

NOTICE: DPS now administers two types of solicitations: ePROCUREMENT and NON-ePROCUREMENT. Check Solicitation Status column for more information.

NEW - eProcurement (Electronic) Bids: Available online ONLY, require an online response, not available for pick up in the Bid & Bond Room. Bidders must be registered with the City of Chicago in order to bid. Please visit www.cityofchicago.org/eProcurement. After registering, you may view and respond to eProcurement solicitations at the Current Bid and Solicitation Opportunities Page. Notifications related to the bid specification are automatically sent to respondents to eProcurement Solicitations.

Non-eProcurement Bids: Bidders are responsible for obtaining bid materials. Updated bid specification packages are available for immediate downloading at www.cityofchicago.org/bids or for pick-up at Bid & Bond Room 103 unless otherwise indicated. To have a bid specification package mailed to you, please call the Bid & Bond Room at 312-744-9773 and request the document by the specification number. When applicable, copies of bid specifications, plans and drawings may be obtained after submitting a deposit in the amount specified for each set of documents. The city will only accept a certified check, cashier's check or money order; cash is not accepted.

Bid-Document Holders (Specification Take-Out List): eProcurement: Viewing or downloading an eProcurement bid after logging into iSupplier will add you to the Specification Take-Out List. Non- eProcurement: Contact the Bid & Bond Room at bidandbond@cityofchicago.org, referencing the specification number and a copy of a business card. This entitles the Bidder to receive notices related to the bid specification.

The Bid & Bond Room is located in City Hall 121 N. LaSalle, Room 103. Please update our address information and notify your staff and courier services to assure timely pick-ups and deliveries. More Information: www.cityofchicago.org/bids

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BID OPENING	SPEC#	PROJECT NAME	USER DEPT.	CATEGORY	PROJECT DESCRIPTION	AD DATE	QUESTION DUE	PRE-BID DATE	PREBID LOCATION	PROCUREMENT SPECIALIST	SOLICITATION STATUS
Open	Pre-	Request for Qualifications ("RFQ") Pre-Qualification for Transit Design and Transit Construction Engineering Services	CDOT	Engineering	Architecture and Engineering design services for: 1: Transit Station Design (Architectural Finishes); 2: Elevated Transit Station Design; 3: Subway Transit Station Design; 4: Construction Engineering for Transit Projects; 5: Streetscape, Riverwalk, and Urban Landscape; 6: Transit Facilities.	N/A	N/A	N/A	N/A	Edward Anderson	This is an open process where Submittals will be accepted continuously. Submittals received will be evaluated periodically thereafter.  Consultant Firms currently Pre-Qualified are not required to re-submit in the Project Category(ies) for which they are currently Pre-Qualified.
09/11/18 4:00 p.m.		Electronic Bid Request for Qualifications (RFQ) for Professional Construction Engineering Services for City Wide CDOT Projects (Target Market)	CDOT	Architecture & Engineering	Target Market Professional Construction Engineering Services For City Wide CDOT Projects	07/20/18	08/01/18	07/31/18	Dept. of Procurement Services Room 1103 121 N. LaSalle St. Chicago, IL 60602 12:30 p.m.	Bernie Harges	Addenda #1 has been issued to all companies listed on the specification take out sheet. Electronic Bid documents are available for downloading and printing at www.cityofchicago.org/eProcurement.
09/20/18 4:00 p.m.	<u>704315</u>	Request for Proposals for Professional Engineering Services For Taylor Street Bridge And Viaduct Over the South Branch Of the Chicago River	CDOT	Architecture &	BRIDGE AND VIADUCT DESIGN SERVICES FOR PROFESSIONAL ENGINEERING SERVICES FOR TAYLOR STREET BRIDGE AND VIADUCT OVER THE SOUTH BRANCH OF THE CHICAGO RIVER	08/21/18	08/28/18	N/A	N/A	Bernie Harges	Bid/Addendum documents are available for downloading and printing at www.cityofchicago.org/bids and for pick-up in the Bid & Bond room.
08/31/18 11:00 a.m.	<u>645940</u>	Electronic Bid Potassium Acetate Liquid Runway Deicier for O'Hare and Midway International Airports	CDA		The Contractor will supply and furnish, POTASSIUM ACETATE RUNWAY DEICER for use on runways and taxiways at Chicago O'Hare and Midway International Airports	07/19/18	08/02/18	07/26/18	Dept. of Aviation Aviation Administration Building(AAB), 10510 W. Zemke Road Chicago, IL 60666 10:00 a.m.	Carmella Duran	Addenda #1 & #2 has been issued to all companies listed on the specification take out sheet. Electronic Bid documents are available for downloading and printing at www.cityofchicago.org/eProcurement.
09/06/18 11:00 a.m.	<u>687941</u>	Electronic Bid Aviation Runway and Taxiway Fixtures, Airfield Signs, and Associated Materials	CDA	Commodities	Aviation Runway and Taxiway Fixtures, Airfield Signs, and Associated Materials	06/20/18	07/06/18	06/28/18	O'Hare Airport Central Field Office - 2nd FI, 10510 W. Zemke Road Chicago, IL 60666 10:00 a.m.	Michael Powers	Addenda #1 & #2 has been issued to all companies listed on the specification take out sheet. Electronic Bid documents are available for downloading and printing at www.cityofchicago.org/eProcurement.
09/12/18 11:00 a.m.	<u>685972</u>	Electronic Bid Mobile Carts and Parts	DSS	Commodities	The Contractor must furnish and deliver F.O.B., City of Chicago, Department of Streets and Sanitation, Mobile Carts as described herein and all in accordance with the terms and conditions of this detailed specification.	08/13/08	08/23/18	08/22/18	Dept. of Procurement Services Bid & Bond, Room 1103 121 N. LaSalle St. Chicago, IL 60602 11:30 a.m.	Stacy Stewart	Electronic Bid documents are available for downloading and printing at www.cityofchicago.org/eProcurement.



