



## 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
DoIT	Carleton Nolan	312-744-3963	7/13/17	
Contract Liaison	Email Contract Liaison	Telephone		
Judy	mims	312-742-1817		

List Name of NCRB Attendees/Department	
Carleton Nolan Danielle Dumerer Judy Mims	

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

Company: SDI Presence, LLC

Contact Person: Matthew Haughey	Phone: 773-562-1740	Email: mhaughey@sdipresence.com
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Project Description: WATER MANAGEMENT CUSTOMER SERVICE, BILLING AND MAINTENANCE AND SUPPORT INFORMATION SYSTEM

This is a request for: <input checked="" type="checkbox"/> New Contract <u>Contract Type</u> <input checked="" type="checkbox"/> Blanket Agreement Term: <u>48</u> (# of mo) <input type="checkbox"/> Standard Agreement	<input type="checkbox"/> Amendment / Modification <u>Type of Modification</u> <input type="checkbox"/> Time Extension <input type="checkbox"/> Vendor Limit Increase <input type="checkbox"/> Scope Change Contract Number: _____ Specification Number: _____ Modification Number: _____
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<b>Department Request Approval</b>  DEPARTMENT HEAD OR DESIGNEE <u>Danielle Dumerer</u> PRINT NAME	<b>Recommended Approval</b>  BOARD CHAIRPERSON <u>Rich Butler</u> PRINT NAME
<u>7/14/2017</u> DATE	<u>12-14-17</u> DATE

(FOR NCRB USE ONLY)	
Recommend Approval/Date: _____	
Return to Department/Date: _____	
Rejected/Date: _____	

SD

12/13/17

Approved       Rejected

CHIEF PROCUREMENT OFFICER

12/14/17

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. An RFP was issued to replace the DWM billing system. The Banner CIS Billing System was selected and implemented as the billing solution for water and sewer services to customers residing in the City of Chicago and 125 suburbs services for the Chicago Department of Water Management. SDI professional services has used for the maintenance and support of Banner CIS. In addition, several critical revenue generating initiatives such Refuse Fees and Water/Sewer Tax billing have been implemented leveraging the Banner CIS.

2. This is a continuation of a previous procurement from same source. In December 2008, SDI was awarded a task order to provide maintenance and support for Banner CIS.

On December 1, 2010, the City entered into a three-year agreement with System Development Integration with 2 (1) year extensions. Contract (PO) Number: 23687, Specification Number: 68625.

On November 29, 2013, the City extended the agreement with modification number 73034 to amend PO Number 23687 to extend services through November 30, 2015. The modification Reason was "Dollar Amount Change".

In November 2015, the City extended the agreement with modification number 103692 to amend PO Number 23687 to extend services through November 30, 2016 to ensure there were no interruption in maintenance/support.

In December 2016, the City extended the agreement with modification number 138812 to amend PO Number 46701 (formerly) 23687 to extend services through November 30, 2017 to ensure there was no interruption in maintenance/support.

3. SDI has supported the Banner CIS application since 2008. SDI has retained staff that originally assisted with the original implementation of the Banner CIS system which occurred in 1998. Only the SDI staff has gathered requirements, performed business and quality assurance to develop all of the existing interfaces and interdependent customizations the City requested. The City of Chicago has made a considerable investment in Banner CIS as several major customizations have been implemented. The SDI staff was the only staff involved with the Banner upgrade from version 2.2.1.2 to version 3.2 that currently exists today. Additionally, because Banner CIS's current functionality is unique to the City of Chicago, only the SDI staff have the experience and knowledge of the product to provide best practice and effective recommendations for the Department of Water Management's and Department of Finance's business process activities.

SDI possesses the Banner application knowledge, experience of Department of Water Management and Finance business policy, ordinances, processing rules and scheduling of application dependencies that no other firm possesses. As result of SDI's extensive expertise and experience with the City's Banner CIS, they have been retained as the maintenance and support provider for this critical system.

4. No research has been done to identify other sources. There is extreme risk to the City in using a new vendor to provide the required maintenance and support to the Banner CIS system, which is extremely old, complex, and has been heavily customized to meet the needs of the City.

5. The City's plan is to issue an RFP for a new billing system. The goal of this request is to ensure that the maintenance, support, and expertise for Banner CIS is provided until the new billing system can be procured and implemented via RFP. Banner CIS is responsible for the billing of approximately \$1.5B in revenue. It is, therefore, critical to keep the Banner CIS operational and fully supported beyond November 30, 2017.

6. Future competitive bidding is possible, however, there is extreme risk to the City in using a new vendor to provide the required maintenance and support to the Banner CIS system which is responsible for the billing and collections of over \$1.5B in revenue. The system is extremely old and has been heavily customized to meet the needs of the



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City. The SDI staff was the only staff involved in the customization and enhancement of Banner CIS.

**ESTIMATED COST**

1. The estimated 2 year costs are \$13,612,504. Water funds are to cover the cost.

2. The estimated cost by fiscal year is as follows:

2017 Banner Refresh Project roll over funding to new contract = \$1,259,342

Year 1 - Maintenance & Support = \$3,976,581 + Banner Refresh Project \$4,400,000

Year 2 - Maintenance & Support = \$3,976,581

Total estimated 2 year cost= \$13,612,504

If the two (1) year options are executed the estimated annual cost would be \$4,101,581 per year.

3. SDI Maintenance and support service costs for 2017 were leveraged to determine costs for the next 2 years with a minor increase in price due to an increase in professional service and software costs.

**SCHEDULE REQUIREMENTS**

1. The schedule is being driven by the Banner refresh project and by the maintenance & support needs of DoF and DWM for Banner CIS.

2. SDI Presence has supported the Banner CIS application since 2008. During the course of support, the City of Chicago Department of Innovation and Technology, Water Management, Streets and Sanitation, Budget Management, and Finance have requested hundreds of customizations to the application. These customizations range from billing calculations to external interfaces and has transformed the core Banner CIS application into one that is unique and specifically tailored in its design, construction, architecture, and daily functionality to the City of Chicago's business needs. As part of SDI's standard process, each customization is accompanied by a detailed design specification to record the functional and technical traits for training, analysis, and archival purposes.

