer. The Retainer will be \$225,000 in the first year of the contract. The Retainer was reduced to \$198,500 by Amendment Four. If Non-COTS systems are replaced, the Retainer will be reduced in the next year's renewal based on the allocation below:

i. CDOT Permitting –	45%
ii. Sewer Permitting –	20%
iii. CASE Permitting –	10%
iv. Citizen Utility Alert Network (CUAN) –	6%
v. Internet Truck/Use Permitting –	6%
vi. Traffic Services Subsystem (CSR & AHMS) -	5%
vii. Forestry Subsystem -	2%
viii. CARTS Subsystem -	2%
ix. Sewers Subsystem (deleted by Amendment 3) -	2%

- x. Electricity Work Ticket - 1%
- xi. *Animal Care and Control (deleted by Amendment 3)* - 1%

- (2) System Maintenance and Technical Phone Support for the Non-COTS Applications listed below will be handled on a Time and Materials basis. At the beginning of each year of the contract, the City will issue a minimum of \$200,000 to draw down on for Time & Materials billing. At least fifty percent (50%) of this amount must be reserved for technical trouble-shooting, software defect fixes, and emergency support services. The remaining amount may be used for enhancements (see B.(3) for enhancement definition and scheduling of resources). If Non-COTS Systems are replaced, the Retainer will be reduced in the next year's renewal based on the allocation above (see B.(1)).

In the event that the Time and Materials funds are exhausted, the City must issue a Recurring Service Order for a total of \$16,000 multiplied by the number of months remaining in the calendar year.

- i. CSR Subsystems
 - 1. Forestry
 - 2. CARTS
 - 3. Traffic Services
 - 4. Electricity Work Ticket
 - 5. *Sewers (deleted by Amendment 3)*
 - 6. *Animal Care and Control (deleted by Amendment 3)*
- ii. CSR Database Modules (as defined in Exhibit 1.4)
- iii. CSR Reports (as defined in Exhibit 1.4)
- iv. AHMS Subsystems
 - 1. Traffic Services Amount Due Form and Report
 - 2. Traffic Services Revenue Report
 - 3. View Payments
- v. AHMS Database Modules (as defined in Exhibit 1.4)
- vi. AHMS Reports (as defined in Exhibit 1.4)
- vii. Core NSR Application
- viii. CDOT Permitting
 - 1. CSR Interface
 - 2. Recaps Interface
- ix. Sewer Permitting
 - 1. Recaps Interface
- x. CASE Permitting
 - 1. Recaps Interface
- xi. Citizen Utility Alert Network (CUAN)
- xii. Internet Truck/Use Permitting

- (3) It is the City's responsibility to appoint a Project Manager for the Non-COTS Systems to maintain a list of requested enhancements, and to prioritize those

enhancements. Motorola will schedule resources to only one enhancement at a time; however, technical trouble-shooting, software defect fixes, and emergency support services will take precedence over the enhancement schedule.

- (4) Provide a quarterly summary report of hours allocated to Non-COTS System support and Non-COTS System enhancements.

C. Program Management

- (1) Motorola will appoint a Program Manager to oversee Product Maintenance, Time and Materials Non-COTS System Support, Non-COTS System Enhancements, new projects executed as Work Orders, and new services executed as Recurring Service Orders for an annual cost of \$225,000.
- (2) The Motorola Program Manager will host a weekly status meeting with key stakeholders from the City of Chicago to review (the weekly status meeting may be cancelled or postponed if mutually agreed upon):
 - i. Recent Deployments
 - ii. Open Maintenance Activities
 - iii. Requested Enhancements
 - iv. Active Project Status
- (3) Provide management services including coordination, direction, and oversight of Motorola participation under this contract.
- (4) The City of Chicago's general responsibilities include the following:
 - i. Designate an Executive Sponsor to provide strategic guidance and senior management oversight to the City's team.
 - ii. Provide a customer Program Manager as a primary point of contact for day to day activities.
 - iii. Provide a customer Project Manager as a primary point of contact for managing Non-COTS System maintenance, support and enhancements.
 - iv. Provide support for and counterparts to the Motorola technical team. This generally involves:
 - 1. Providing access to key personnel in a timely manner,
 - 2. Providing access to facilities and equipment,
 - 3. Providing timely responses to Motorola requests for information necessary for the performance of this contract,
 - 4. Review and comment on project progress and status reports,
 - 5. Support a safe work environment for all activities,
 - 6. Work with the Motorola Program Manager in the resolution of project issues,
 - 7. Participate in and support overall project scheduling, with regard to City of Chicago's responsibilities/activities.