BID OPENING	SPEC#	PROJECT NAME	USER DEPT.	CATEGORY	PROJECT DESCRIPTION	AD DATE	QUESTION DUE	PRE-BID DATE	PREBID LOCATION	PROCUREMENT SPECIALIST	SOLICITATION STATUS
09/14/18 11:00 a.m.	<u>414739</u>	Electronic Bid Wireless Communication Equipment, Component Parts and Fiber Optic Equipment	OEMC	Commodities	The Contractor shall furnish and deliver F.O.B., City of Chicago, Office of Emergency Management & Communications, and any other using departments using wireless equipment and components including coaxial cable, antennas, filters, and accessories all in accordance with the terms and conditions of this specification. Various Office of Emergency Management & Communication end users will utilize the following Tessco catalog sections to establish, enhance, and maintain satellite and radio communications for the Office of Emergency Management & Communications and other using departments.	08/10/18	08/23/18	08/22/18	Dept. of Procurement Services Bid & Bond, Room 1103 121 N. LaSalle St. Chicago, IL 60602 12:00 a.m.	Stacy Stewart	Electronic Bid documents are available for downloading and printing at www.cityofchicago.org/eProcurement.
09/17/18 11:00 a.m.	<u>614620</u>	Electronic Bid Target Market Program-Various Janitorial Supplies	DOF	Commodities	Various Janitorial Supplies	08/10/18	08/17/18	08/14/18	Dept. of Procurement Services Bid & Bond, Room 1103 121 N. LaSalle St. Chicago, IL 60602 11:00 a.m12:30 p.m.	Elsie Vasquez	Electronic Bid documents are available for downloading and printing at www.cityofchicago.org/eProcurement.
09/07/18 11:00 a.m.	<u>567900</u>	Runway 9R-27L RWSL Installation	CDA	Construction	Runway Status Lights (RWSL) is to improve the airfield safety and reduce the number of runway incursions. Composed of a system of an inpavement runway lights. Installation of FAA provided RWSL fixtures on new and existing light bases.	07/03/18	08/01/18	07/20/18	Dept. of Aviation Aviation Administration Building(AAB), Conf. Rm. 1, 10510 W. Zemke Road Chicago, IL 60666 10:00 a.m.	Michael Azzo	<b>Bid/Addendum</b> documents are available for for pick-up in the Bid & Bond room.
09/07/18 11:00 a.m.	<u>560837</u>	Electronic Bid E- 4-701/Bridge & Viaduct Painting- Contract # 9	CDOT	Construction	Bridge & Viaduct Painting	08/10/18	08/27/18	08/23/18	Dept. of Procurement Services Room 1103 121 N. LaSalle St. Chicago, IL 60602 1:00 p.m.	John Stewart	Electronic Bid documents are available for downloading and printing at www.cityofchicago.org/eProcurement.
09/07/18 11:00 a.m.	<u>560865</u>	Electronic Bid E-4-701/ Bridge & Viaduct Painting- Contract #10	CDOT	Construction	Bridge & Viaduct Painting	08/10/18	08/27/18	08/23/18	Dept. of Procurement Services Room 1103 121 N. LaSalle St. Chicago, IL 60602 1:00 p.m.	John Stewart	Electronic Bid documents are available for downloading and printing at www.cityofchicago.org/eProcurement.
09/11/18 11:00 a.m.	<u>231219</u>	Electronic Bid Bridge & Viaduct Painting- Contract #7	CDOT	Construction	Bridge & Viaduct Painting	08/16/18	08/31/18	08/23/18	Dept. of Procurement Services Room 1103 121 N. LaSalle St. Chicago, IL 60602 1:00 p.m.	John Stewart	Electronic Bid documents are available for downloading and printing at www.cityofchicago.org/eProcurement.
09/11/18 11:00 a.m.	<u>231230</u>	Electronic Bid Bridge & Viaduct Painting- Contract # 8	CDOT	Construction	Bridge & Viaduct Painting	08/16/18	08/31/18	08/23/18	Dept. of Procurement Services Room 1103 121 N. LaSalle St. Chicago, IL 60602 1:00 p.m.	John Stewart	Electronic Bid documents are available for downloading and printing at www.cityofchicago.org/eProcurement.
09/24/18 11:00 a.m.	<u>574467</u>	Electronic Bid Arterial Roadway Lighting improvements Citywide	CDOT	Construction	Arterial Ornamental Lighting foundations, hand holes, conduit cables, poles, davit arms, luminaires, service connections, controllers and wiring as described in the detail specifications, including all appurtenant work and accessories.	08/29/18	09/12/18	09/11/18	Dept. of Procurement Services Room 1103 121 N. LaSalle St. Chicago, IL 60602 1:00 p.m.	<u>Sonji Ward</u>	Electronic Bid documents are available for downloading and printing at www.cityofchicago.org/eProcurement.
09/25/18 11:00 a.m.	<u>766477</u>	Terminal 5-Concourse M Extension Site/Civil Package	CDA	Construction	Construction of new apron pavement and utilities, demolition of existing taxiway connector pavement and utilities, installation of two blast fences, construction of the new triturator building, widening of existing roadway, and construction of the relocated Guard Post 11 building and associated queuing lanes.	08/21/18	09/05/18	08/29/18	10510 W. Zemke Road,Chicago IL 60666 10:00 a.m.	Lisa Freelon-Gilbert	<b>Bid/Addendum</b> documents are available for for pick-up in the Bid & Bond room.