The lack of specifications is not a constraining factor when each customization is viewed individually. However, the combination of 15 interfaces and their interaction with more than thousands of application customizations creates a situation where only SDI is able to accurately and successfully provide the day-to-day support and production capabilities that the City of Chicago requires. Only the SDI staff have performed the tasks for requirements gathering, specification development, testing, implementation, and support of the application, database, and all customizations. Knowledge of the system, third party customization and business processes and policies would be difficult to transition to another vendor.

3. Due to the critical nature of the Banner application to the City, it is essential that a new contract be granted particularly while the system is being upgraded.

4. There may be several impacts due to delays of competitive bidding. The Banner application currently creates charges and bills customers for over \$1.5B. In addition to maintenance and support, a major system upgrade project is underway to stabilize and extend the life of the Banner CIS until a replacement system can be procured and implemented.

**EXCLUSIVE OR UNIQUE CAPABILITY**

1. This request for a new contract is not intended for hiring a person or firm.

2. SDI is a certified Minority Business Enterprise with the City with qualified personnel that are considered unquestionably dominant players in the utility, technology, and business operations and have intimate knowledge of the City's business processes and IT environment sets. There are no other consulting firms that can provide this level of support.

a. Many members on the team were on the initial Banner implementation, have been providing support and maintenance for the Banner application since 1998, and reside in the Chicagoland area.

b. SDI is committed to continuing to staff the project with resources associated with the team average over 15 years



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of experience.

3. In 1998, the City was eager to replace their Department of Water Management legacy system to become Y2K compliant. SDI has retained many of the key staff that originally assisted with the original implementation of the Banner CIS system. SDI staff have gathered requirements, performed business and quality assurance to develop all of the existing interfaces and interdependent customizations the City requested. The SDI staff were the only staff involved with the Banner upgrade from version 2.2.1.2 to version 3.2 that is currently exists today. Additionally, because Banner CIS's current functionality is unique to the City of Chicago, only the SDI staff has the experience and knowledge of the product to provide best practices and effective recommendations for the Departments of Innovation and Technology, Water Management, Streets and Sanitation, Budget Management, and Finance's business process activities. SDI staff provides business process analysis, change management, and other non-application consultative and value-add services due to their knowledge of how billing technology is used by the City of Chicago. In 2016, the City of Chicago decided to begin charging for refuse services. The Department of Innovation tasked SDI with a feasibility study to provide options to integrate refuse into the existing Banner CIS with minimum impact to billing and collections. SDI successfully implemented refuse creating a \$66,000,000 annual revenue stream for the City within a 6-month timeframe. In 2017, SDI was asked to add water and sewer taxes that was successfully implemented to create a \$22,000,000 2017 revenue stream that will increase based on an agreed rate structure. Since SDI has the intricate system and business knowledge, the additions to the system were executed successfully.

4. SDI Presence possesses the Banner application and system architectural knowledge. SDI's has intimate knowledge of the Departments of Innovation and Technology, Water Management, Streets and Sanitation, Budget Management, and Finance's business policies, ordinances, processing rules and scheduling of application dependencies that no other firm possesses.

5. SDI Presence has spent several years providing maintenance and support for Banner CIS with the City and has an extensive knowledge of City's business processes related to water billing and collections.

6. N/A This is a new request for Banner CIS maintenance and support services.

7. N/A This is a new request for professional services to allow SDI to provide maintenance and support and delivery of the Banner refresh project.

8. Only the SDI staff have performed the tasks for requirements gathering, specification development, testing, implementation, and support of the application, database, and all customizations for the Banner CIS. Knowledge of the system, third party customization and business processes and policies would be difficult to transition to another vendor.

OTHER



## 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:**  
June 30, 2017

**Department Name:**  
Innovation and Technology

**Requisition No:** 173808      **Specification No:** 483330

**PO No:** N/A      **Modification No:** N/A

**Contract Liaison:**  
Judith Mims

**Telephone:**  
x2-1817

**Email:**  
Judith.Mims@cityofchicago.org

**Project / Program Manager:**  
Carleton Nolan

**Telephone:**  
x4-3963

**Email:**  
Carleton.Nolan@cityofchicago.org

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) Funding: Attach information if multiple funding lines; 2) Individual Contract Services: Include approval form signed by Department Head and OBM; 3) ITGB: IT project valued at \$100,000.00 or more, attach approval transmittal sheet.

*\*By signing this form, I attest that all information provided is true and accurate.*

*\*Contract Liaison Signature*

**Project Title:**  
NCRB Request

**Project Description:**  
WATER MANAGEMENT CUSTOMER SERVICE, BILLING AND INFORMATION SYSTEM MAINTENANCE AND SUPPORT

**Funding:**

<input checked="" type="checkbox"/> Corporate	<input type="checkbox"/> Bond	<input type="checkbox"/> Enterprise	<input type="checkbox"/> Grant	<input type="checkbox"/> Other:
<input type="checkbox"/> IDOT/Transit	<input type="checkbox"/> IDOT/Highway	<input type="checkbox"/> FHWA	<input type="checkbox"/> FTA	<input type="checkbox"/> FAA

LINE	FY	FUND	DEPT	ORGN	APPR	ACTV	PROJECT	RPTG	ESTDOLLAR AMOUNT
1	017	0200	06	2005	0140	-0-	-0-	-0-	\$13,612,504

**Check One:**

**New Contract Request**

*\*By signing below, I attest the estimates provided for this contract are true and accurate.*

*\*Project / Program Manager Signature*

*\*Commissioner/Authorized Designee Signature*

**Purchase Order Information:**

**Contract Term (No. of Months):** 24 months

**Extension Options (Rate of Recurrence):** N/A

**Estimated Spend/Value:** \$13,612,504

**Grant Commitment / Expiration Date:**

**Pre-Bid/Submittal Conference:**  Yes  No

Mandatory       Site Visit

**Purchase Order Type:**

Blanket/Purchase Order (DUR)

Master Consultant Agreement (Task Order)

Standard/One-Time Purchase

**Procurement Method:**

Bid     RFP     RFQ     RFI

Small Order

**Special Approvals Required:**

Emergency

Non-Competitive Review Board (NCRB)