D. Hourly Rates for Time and Materials Orders Billing

Applicable to First Year

Category	Rate
Labor performed Off-Site by technical support staff	\$169

Labor performed Off-Site by technical management staff	\$220
Labor performed On-Site by personnel on travel status	\$220
Labor performed On-Site by residents of the Chicago geographical area (not on travel status) AND are not MBE/WBE	\$200
Hourly rate for time and material orders/billing for MBE& WBE	\$220

Fees and hourly rates will not be increased for a period of one year from the Effective Date of this Contract. Fees and Hourly Rates are subject to increase by Motorola at a rate of ten percent (10%) upon the first anniversary of the Effective Date and shall be subject to an increase thereafter.

E. Summary

Product Description	Valuation	Maintenance Factor	Annual Maintenance Charges
CSR 508 User License	\$1,375,000	20%	\$275,000
CSR Application Hub			\$75,000
AHMS 200 User License	\$975,000	20%	\$195,000
AHMS Application Hub			\$75,000
PocketCSR	\$15,000 + (\$750 x # User Licenses)	20%	TBD
CSR Mobile	\$15,000 + (\$1000 x # User Licenses)	20%	TBD
CSR MapViewer	\$50,000	0%	\$0
CSR Contact Center	\$50,000	0%	\$0
Custom Time & Materials Support	Full System	Percent of System in Production Use	Annual Support Charges
Custom Support Retainer	\$198,500	97%	\$192,545
Time & Materials Open Services	\$200,000	97%	\$194,000
Program Manager			Program Manager Annual Charge
Program Management			\$225,000
Total Annual			\$1,231,545 + TBD Maintenance Charges for PocketCSR and CSR Mobile



10/26/16

John Zidar
 Corporate Vice President, NA Central Region
 Government & Public Safety
 Motorola Solutions, Inc



CERTIFICATE OF FILING FOR
CITY OF CHICAGO ECONOMIC DISCLOSURE STATEMENT

EDS Number: 97160

Date of This Filing:11/04/2016 01:44 PM

Certificate Printed on: 11/04/2016

Original Filing Date:11/04/2016 01:44 PM

Disclosing Party: Motorola Solutions, Inc
Filed by: Tim Joyce

Title:Senior Account Manager

Matter: IT SOFTWARE & PROFESSIONAL
SERVICES FOR 311 SYSTEM

Applicant: Motorola Solutions, Inc

Specification #:

Contract #: T26138

The Economic Disclosure Statement referenced above has been electronically filed with the City. Please provide a copy of this Certificate of Filing to your city contact with other required documents pertaining to the Matter. For additional guidance as to when to provide this Certificate and other required documents, please follow instructions provided to you about the Matter or consult with your City contact.

A copy of the EDS may be viewed and printed by visiting <https://webapps1.cityofchicago.org/EDSWeb> and entering the EDS number into the EDS Search. Prior to contract award, the filing is accessible online only to the disclosing party and the City, but is still subject to the Illinois Freedom of Information Act. The filing is visible online to the public after contract award.



October 26, 2016

Jamie L. Rhee
City of Chicago
Chief Procurement Officer

City Hall, Room 806
121 N. LaSalle Street
Chicago, IL 60602

**RE: Motorola Solutions Contract Number: T26138
Software Maintenance, Support and Professional Services for 311 Systems (CSR,
AHMS, SunTRACK Permitting, and System Integration)
Contract Extension**

Dear Mrs. Rhee:

The City of Chicago uses Motorola Solution's Customer Service Request (CSR) as the backbone technology behind the 3-1-1 program. CSR is a customer relationship management tool designed specifically for local government. The CSR system is used to intake service requests from the public through the City Call Center and the Internet to automate associated workflow processes by routing service requests to the appropriate departments, weed out duplicates, coordinate workflow among different agencies, and track requests through to resolution.