NOTICE: DPS now administers two types of solicitations: ePROCUREMENT and NON-ePROCUREMENT. Check Solicitation Status column for more information. PROCUREMENT PRE-BID USER QUESTION **BID OPENING** SPEC# PROJECT NAME CATEGORY PROJECT DESCRIPTION AD DATE PREBID LOCATION SOLICITATION STATUS **SPECIALIST** DEPT. DUE DATE Addenda #1 & #2 has been issued to all Dept. of Procurement The City of Chicago, through its Department of Request for Proposal (RFP) for Services companies listed on the specification take out Police, seeks submission of proposals from firms 09/06/18 Canine Primary Veterinary Services Professional Room 1103 sheet. Bid/Addendum documents are 483378 DPD with expertise and experience in Canine Primary 07/03/18 07/30/18 07/25/18 Ray Adams 4:00 p.m. and/or Canine Specialty Veterinary 121 N. LaSalle St. available for downloading and printing at Service Veterinarian Services and/or Canine Specialty Services Chicago, IL 60602 www.cityofchicago.org/bids and for pick-up in Veterinary Services. 11:30 a.m. the Bid & Bond room. Clarification #1 has been issued to all Innovative technological solutions to improve tax companies listed on the specification take out and data collection from valet parking companies Request for information (RFI for 09/10/18 Professional sheet. Bid/Addendum documents are 762933 Valet Operations and Data ОВМ that operate in the City to increase tax compliance 08/02/18 08/09/18 N/A N/A Jana Williams 4:00 p.m. Service available for downloading and printing at Collection Solution transparency and provide consumer/operator www.cityofchicago.org/bids and for pick-up in protections the Bid & Bond room. The City is seeking to engage world class terminal Addenda #1& #2 & #3 has been issued to all Request for Proposal (RFP) for architectural talent capable of delivering the new Café La Cave, 2777 South companies listed on the specification take out 09/13/18 Lead Architectural Design Services-Professional O'Hare Global Terminal (OGT) and O'Hare Global Mannheim Road, Des sheet. Bid/Addendum documents are 428915 CDA 06/19/18 07/09/18 06/27/18 Lisa Freelon-Gilbert Plaines, IL 60018 Terminal Area Plan - for the O'Hare Concourse (OGC) with a goal of redefining the 4:00 p.m. Service available for downloading and printing at International Airport image, technology and level of service for 10:00 a.m. www.cityofchicago.org/bids and for pick-up in international terminal development. the Bid & Bond room. Dept. of Procurement Electronic Bid Addenda #1 & #2 has been issued to all Services Request for Qualifications (RfQ) for companies listed on the specification take out 09/14/18 Professional Design Engineering Services for City-Wide CDOT Room 1103 738719 CDOT 07/27/18 08/22/18 08/21/18 Design Engineering Services for sheet. Electronic Bid documents are Edward Anderson 4:00 p.m. 121 N. LaSalle St. Service projects City-wide CDOT projects (Target available for downloading and printing at Chicago, IL 60602 Market) www.cityofchicago.org/eProcurement. 1:<u>00 p.m.</u> Dept. of Procurement Request for Proposals (RFP) for Services Bid/Addendum documents are available for 09/24/18 Comprehensive Medical/Physical FD Comprehensive Medical/Physical Exams and Room 1103 Professional downloading and printing at 08/13/18 09/07/18 08/24/18 Milton Leblanc 4:00 p.m. Exams and Drug Testing/Lab HR PD Drug/Lab Services 121 N. LaSalle St. www.cityofchicago.org/bids and for pick-up in Service Chicago, IL 60602 Services the Bid & Bond room. 1:00 p.m. Dept. of Procurement Services Request for Qualifications ("RFQ") Bid/Addendum documents are available for 09/28/18 Professional Room 1103 855559 to Operate Concessions on the 2 FM Operate Concessions on the Chicago Riverwalk 08/30/18 09/10/18 09/05/18 Edward Anderson downloading and printing at 4:00 p.m. Service 121 N. LaSalle St. Chicago Riverwalk www.cityofchicago.org/bids Chicago, IL 60602 1:30 p.m. Dept. of Procurement Services Bid/Addendum documents are available for 09/28/18 Request for Proposals (RFP) for Travel Management Services Target Market Room 1103 downloading and printing at 647271 OBM 08/15/18 09/07/18 08/31/18 Milton Lebland Travel Management Services Program 121 N. LaSalle St. 4:00 p.m. Service www.cityofchicago.org/bids and for pick-up in Chicago, IL 60602 the Bid & Bond room. 1:00 p.m.