Request for Individual Contract Services

Information Technology Governance Board (ITGB) *DD*

**Modification or Amendment**

**Modification Information:**

PO Start Date: \_\_\_\_\_

PO End Date: \_\_\_\_\_

Amount (Increase/Reduction): \_\_\_\_\_

**Contract Type:**

Architect Engineering     Commodity     Construction     JOC     SBI

Professional Services     Revenue Generating     Vehicle & Heavy Equipment

Work Service     Joint Procurement     Reference Contract

**MBE/WBE/DBE Analysis: (Attach MBE/WBE/DBE Goal Setting Memo)**

Full Compliance       Contract Specific Goals

No Stated Goals       Waiver Request

**Modification/Amendment Type:**

Time Extension       Scope Change/Price Increase /Additional Line Item(s)

Vendor Limit Increase       Requisition Encumbrance Adjustment

Other (specify): \_\_\_\_\_

**Risk Management / EDS**

Insurance Requirements (Included)     Yes     No

EDS Certification of Filing (Included)     Yes     No

**Vendor Info:**

**Name:** SDI Presence: LLC-

**Contact:** Matthew Haughey

**Address:** 33 West Monroe, Suite 400 Chicago, IL 60603

**E-mail:** mhaughey@sdipresence.com


**Phone:** 773-562-1740



DEPARTMENT OF INNOVATION AND TECHNOLOGY  
CITY OF CHICAGO  
MEMORANDUM

To: Jamie Rhee  
Chief Procurement Officer  
Procurement Services

Attention: Richard Butler  
First Deputy Procurement Officer  
Procurement Services

From: Danielle Dumerer   
Chief Information Officer  
Innovation and Technology

Date: July 13, 2017

Re: **WATER MANAGEMENT CUSTOMER SERVICE, BILLING AND  
INFORMATION SYSTEM MAINTENANCE AND SUPPORT  
NCRB Request for New Contract  
Req. 173808/Spec. 483330  
SDI PRESENCE LLC**  
Current/Expiring Contract Number (if applicable): 46701  
Expiring Specification Number (if applicable): 68625  
Original Start Date (if applicable): N/A  
Original End Date (if applicable): N/A  
Current End Date (if applicable): N/A

DoIT requests approval of a new contract for SDI Presence (SDI) LLC. The contract will be for the maintenance and support of the City's Banner Customer Information System (CIS). These services are currently provided SDI and will come to its final term on November 30, 2017. In addition, the new contract will allow time needed to develop a long term strategy for the procurement of a new water billing and collections solution.

(cont.,)

SDI maintains and supports the Banner CIS for the Department of Finance's Water Billing and Customer Service (WBCS). The Banner CIS is also utilized by the Department of Water Management for meter reads along with water assessments, billing and collection. SDI's maintenance and support of the system enable the City to obtain \$1.5 billion in water and sewer revenues. These proceeds have been allocated towards the upgrade, repair and maintenance of the City's water supply system.

Over the years, Banner has been customized to better serve the departments and the customers. SDI's continued support and familiarity with the customizations is crucial to the future replacement or upgrade of Banner. Below are additional facts that provide SDI's expected scope of activity and support for this contract:

- There are 500,000 active water/sewer accounts and 400,000 inactive accounts
- There are 300,000 non-meter accounts and 200,000 meter accounts
- Responsible for the providing the data for over 2.7 million bills and reminder notices each year
- Responsible for custom correspondence
- Banner processing of Senior Exemptions
- Assist in FOIA, media, or LCGA requests
- Support of business process improvements, application redesign or enhancements
- Responsible for Banner data integration with IVR, Screen-Pop, OFPC, VBI, MVRS, eCheckout, MeterSave, Datastream, Employee Indebtedness and Sebis.
- All billing and collection functions within the Banner System moved from the Department of Water Management to the Department of Finance. SDI continues to support Water Management's metering, meter reading, MeterSave, service order and field related functions.
- Maintenance and support services for refuse/garbage billing (implemented in March 2016) on a unified utility bill for the Department of Streets and Sanitation.



- Since being implemented in 2016, over \$96,000,000+ in refuse charges have been generated (as of June 2017).
- Maintenance and support services for water/sewer tax billing (implemented in April 2017) for the Department of Finance and Office of Budget Management. As of June 2017, over \$13,000,000+ in additional revenue has already been generated.
- Maintenance and support services for consumer price index (CPI) rate increases (implemented in June 2017) for the Department of Finance and Office of Budget Management. This change alone is projected to generate additional revenue of \$22,000,000+ annually.
- Need to begin work on the Banner CIS Refresh project: The current Banner CIS system is 18 years old. This project is critically important due to the fact that the current underlying Banner software is un-supported. As a result, the City's ability to provide billing for water and sewer services is at risk. Banner CIS is responsible for the billing of approximately \$1.5B in revenue.

It is, therefore, critical to keep the Banner CIS operational and fully supported beyond November 30, 2017.

The Banner CIS system provides the ability to interface and share information with other critical systems. It currently interfaces to 18 systems. The combination of 18 interfaces and their interaction with numerous intra-application customizations create a situation where SDI is uniquely qualified to accurately and successfully provide the day-to-day support and production capabilities that the City of Chicago requires. Knowledge of the system, third party customization and business processes and policies would be difficult to transition to another vendor. Below are critical areas which are supported by SDI:

- MeterSave - A module was built to allow non-metered customers to volunteer to have meters installed at their property. The customization for this interface allows customers to register via an IVR system, on-line, and through the 311 Call Center. The customization allows for service orders to be generated and sent to an InforEAM to allow for the real-time update of data back to the Banner system. Algorithms have been established to allow non-metered customers to get refunds for fixed rates once the meter has been installed.
- On-line Bill Payment- A module was built to allow customers to pay bills on-line and to allow customers to view consumption history through a third party

application. The third party application receives data from the current Banner CIS system and post payments to Banner CIS.