The City of Chicago also uses PocketCSR, which is a mobile application that is an extension of the CSR product. PocketCSR allows field workers to wirelessly retrieve assigned customer service activities to work the requests immediately in the field, and allow the field worker to transmit back to CSR when the activities are completed. This application also allows field workers to create new service requests, and run pre-defined queries.

There are currently no authorized third parties to provide support of the CSR system, thus Motorola Solutions is the sole provider of maintenance and support services for the CSR system.

In addition to CSR, Motorola Solutions also supports the Administrative Hearings Management System (AHMS), SunTRACK Permitting, and System Integration between all three of these enterprise applications, as well as integrating the third-party software solutions, which is facilitated by the Application Hub product.

Motorola Solutions is the only vendor that can support, maintain, and service AHMS, SunTRACK Permitting, and the Application Hub.

Please direct any further correspondence to Tom Horbinski, Program Manager (224) 715-9619.

Sincerely,

A handwritten signature in black ink, appearing to read 'JZ'.

John Zidar
Corporate Vice President, NA Central Region
Government & Public Safety
Motorola Solutions, Inc.



SCHEDULE D-1
Compliance Plan Regarding MBE/WBE Utilization
Affidavit of Prime Contractor

FOR NON-CONSTRUCTION PROJECTS ONLY

**MUST BE SUBMITTED WITH THE BID. FAILURE TO SUBMIT THE SCHEDULE D-1 WILL CAUSE THE
BID TO BE REJECTED. DUPLICATE AS NEEDED.**

Project Name: IT SOFTWARE & PROFESSIONAL SERVICE

Specification No.: T26138 Modification 11

In connection with the above captioned contract, I HEREBY DECLARE AND AFFIRM that I am a duly authorized representative of Motorola Solutions, Inc.
(Name of Prime Consultant/Contractor)

and that I have personally reviewed the material and facts set forth herein describing our proposed plan to achieve the MBE/WBE goals of this contract.

All MBE/WBE firms included in this plan have been certified as such by the City of Chicago and/or Cook County, Illinois (Letters of Certification Attached).

I. Direct Participation of MBE/WBE Firms:

NOTE: The bidder/proposer shall, in determining the manner of MBE/WBE participation, first consider involvement with MBE/WBE firms as joint venture partners, subcontractors, and suppliers of goods and services directly related to the performance of this contract.

A. If bidder/proposer is a joint venture and one or more joint venture partners are certified MBEs or WBEs, attach copies of Letters of Certification, Schedule B form and a copy of Joint Venture Agreement clearly describing the role of each MBE/WBE firm(s) and its ownership interest in the joint venture.

B. Complete this section for each MBE/WBE Subcontractor/Supplier/Consultant participating on this contract:

1. Name of MBE/WBE: _____
Address: _____
Contact Person: _____
Phone Number: _____
Dollar Value of Participation \$ _____
Percentage of Participation % _____
Mentor Protégé Agreement (attach executed copy): () Yes () No Add'l Percentage Claimed:¹ _____%
Total Participation % _____

2. Name of MBE/WBE: _____
Address: _____
Contact Person: _____

¹ The Prime Contractor may claim an additional 0.333 percent participation credit (up to a maximum of five (5) percent) for every one (1) percent of the value of the contract performed by the MBE/WBE protégé firm.