- Interactive Voice Response System- A module was developed to allow customers to call the Department of Water Management to obtain account information and to establish payment arrangements. The IVR integration is in the process of being further developed and integrated to the Banner CIS system. The IVR system will optimize automated call center distribution to allow for automated screen pop in the Banner CIS system. The IVR system will allow the Department of Finance to better support City customers while providing better management tools.
- Bill and Letter Print – A new third party print vendor was selected and established in 2013 with the current Banner CIS functionality. Analysis was performed to provide mapping to the Banner CIS system and to provide the vendor the file format layouts to ensure data integrity for proper distribution of customer information letters, reminders for payment and bills.
- On-line Full Payment Certifications – A module to process full payment certificates has been modified in the Banner system to allow another third party vendor to overhaul an existing on-line full payment certificate web-based solution. The solution allows service firms and customers to apply for full payment on-line without the need to contact the Department of Finance directly.
- Bank Remittance - A recent 2014 acquisition of Cole Taylor Bank by MB Financial created the need to perform business and quality assurance to ensure the successful processing of bank and currency files.
- Cashiering – The Department of Finance is integrated to the Banner system and sends payment from payment multiple payment centers and kiosks across the City.
- Vacant Building Integration – The Department of Buildings in coordination with the Department of Water Management and Finance developed a module to halt billing customers if their property (account) is registered with the Department of Buildings. This customization was recently implemented in December of 2014.
- InforEAM Integration - The Department of Water Management in coordination with the Department of Finance is currently building a service / work order module to send data from the Banner CIS system to InforEAM. Service orders generated by the Department of Finance and Water Management will be sent to InforEAM to allow for scheduling and dispatching of field crews.

- City Database – The Department of Innovation and Technology maintains a list of valid City of Chicago addresses. Both premises (water delivery) and mailing addresses are validated against this list through the interface at time of creation/update, and the zip code provided in response is used to update the Banner record. This interface is also used to retrieve a unique building ID for the premises used in the IRIS interface.
- IRIS – the Banner application provides a business license hold request to the remote application for accounts with qualifying past due conditions. The intent of the application is to make Water Department debt a condition of obtaining or renewing a business license required from the Department of Revenue.
- 311/CSR – the application shares work order/request information through the interface. For certain types of work orders, the object is replicated in the 311/CSR application and vice-versa. The intent is to reduce duplication of effort and provide the 311/CSR application with up-to-date status on the account.
- Collection Agency/Law Firm – data is shared via formatted text files with various appointed Law Firms authorized to collect debt. Accounts in bad debt status are selected and identified to each Law Firm through the interface, and the collection status of these accounts reported back by the Law Firms.
- AMR/MV-RS – meter readings from both transponder-enabled meters and legacy hand-held readings are downloaded into the Banner application. Routes to be read are uploaded into the scheduling application. This transaction loop provides the great majority of meter reading information to the Banner application, and drives the charge/revenue cycle.
- Address Profile Update – the same interface path that supports online payments also allows end users to make restricted updates to their mailing address, name and other basic account information.

The Banner Refresh project is a critical project needed to address the age of Banner CIS. The following value will be realized by to the City:

- Restore support levels which position the City for future extension and expansion of the application and the business functions it supports.
- Leverage improvements and additional capabilities in to enhance application performance and future capabilities, including web-based functionality which is not currently available.

- Reduce risks associated with older applications such as lack of current security protocols, availability of support resources, and increased likelihood of a critical failure.

SDI has supported the Banner CIS application since 2008. SDI has retained staff that originally assisted with the original implementation of the Banner CIS system which occurred in 1998. Only the SDI staff has gathered requirements, performed business and quality assurance to develop all of the existing interfaces and interdependent customizations the City requested. The City of Chicago has made a considerable investment in Banner CIS as several major customizations have been implemented. The SDI staff was the only staff involved with the Banner upgrade from version 2.2.1.2 to version 3.2 that currently exists today. Additionally, because Banner CIS's current functionality is unique to the City of Chicago, only the SDI staff have the experience and knowledge of the product to provide best practice and effective recommendations for the Department of Water Management's and Department of Finance's business process activities.

SDI provides business process analysis, change management, and other non-application consultative services due to their knowledge of how billing technology is used by the City of Chicago. During the course of their support, the City of Chicago Department of Water Management and the Department of Finance have requested hundreds of customizations to the application. These customizations, which range from billing calculations to external interfaces, have transformed the core Banner CIS application into one that is unique and specifically tailored in its design, construction, architecture, and daily functionality to the City of Chicago.

As part of SDI Solution's standard process, each customization is accompanied by a detailed design specification to record the functional and technical traits for training, analysis, and archival purposes. SDI possesses the Banner application knowledge, experience of Department of Water Management and Finance business policy, ordinances, processing rules and scheduling of application dependencies that no other firm possesses.

DoIT seeks approval of a new contract that would be for a two year term. It is also requested that this contract include 2 one (1) year options.

Included with this request is the justification memo, Statement of Work, EDS, MBE/WBE compliance plan and project checklist documents.

Thank you for your consideration to DoIT's request for a new contract. If additional information is required, please contact Carleton Nolan at x4-3963 and [Carleton.Nolan@cityofchicago.org](mailto:Carleton.Nolan@cityofchicago.org); and Judy Mims at x2-17817 and [Judith.Mims@cityofchicago.org](mailto:Judith.Mims@cityofchicago.org).

attachments

cc: J. O'Brien/DPS  
J. Chan/DPS  
C. Nolan/DoIT  
J. Mims/DoIT

# Scope of Work

## Specification Number 483330

The City of Chicago desires to execute a Statement of Work with SDI Presence, LLC to provide maintenance and support for the Banner Customer Information/Utility Billing System (CIS) as well identified City initiatives. The scope includes providing managed services, maintenance and support of the City's Banner CIS environment.

These services include:

- Systems Management
- Application System Support
- Interface Support
- Software Currency, Maintenance and Support
- Database Administration Services
- Web Server Administration Services
- Production Control
- Reports/Output
- License Support
- Pre-Collection Customer Services (includes Full Payment Certificate – Customer Move-in/Move-outs, Customer Correspondence (i.e. Address Correction), Senior Citizens Exemptions, and other services)
- SDI areas of support include:
  - MeterSave - A module was built to allow non-metered customers to volunteer to have meters installed at their property. The customization for this interface allows customers to register via an IVR system, on-line, and through the 311 Call Center. The customization allows for service orders to be generated and sent to an InforEAM to allow for the real-time update of data back to the Banner system. Algorithms have been established to allow non-metered customers to get refunds for fixed rates once the meter has been installed.
  - On-line Bill Payment- A module was built to allow customers to pay bills on-line and to allow customers to view consumption history through a third party application. The third party application receives data from the current Banner CIS system and post payments to Banner CIS.
  - Interactive Voice Response System- A module was developed to allow customers to call the Department of Water Management to obtain account information and to establish payment arrangements. The IVR integration is in the process of being further developed and integrated to the Banner CIS system. The IVR system will optimize automated call center distribution to allow for automated screen pop in the Banner CIS system. The IVR system will allow the Department of Finance to better support City customers while providing better management tools.
  - Bill and Letter Print – A new third party print vendor was selected and established in 2013 with the current Banner CIS functionality. Analysis was performed to provide mapping to the Banner CIS system and to provide the vendor the file format layouts to ensure data integrity for proper distribution of customer information letters, reminders for payment and bills.
  - On-line Full Payment Certifications – A module to process full payment certificates has been modified in the Banner system to allow another third party vendor to overhaul an existing on-

line full payment certificate web-based solution. The solution allows service firms and customers to apply for full payment on-line without the need to contact the Department of Finance directly.

- Bank Remittance - A recent 2014 acquisition of Cole Taylor Bank by MB Financial created the need to perform business and quality assurance to ensure the successful processing of bank and currency files.
- Cashiering – The Department of Finance is integrated to the Banner system and sends payment from payment multiple payment centers and kiosks across the City.
- Vacant Building Integration – The Department of Buildings in coordination with the Department of Water Management and Finance developed a module to halt billing customers if their property (account) is registered with the Department of Buildings. This customization was recently implemented in December of 2014.
- InforEAM Integration - The Department of Water Management in coordination with the Department of Finance is currently building a service / work order module to send data from the Banner CIS system to InforEAM. Service orders generated by the Department of Finance and Water Management will be sent to InforEAM to allow for scheduling and dispatching of field crews.
- City Database – The Department of Innovation and Technology maintains a list of valid City of Chicago addresses. Both premises (water delivery) and mailing addresses are validated against this list through the interface at time of creation/update, and the zip code provided in response is used to update the Banner record. This interface is also used to retrieve a unique building ID for the premises used in the IRIS interface.
- IRIS – the Banner application provides a business license hold request to the remote application for accounts with qualifying past due conditions. The intent of the application is to make Water Department debt a condition of obtaining or renewing a business license required from the Department of Revenue.
- 311/CSR – the application shares work order/request information through the interface. For certain types of work orders, the object is replicated in the 311/CSR application and vice-versa. The intent is to reduce duplication of effort and provide the 311/CSR application with up-to-date status on the account.
- Collection Agency/Law Firm – data is shared via formatted text files with various appointed Law Firms authorized to collect debt. Accounts in bad debt status are selected and identified to each Law Firm through the interface, and the collection status of these accounts reported back by the Law Firms.
- AMR/MV-RS – meter readings from both transponder-enabled meters and legacy hand-held readings are downloaded into the Banner application. Routes to be read are uploaded into the scheduling application. This transaction loop provides the great majority of meter reading information to the Banner application, and drives the charge/revenue cycle.
- Address Profile Update – the same interface path that supports online payments also allows end users to make restricted updates to their mailing address, name and other basic account information.
- Refuse/garbage billing on a unified utility bill for the Department of Streets and Sanitation.
- Water/sewer tax billing (implemented in April 2017) for the Department of Finance and Office of Budget Management.

- Consumer price index (CPI) rate increases for the Department of Finance and Office of Budget Management.
- The Banner Refresh/Database Upgrade implementation is critical and needed to address the age of the Banner Customer Information/Utility Billing System (CIS). This effort is critically important due to the fact that the current underlying Banner software is un-supported. As a result, the City's ability to provide billing for water and sewer services is at risk.

In addition, SDI Presence, LLC will be providing services for additional implementation requirements for future initiatives.

Sincerely,

A handwritten signature in black ink, appearing to read 'Carleton Nolan', with a long horizontal flourish extending to the right.

Carleton Nolan, I.T. Director

Department of Innovation and Technology





June 28, 2017

Mr. Carleton Nolan  
Managing Deputy Chief Information Officer  
City of Chicago  
Department of Innovation & Technology  
333 S. State Street, Lower Level  
Chicago, IL 60604

**Re: SDI Presence – Customer Service, Billing Information System Maintenance and Support**

Dear Mr. Nolan:

The City of Chicago's (City) Banner Customer Information/Utility Billing System (CIS) acts as the billing agent for water, water taxes, sewer, sewer taxes, and refuse services across the City's service territory. Furthermore, the CIS System supports the business activities of water service billing/collections, meter reading, customer service management, work order management, financial reporting and decision support primarily for the City's Departments of Innovation Technology (DoIT), Water Management (DWM), Finance (DOF), Budget Management (OBM) and Streets and Sanitation (DSS).

The Banner CIS System is an enterprise-level database application owned and supported by the City of Chicago with the assistance of the systems integration, technology services and management firm, SDI Presence, LLC ("SDI") which possesses in-depth and long-term experience with both the underlying technology and the detailed specifics of the application. The application is a heavily custom-modified version of the original Base Banner version 3.2, with several hundred custom changes incorporated over 17 years of the current implementation.

SDI, a certified Minority Business Enterprise (MBE), appreciates the opportunity to provide this Statement of Work (SOW) for services to be provided by SDI for the City of Chicago Department of Innovation & Technology. SDI acknowledges the request to provide continued systems management, maintenance and development support which include; data entry, as well as overseeing the Database Maintenance, batch processing for Billing and Collections services. In addition, SDI acknowledges the request to address all other requirements related to system interfaces and city ordinance requirements.