Schedule D-1: Prime Contractor Affidavit-MBE/WBE Compliance Plan

Phone Number: _____

Dollar Value of Participation \$ _____

Percentage of Participation % _____

Mentor Protégé Agreement (attach executed copy): () Yes () No Add'l Percentage Claimed: ____%

Total Participation % _____

3. Name of MBE/WBE: _____

Address: _____

Contact Person: _____

Phone Number: _____

Dollar Value of Participation \$ _____

Percentage of Participation % _____

Mentor Protégé Agreement (attach executed copy): () Yes () No Add'l Percentage Claimed: ____%

Total Participation % _____

4. Name of MBE/WBE: _____

Address: _____

Contact Person: _____

Phone Number: _____

Dollar Value of Participation \$ _____

Percentage of Participation % _____

Mentor Protégé Agreement (attach executed copy): () Yes () No Add'l Percentage Claimed: ____%

Total Participation % _____

5. Attach Additional Sheets as Needed

II. Indirect Participation of MBE/WBE Firms

NOTE: This section need not be completed if the MBE/WBE goals have been met through the direct participation outlined in Section I. If the MBE/WBE goals have not been met through direct participation, Contractor will be expected to demonstrate that the proposed MBE/WBE direct participation represents the maximum achievable under the circumstances. Only after such a demonstration will indirect participation be considered.

MBE/WBE Subcontractors/Suppliers/Consultants proposed to perform work or supply goods or services where such performance does not directly relate to the performance of this contract:

1. Name of MBE/WBE: Montel Technologies, Inc.

Address: 333 W. Ohio Street, Chicago, IL 60654

Contact Person: Ray Montelongo

Schedule D-1: Prime Contractor Affidavit-MBE/WBE Compliance Plan

Phone Number: 815-966-1267
Dollar Value of Participation \$ 811,200
Percentage of Participation % 16.9
Mentor Protégé Agreement (attach executed copy): () Yes () No Add'l Percentage Claimed: ____%
Total Participation % 16.9

2. Name of MBE/WBE: City Lights, LTD.
Address: 9993 Virginia Avenue, Chicago Ridge, IL 60415
Contact Person: Jacqueline Hoffman
Phone Number: 708-581-7110
Dollar Value of Participation \$ 216,000
Percentage of Participation % 4.5
Mentor Protégé Agreement (attach executed copy): () Yes () No Add'l Percentage Claimed: ____%
Total Participation % 4.5

3. Name of MBE/WBE: _____
Address: _____
Contact Person: _____
Phone Number: _____
Dollar Value of Participation \$ _____
Percentage of Participation % _____
Mentor Protégé Agreement (attach executed copy): () Yes () No Add'l Percentage Claimed: ____%
Total Participation % _____

4. Name of MBE/WBE: _____
Address: _____
Contact Person: _____
Phone Number: _____
Dollar Value of Participation \$ _____
Percentage of Participation % _____
Mentor Protégé Agreement (attach executed copy): () Yes () No Add'l Percentage Claimed: ____%
Total Participation % _____

5. Attach Additional Sheets as Needed

Schedule D-1: Prime Contractor Affidavit-MBE/WBE Compliance Plan

III. Summary of MBE/WBE Proposal

A. MBE Proposal (Direct & Indirect)

1. MBE Direct Participation

MBE Firm Name	Dollar Amount Participation (\$)	Percent Amount Participation (%)
Total Direct MBE Participation		

2. MBE Indirect Participation

MBE Firm Name	Dollar Amount Participation (\$)	Percent Amount Participation (%)
Montel Technologies, Inc.	\$811,200	16.9%
Total Indirect MBE Participation		

B. WBE Proposal (Direct & Indirect)

1. WBE Direct Participation

WBE Firm Name	Dollar Amount Participation (\$)	Percent Amount Participation (%)
Total Direct WBE Participation		

2. WBE Indirect Participation

WBE Firm Name	Dollar Amount Participation (\$)	Percent Amount Participation (%)
City Lights, LTD.	\$216,000	4.5%
Total Indirect WBE Participation		

Schedule D-1: Prime Contractor Affidavit-MBE/WBE Compliance Plan

The Prime Contractor designates the following person as its MBE/WBE Liaison Officer:

Tim Joyce

847-682-4751

(Name- Please Print or Type)

(Phone)

I DO SOLEMNLY DECLARE AND AFFIRM UNDER PENALTIES OF PERJURY THAT THE CONTENTS OF THE FOREGOING DOCUMENT ARE TRUE AND CORRECT, THAT NO MATERIAL FACTS HAVE BEEN OMITTED, AND THAT I AM AUTHORIZED ON BEHALF OF THE PRIME CONTRACTOR TO MAKE THIS AFFIDAVIT.