**Scope of Services**

SDI shall manage and provide systems management, maintenance and production support on a full-time basis; the following Services, which include but are not limited to the following:

1. Systems Management Services

2. Application System Support
3. Interface Support
4. Software Currency, Maintenance and Support
5. Database Administration Services
6. Web Server Administration Services
7. Production Control
8. Reports/Output
9. Pre-Collection Customer Services (includes Full Payment Certificate – Customer Move-in/Move outs, Customer Correspondence (i.e. Address Correction), Senior Citizens Exemptions, and other services)

**Personnel / Pricing**

SDI will allocate the following resources to the engagement:

Proposed Team Configuration	Resource
Program Manager – Account Executive	M. Haughey
Program Manager (Special Projects and Production Support)	T. Mescall
Project Manager (Production Support / Full Payment Certificate / Correspondence)	K. Sedore
Architect	A. McNamara
Architect	J. Knor
Architect	M. Nichols
Business Analyst	P. Burris
Business Analyst	D. Prusina
Sr. Application Developer	A. Mittamidi
Sr. Application Developer	A. Ross
Database Administrator	M. Pottie
Operations & Production Support	J. Batura
Data Analyst	A. Klok
Data Analyst	T. Goarcke
Data Entry - Intern	New Resource - TBD

SDI's Women Owned Business Enterprise (WBE) subcontractor, will provide Full Payment Certificate – Customer Move-in/Move outs, Customer Correspondence (i.e. Address Correction), Senior Citizens Exemptions and other services as required by the City of Chicago Department of Innovation and Technology.

SDI will provide the following license fees:

- a. Itron MVRS Maintenance Agreement - Meter reading application
- b. QAS Annual Maintenance Renewal - Address Validation Software
- c. PVCS Annual Maintenance Renewal - Source Code Repository/Management Software
- d. Web Layer Annual Maintenance - New CSR Web Layer Interface Software

Please refer to the SDI Cost Proposal Schedule for the Summary of Total Software, Professional Services, and Maintenance Costs.

**Invoicing**

SDI will invoice the City of Chicago Department of Innovation and Technology on monthly basis per the SDI Cost Proposal Schedule for the Summary of Total Software, Professional Services, and Maintenance Costs.



**FOR  
NON-CONSTRUCTION  
PROJECTS ONLY**

**SCHEDULE C-1**  
**MBE/WBE Letter of Intent to Perform as a**  
**Subcontractor, Supplier, or Consultant**

Water Management Customer Service,

Project Name: Billing and Information System Maintenance Specification No.: 173808

From: SDI Presence LLC  
(Name of MBE/WBE Firm)

To: SDI Presence LLC and the City of Chicago.  
(Name of Prime Contractor)

The MBE or WBE status of the undersigned is confirmed by the attached City of Chicago or Cook County, Illinois Certification Letter. 100% MBE or WBE participation is credited for the use of a MBE or WBE "manufacturer." 60% participation is credited for the use of a MBE or WBE "regular dealer."

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 MBE or WBE proposed scope of work and/or payment schedule, including a description of the commercially useful function being performed. Attach additional sheets as necessary:  
Customer Service Billing and Information System Maintenance and Support Services, including but not limited to system management, maintenance and development support, data entry, database maintenance, and batch processing for billing and collection services. Perform application and support services, production control and system interface requirements.

The above described performance is offered for the following price and described terms of payment:  
\$6,193,689 invoiced monthly and paid within 30 days after the City receives SDI's invoice

**SUB-SUBCONTRACTING LEVELS**

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

0 % of the dollar value of the MBE or WBE subcontract that will be subcontracted to non MBE/WBE contractors.

0 % of the dollar value of the MBE or WBE subcontract that will be subcontracted to MBE or WBE contractors.

**NOTICE: If any of the MBE or WBE 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. MBE/WBE credit will not be given for work subcontracted to Non-MBE/WBE contractors, except for as allowed in the Special Conditions Regarding Minority Business Enterprise Commitment and Women 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.

The undersigned has entered into a formal written mentor protégé agreement as a subcontractor/protégé with you as a Prime Contractor/mentor: ( ) Yes ( X ) No

**NOTICE: THIS SCHEDULE AND ATTACHMENTS REQUIRE ORIGINAL SIGNATURES.**

November 2, 2017  
(Signature of President/Owner/CEO or Authorized Agent of MBE/WBE) (Date)

David Gupta  
(Name/Title-Please Print)

dgupta@sdipresence.com 312-580-7500  
(Email & Phone Number)



**FOR  
NON-CONSTRUCTION  
PROJECTS ONLY**

**SCHEDULE C-1**  
**MBE/WBE Letter of Intent to Perform as a**  
**Subcontractor, Supplier, or Consultant**

Water Management Customer Service,  
Billing and Information System Maintenance      Specification No.: 173808  
Project Name: \_\_\_\_\_  
From: BSG Training & Consulting Inc.  
(Name of MBE/WBE Firm)  
To: SDI Presence LLC and the City of Chicago.  
(Name of Prime Contractor)

The MBE or WBE status of the undersigned is confirmed by the attached City of Chicago or Cook County, Illinois Certification Letter. 100% MBE or WBE participation is credited for the use of a MBE or WBE "manufacturer." 60% participation is credited for the use of a MBE or WBE "regular dealer."

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 MBE or WBE proposed scope of work and/or payment schedule, including a description of the commercially useful function being performed. Attach additional sheets as necessary:  
FPC Move-in/Move outs, Customer Correspondence, Senior Citizens Exemptions and other services as required by City of Chicago Department of Water Management, Department of Revenue or Department of Innovation and Technology.

The above described performance is offered for the following price and described terms of payment:  
\$1,361,250 invoiced monthly and paid within 14 days after SDI receives payment from the City

**SUB-SUBCONTRACTING LEVELS**

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

0 % of the dollar value of the MBE or WBE subcontract that will be subcontracted to non MBE/WBE contractors.  
0 % of the dollar value of the MBE or WBE subcontract that will be subcontracted to MBE or WBE contractors.

**NOTICE: If any of the MBE or WBE 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. MBE/WBE credit will not be given for work subcontracted to Non-MBE/WBE contractors, except for as allowed in the Special Conditions Regarding Minority Business Enterprise Commitment and Women 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.

The undersigned has entered into a formal written mentor protégé agreement as a subcontractor/protégé with you as a Prime Contractor/mentor: ( ) Yes (x) No

**NOTICE: THIS SCHEDULE AND ATTACHMENTS REQUIRE ORIGINAL SIGNATURES.**

*Mattie Blair*      November 2, 2017  
(Signature of President/Owner/CEO or Authorized Agent of MBE/WBE)      (Date)

Mattie Blair, President  
(Name/Title-Please Print)

mblair@bsg-inc.cc      312-225-8120  
(Email & Phone Number)



**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.**

Water Management Customer Services

Project Name: Billing and Information System Maintenance

Specification No.: 173808

In connection with the above captioned contract, I HEREBY DECLARE AND AFFIRM that I am a duly authorized representative of SDI Presence LLC  
 (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: SDI Presence LLC  
 Address: 33 West Monroe Street, Suite 400, Chicago, IL 60603  
 Contact Person: David Gupta, CEO  
 Phone Number: 312-580-7500  
 Dollar Value of Participation \$ 6,193,689  
 Percentage of Participation % 45.5  
 Mentor Protégé Agreement (attach executed copy): ( ) Yes (x) No Add'l Percentage Claimed:<sup>1</sup>     %  
**Total Participation % 45.5**

2. Name of MBE/WBE: BSG Training & Consulting Inc.  
 Address: 2416 S. Michigan Avenue, Chicago, IL 60616  
 Contact Person: Mattie Blair, President

<sup>1</sup> 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: 312-225-8120

Dollar Value of Participation \$ 1,361,250

Percentage of Participation % 10

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

**Total Participation %** 10

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: \_\_\_\_\_

Address: \_\_\_\_\_

Contact Person: \_\_\_\_\_

**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 % \_\_\_\_\_**

2. 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 % \_\_\_\_\_**

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 (%)
SDI Presence LLC	\$6,193,689	45.5%
<b>Total Direct MBE Participation</b>	\$6,193,689	45.5%

2. MBE Indirect Participation

MBE Firm Name	Dollar Amount Participation (\$)	Percent Amount Participation (%)
<b>Total Indirect MBE Participation</b>		

**B. WBE Proposal (Direct & Indirect)**

1. WBE Direct Participation

WBE Firm Name	Dollar Amount Participation (\$)	Percent Amount Participation (%)
BSG Training & Consulting Inc.	\$1,361,250	10%
<b>Total Direct WBE Participation</b>	\$1,361,250	10%

2. WBE Indirect Participation

WBE Firm Name	Dollar Amount Participation (\$)	Percent Amount Participation (%)
<b>Total Indirect WBE Participation</b>		

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

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

Barbara Jackson 312-580-7563

(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.

SDI Presence LLC

(Name of Prime Contractor - Print or Type)

State of:

IL

*[Handwritten Signature]*

County of:

Cook

(Signature)

David Gupta, CEO

(Name/Title of Affiant - Print or Type)

November 2, 2017

(Date)

On this 2nd day of November, 20 17, the above signed officer David Gupta

(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.

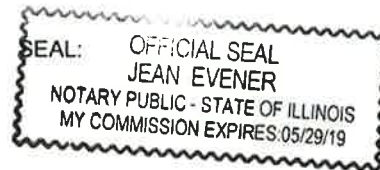
IN WITNESS WHEREOF, I hereunto set my hand and seal.

*[Handwritten Signature]*

(Notary Public Signature)

Commission Expires:

5/29/19







CERTIFICATE OF FILING FOR

CITY OF CHICAGO ECONOMIC DISCLOSURE STATEMENT

EDS Number: 113213

Date of This Filing:06/26/2017 03:15 PM

Certificate Printed on: 06/26/2017

Original Filing Date:06/26/2017 03:15 PM

Disclosing Party: SDI Presence LLC

Title:Chief Legal Officer

Filed by: Linda Petty

Matter: Water Management Customer Services,  
Billing and Information System Maintenance

Applicant: SDI Presence LLC

Specification #: 173808

Contract #:

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 <http://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.



# CERTIFICATE OF LIABILITY INSURANCE

6/1/2018

DATE (MM/DD/YYYY)

5/31/2017

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).

<b>PRODUCER</b> LOCKTON COMPANIES 500 West Monroe, Suite 3400 CHICAGO IL 60661 (312) 669-6900	<b>CONTACT NAME:</b> _____	
	<b>PHONE (A/C, No, Ext):</b> _____	<b>FAX (A/C, No):</b> _____
<b>E-MAIL ADDRESS:</b> _____		
<b>INSURER(S) AFFORDING COVERAGE</b>		<b>NAIC #</b>
<b>INSURER A:</b> Atlantic Specialty Insurance Company		27154
<b>INSURER B:</b> _____		
<b>INSURER C:</b> _____		
<b>INSURER D:</b> _____		
<b>INSURER E:</b> _____		
<b>INSURER F:</b> _____		

**COVERAGES**                      **CERTIFICATE NUMBER:** 14632256                      **REVISION NUMBER:** XXXXXXXX

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.

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"/> <b>COMMERCIAL GENERAL LIABILITY</b> <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 checked="" type="checkbox"/> LOC OTHER: _____	Y	Y	711-01-58-83-0000	6/1/2017	6/1/2018	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 1,000,000 MED EXP (Any one person) \$ 10,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000 \$
A	<input checked="" type="checkbox"/> <b>AUTOMOBILE LIABILITY</b> <input checked="" type="checkbox"/> ANY AUTO OWNED AUTOS ONLY <input checked="" type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS NON-OWNED AUTOS ONLY	Y	Y	711-01-58-83-0000	6/1/2017	6/1/2018	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ XXXXXXXX BODILY INJURY (Per accident) \$ XXXXXXXX PROPERTY DAMAGE (Per accident) \$ XXXXXXXX \$ XXXXXXXX
A	<input checked="" type="checkbox"/> <b>UMBRELLA LIAB</b> <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED _____ RETENTION \$ _____	N	N	711-01-58-83-0000	6/1/2017	6/1/2018	EACH OCCURRENCE \$ 10,000,000 AGGREGATE \$ 10,000,000 \$ XXXXXXXX
A	<b>WORKERS COMPENSATION AND EMPLOYERS' LIABILITY</b> ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N	N/A	406-04-45-94-0000	6/1/2017	6/1/2018	<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
A	Technology E/O  Valuable Paper	N	N	711-01-58-83-0000	6/1/2017	6/1/2018	\$10M each claim & agg limit, Ded \$100,000  \$25,000 per occur limit, No Ded

**DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)**  
 Crime Coverage: Carrier: CFC Underwriting Limited; Policy #: DOE1190805; Policy Term: 6/1/16 - 6/1/17; Limits: \$1M Aggregate; Deductible: \$25K each and every loss. Sec Next Page:

<b>CERTIFICATE HOLDER</b> 14632256 City of Chicago Department of Procurement Services City Hall Room 403 121 N. LaSalle St. Chicago IL 60602	<b>CANCELLATION</b> 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 
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Project Specification No. 173808. The City of Chicago is included as additional insured as required by written contract with respect to general liability and auto liability per the terms and conditions of the policy. General Liability coverage is Primary and Noncontributory as required by written contract per the terms and conditions of the policy. Auto Liability coverage is Primary (scheduled autos) as required by written contract per the terms and conditions of the policy. A waiver of subrogation applies in favor of the certificate holder as required by written contract with respect to workers compensation, general liability, and auto liability per the terms and conditions of the policy where permitted by state law.