Motorola Solutions, Inc.

(Name of Prime Contractor – Print or Type)

State of: Illinois

[Handwritten Signature]
(Signature)

County of: Cook

Sr. Account Manager - City of Chicago

(Name/Title of Affiant – Print or Type)

2-6-17

(Date)

On this 6TH day of FEBRUARY, 2017, the above signed officer

Tim Joyce

(Name of Affiant)

personally appeared and, known by me to be the person described in the foregoing Affidavit, acknowledged that (s)he executed the same in the capacity stated therein and for the purposes therein contained.

IN WITNESS WHEREOF, I hereunto set my hand and seal.

[Handwritten Signature: TANGY MCGEE]

(Notary Public Signature)

SEAL:



Commission Expires: May 11, 2020

Schedule D-1: Prime Contractor Affidavit-MBE/WBE Compliance Plan

III. Summary of MBE/WBE Proposal

A. MBE Proposal (Direct & Indirect)

1. MBE Direct Participation

MBE Firm Name	Dollar Amount Participation (\$)	Percent Amount Participation (%)
Total Direct MBE Participation		

2. MBE Indirect Participation

MBE Firm Name	Dollar Amount Participation (\$)	Percent Amount Participation (%)
Montel Technologies, Inc.	\$811,200	16.9%
Total Indirect MBE Participation		

B. WBE Proposal (Direct & Indirect)

1. WBE Direct Participation

WBE Firm Name	Dollar Amount Participation (\$)	Percent Amount Participation (%)
Total Direct WBE Participation		

2. WBE Indirect Participation

WBE Firm Name	Dollar Amount Participation (\$)	Percent Amount Participation (%)
City Lights, LTD.	\$216,000	4.5%
Total Indirect WBE Participation		



FOR
NON-CONSTRUCTION
PROJECTS ONLY

SCHEDULE C-1
DBE Letter of Intent to Perform as a
Subcontractor, Supplier, or Consultant

Project Name: IT SOFTWARE & PROFESSIONAL SERVICE Specification

No.: T26138 Modification 11

From: City Lights, LTD.
(Name of DBE Firm)

To: Motorola Solutions, Inc. and the City of Chicago.
(Name of Prime Contractor/Consultant)

The DBE status of the undersigned is confirmed by the attached City of Chicago or Illinois Uniform Certification Program Certification Letter dated: May 13, 2016

The undersigned is prepared to perform the following services in connection with the above named project/contract. If more space is required to fully describe the DBE proposed scope of work and/or payment schedule, including a description of the commercially useful function being performed. Attach additional sheets as necessary:

Electrical Contractors

The above described performance is offered for the following price and described terms of payment:

\$216,000 4.5% indirect participation

SUB-SUBCONTRACTING LEVELS

A zero (0) must be shown in each blank if the DBE will not be subcontracting any of the work listed or attached to this schedule.

0 % of the dollar value of the DBE subcontract that will be subcontracted to non-DBE contractors.

0 % of the dollar value of the DBE subcontract that will be subcontracted to DBE contractors.

NOTICE: If any of the DBE scope of work will be subcontracted, list the name of the vendor and attach a brief explanation, description and pay item number of the work that will be subcontracted. DBE credit will not be given for work subcontracted to Non-DBE contractors, except for as allowed in the Special Conditions Regarding Disadvantaged Business Enterprise Commitment.

The undersigned will enter into a formal written agreement for the above work with you as a Prime Contractor, conditioned upon your execution of a contract with the City of Chicago, within three (3) business days of your receipt of a signed contract from the City of Chicago.

NOTICE: THIS SCHEDULE AND ATTACHMENTS REQUIRE ORIGINAL SIGNATURES.