**Cost Proposal**  
**Submitted by: SDI Presence, LLC**  
**July 2017**



**Cost Proposal (Years 1 - 4)**  
**City Of Chicago**

**CUSTOMER SERVICE, BILLING  
AND  
INFORMATION SYSTEM MAINTENANCE AND SUPPORT**

<b>Schedule: Summary</b>						
<b>Summary of Total Software, Professional Services, and Maintenance Costs</b>						
	12/01/17 to 11/30/18	12/01/18 to 11/30/19	12/01/19 to 11/30/20	12/01/20 to 11/30/21		
Cost Categories	Year 1 Monthly Proposed Cost	Year 2 Monthly Proposed Cost	Option Year 3 Monthly Proposed Cost	Option Year 4 Monthly Proposed Cost	Explanation/Notes (if necessary)*	
Professional Services <i>Subtotal 31</i>	\$ 278,839	\$ 278,839	\$ 278,839	\$ 278,839		
Training <i>Subtotal 11</i>						
Travel and Other Costs <i>Subtotal 3</i>						
<b>Total Cost</b>	<b>\$ 278,839</b>	<b>\$ 278,839</b>	<b>\$ 278,839</b>	<b>\$ 278,839</b>		
<b>Ongoing Maintenance &amp; Support</b>						
Maintenance & Support	Year 1 Monthly Proposed Cost	Year 2 Monthly Proposed Cost	Option Year 3 Monthly Proposed Cost	Option Year 4 Monthly Proposed Cost	Explanation/Notes (if necessary)*	
FPC & Customer Correspondence	\$ 49,287	\$ 49,287	\$ 49,287	\$ 49,287		
<b>Total Cost</b>	<b>\$ 49,287</b>	<b>\$ 49,287</b>	<b>\$ 49,287</b>	<b>\$ 49,287</b>		50 FPC, and customer correspondence, etc. all in 2020
<b>Total Annual Cost</b>	<b>Year 1 Annual Proposed Cost</b>	<b>Year 2 Annual Proposed Cost</b>	<b>Option Year 3 Annual Proposed Cost</b>	<b>Option Year 4 Annual Proposed Cost</b>		
Professional Services, and Maintenance Costs	\$ 3,346,787	\$ 3,346,787	\$ 3,346,787	\$ 3,346,787		
Ongoing Maintenance & Support	\$ 591,447	\$ 591,447	\$ 591,447	\$ 591,447		
Software License Fees <i>Subtotal 2</i>	\$ 38,348	\$ 38,348	\$ 163,348	\$ 163,348		
<b>Annual Total Maintenance and Support Cost</b>	<b>\$ 3,976,581</b>	<b>\$ 3,976,581</b>	<b>\$ 4,101,581</b>	<b>\$ 4,101,581</b>		\$ 16,156,323
12c Database Upgrade / Web Layer Project	\$ 4,400,000					\$ 4,400,000
<b>TOTAL</b>	<b>\$ 3,316,581</b>	<b>\$ 3,316,581</b>	<b>\$ 4,101,581</b>	<b>\$ 4,101,581</b>		<b>\$ 20,556,323</b>

Assumptions: Additional Comments  
Web Layer Annual Maintenance projected to start in Option Year 3.



**Schedule: Software Licensing Fees**

*Detailed Licensing Fees By Module/Function*

Module/Function	Year 1		Year 2		Option Year 3		Option Year 4	
	Prop Cost	Per User	Prop Cost	Per User	Prop Cost	Per User	Prop Cost	Per User
<b>Third-Party Software (List Individually)</b>								
Iron MVFS Maintenance Agreement	\$ 8,814	1 \$8,814	\$8,814	1 \$8,814	\$8,814	1 \$8,814	\$8,814	1 \$8,814
QAS Annual Renewal	\$ 28,688	1 \$28,688	\$28,688	1 \$28,688	\$28,688	1 \$28,688	\$28,688	1 \$28,688
PVCS Source Code Management	\$ 846	2 \$423	\$846	2 \$423	\$846	2 \$423	\$846	2 \$423
Web Layer Annual Maintenance					\$ 125,000.00	1 \$125,000.00	\$ 125,000.00	1 \$125,000.00
<b>Subtotal</b>	<b>\$ 38,348</b>		<b>\$ 38,348</b>		<b>\$ 163,348</b>		<b>\$ 163,348</b>	
<b>Optional Software (List Individually)</b>								
<b>Subtotal</b>	<b>\$ -</b>		<b>\$ -</b>		<b>\$ -</b>		<b>\$ -</b>	
<b>Annual Total License Fees</b>	<b>\$ 38,348</b>		<b>\$ 38,348</b>		<b>\$ 163,348</b>		<b>\$ 163,348</b>	

*Attach additional notes (if needed) to provide full explanation.*

Assumptions: Additional Comments  
Iron MVFS is no longer supported after Year 4 (the year 2021).

<b>Schedule: Time &amp; Material Rates</b>	
<b>Job Title</b>	<b>Years 1 - 4 Hourly Rate</b>
Program Manager	\$183.00
Project Manager	\$143.00
Architect	\$165.00
Business Analyst	\$123.00
System Administrator	\$170.00
System Analyst	\$115.00
Senior Application Developer	\$170.00
Application Developer	\$125.00
Database Administrator	\$165.00
Database Analyst	\$125.00
Service Desk Specialist	\$65.00
Trainer Specialist	\$105.00
Technical Writer	\$95.00
Operations & Production Support Administrator	\$103.00
Data Analyst	\$53.00
Intern	\$18.00