X September 20, 2016
(Signature of President/Owner/CEO or Authorized Agent of DBE) (Date)

Jacqueline Hoffman/President
(Name/Title-Please Print)

info@citylightsltd.com 773-626-9162
(Email & Phone Number)



DEPARTMENT OF PROCUREMENT SERVICES

MAY 13 2016

CITY OF CHICAGO

Jacqueline Hoffman
City Lights, Ltd.
9993 Virginia Avenue
Chicago Ridge, IL 60415

Dear Jacqueline Hoffman:

The City of Chicago has reviewed your annual *No Change Affidavit* and supporting documentation and is pleased to inform you that your firm **City Lights, Ltd.** continues to meet the **Disadvantaged Business Enterprise ("DBE")** program certification eligibility standards set forth in 49 CFR Part 26. Your next No Change Affidavit is due **May 1, 2017**.

This certification allows your firm to participate as a **DBE** in the Illinois Unified Certification Program (IL UCP). The participating agencies include the Illinois Department of Transportation, the City of Chicago, the Chicago Transit Authority, Metra and Pace.

If there is any change in circumstances during the course of your certification period that affect your ability to meet size, disadvantaged status, ownership, or control requirements or any material change in the information provided in your initial application, you must provide written notification to this agency within **thirty (30) days** of the occurrence of the change. Failure to provide this information is a ground for denial of certification based on failure to cooperate pursuant to 49 CFR 26.109(c).

Your firm's name will appear in the IL UCP DBE Directory under the following category name(s):

NAICS Code(s)

237310 - Highway, Street, and Bridge Construction

238210 - Electrical contractors

The Directory is used by prime contractors/consultants, as well as other agencies, to solicit participation of DBE, and ACDBE firms. The Directory can be accessed on the Internet at <http://www.idot.illinois.gov/doing-business/certifications/disadvantaged-business-enterprise-certification/il-ucp-directory/index>.

Your participation on contracts will only be credited toward **DBE** contract goals when you perform in your firm's approved area(s) of specialty. Credit for participation in an area outside your specialty requires prior approval (verification of resources, expertise, and corresponding support documentation, etc.).

Sincerely,

Rich Butler
First Deputy Procurement Officer

RB/sl



FOR
NON-CONSTRUCTION
PROJECTS ONLY

SCHEDULE C-1

DBE Letter of Intent to Perform as a
Subcontractor, Supplier, or Consultant

Project Name: IT SOFTWARE & PROFESSIONAL SERVICE Specification

No.: T26138 Modification 11

From: Montel Technologies, Inc.
(Name of DBE Firm)

To: Motorola Solutions, Inc. and the City of Chicago.
(Name of Prime Contractor/Consultant)

The DBE status of the undersigned is confirmed by the attached City of Chicago or Illinois Uniform Certification Program Certification Letter dated: 04/30/2014

The undersigned is prepared to perform the following services in connection with the above named project/contract. If more space is required to fully describe the DBE proposed scope of work and/or payment schedule, including a description of the commercially useful function being performed. Attach additional sheets as necessary:

Computer systems integrator services

The above described performance is offered for the following price and described terms of payment:

\$811,200 16.9% indirect participation

SUB-SUBCONTRACTING LEVELS

A zero (0) must be shown in each blank if the DBE will not be subcontracting any of the work listed or attached to this schedule.

0 % of the dollar value of the DBE subcontract that will be subcontracted to non-DBE contractors.

0 % of the dollar value of the DBE subcontract that will be subcontracted to DBE contractors.

NOTICE: If any of the DBE scope of work will be subcontracted, list the name of the vendor and attach a brief explanation, description and pay item number of the work that will be subcontracted. DBE credit will not be given for work subcontracted to Non-DBE contractors, except for as allowed in the Special Conditions Regarding Disadvantaged Business Enterprise Commitment.

The undersigned will enter into a formal written agreement for the above work with you as a Prime Contractor, conditioned upon your execution of a contract with the City of Chicago, within three (3) business days of your receipt of a signed contract from the City of Chicago.

NOTICE: THIS SCHEDULE AND ATTACHMENTS REQUIRE ORIGINAL SIGNATURES.

Ray Montelongo
(Signature of President/Owner/CEO or Authorized Agent of DBE)

09/26/2016
(Date)

Ray Montelongo
(Name/Title-Please Print)

ray@monteltech.com 815-966-1267
(Email & Phone Number)



DEPARTMENT OF PROCUREMENT SERVICES
CITY OF CHICAGO

APR 30 2014

Ray Montelongo
Montel Technologies, LLC.
333 W. Ohio Street
Chicago, IL 60654

Dear Mr. Montelongo:

We are pleased to inform you that **Montel Technologies, LLC.** has been certified as a **Minority Business Enterprise ("MBE")** by the City of Chicago ("City"). This **MBE** certification is valid until **04/30/2019**; however your firm's certification must be revalidated annually. In the past the City has provided you with an annual letter confirming your certification; such letters will no longer be issued. As a consequence, we require you to be even more diligent in filing your **annual No-Change Affidavit 60 days** before your annual anniversary date.

It is now your responsibility to check the City's certification directory and verify your certification status. As a condition of continued certification during the five year period stated above, you must file an annual No-Change Affidavit. Your firm's **annual No-Change Affidavit** is due by **04/30/2015, 04/30/2016, 04/30/2017, and 04/30/2018**. Please remember, you have an affirmative duty to file your **No-Change Affidavit 60 days** prior to the date of expiration. Failure to file your annual No-Change Affidavit may result in the suspension or rescission of your certification.

Your firm's five year certification will expire on **04/30/2019**. You have an affirmative duty to file for recertification **60 days** prior to the date of the five year anniversary date. Therefore, you must file for recertification by **02/28/2019**.

It is important to note that you also have an ongoing affirmative duty to notify the City of any changes in ownership or control of your firm, or any other fact affecting your firm's eligibility for certification **within 10 days** of such change. These changes may include but are not limited to a change of address, change of business structure, change in ownership or ownership structure, change of business operations, gross receipts and or personal net worth that exceed the program threshold. Failure to provide the City with timely notice of such changes may result in the suspension or rescission of your certification. In addition, you may be liable for civil penalties under Chapter 1-22, "False Claims", of the Municipal Code of Chicago.

121 NORTH LASALLE STREET, ROOM 806, CHICAGO ILLINOIS 60602

JP

Please note – you shall be deemed to have had your certification lapse and will be ineligible to participate as a **MBE** if you fail to:

- File your annual No-Change Affidavit within the required time period;
- Provide financial or other records requested pursuant to an audit within the required time period;
- Notify the City of any changes affecting your firm's certification **within 10 days** of such change; or
- File your recertification within the required time period.

Please be reminded of your contractual obligation to cooperate with the City with respect to any reviews, audits or investigation of its contracts and affirmative action programs. We strongly encourage you to assist us in maintaining the integrity of our programs by reporting instances or suspicions of fraud or abuse to the **City's Inspector General at chicagoinspectorgeneral.org, or 866-IG-TIPLINE (866-448-4754).**

Be advised that if you or your firm is found to be involved in certification, bidding and/or contractual fraud or abuse, the City will pursue decertification and debarment. In addition to any other penalty imposed by law, any person who knowingly obtains, or knowingly assists another in obtaining a contract with the City by falsely representing the individual or entity, or the individual or entity assisted is guilty of a misdemeanor, punishable by incarceration in the county jail for a period not to exceed six months, or a fine of not less than \$5,000 and not more than \$10,000 or both.

Your firm's name will be listed in the City's Directory of Minority and Women-Owned Business Enterprises in the specialty area(s) of:

NAICS Code(s):

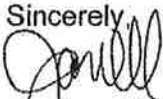
541512 – Computer Systems Design Services

561621 – Security Alarm Systems Sales Combined with Installation, Repair, or Monitoring Services

Your firm's participation on City contracts will be credited only toward **Minority Business Enterprise** goals in your area(s) specialty. While your participation on City contracts is not limited to your area of specialty, credit toward goals will be given only for work that is self-performed and providing a commercially useful function that is done in the approved specialty category.

Thank you for your interest in the City's Minority and Women-Owned Business Enterprise (MBE/WBE) Program.

Sincerely,



Jamie L. Rhee
Chief Procurement Officer

JLR/dw