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09/06/18 11:00 a.m.	802753	Comprehensive Custodial / Window Cleaning and Related Hygiene and Disposal Services for Chicago O'Hare International Airport	CDA	Work Services	The custodial, window washing, feminine hygiene disposal systems/diaper and napkin dispensers, maintenance and service of wall-mounted sharps disposal systems and wall-mounted air freshener services of terminals 1, 2, and 3, and façade cleaning of terminal 1 and cleaning of the North and South Air Traffic Control Towers (ATCTs), provided under this contract shall include all management, supervision, labor, parts, equipment, material, consumable supplies, tools, transportation, safety equipment (PPE) in order to provide the services described in the Detailed Specifications on a 365 day per year / 7 day per week / 24 hour per day basis at O'Hare International Airport ("Airport") domestic terminals, in accordance with the terms and conditions of this specification, and as required by the Chicago Department of Aviation ("CDA"). In addition, the Contractor must furnish and service the feminine hygiene disposal systems/diaper and napkin dispensers, wall-mounted sharps disposal systems, wall-mounted air freshener systems, and hand sanitizing stations at the Airport.	07/13/18	07/27/18	07/20/18	Dept. of Aviation Aviation Administration Building(AAB), Conf. Room 1 10510 W. Zemke Road Chicago, IL 60666 10:00 a.m.	Jezieel Cortes	Addenda #1 has been issued to all companies listed on the specification take ou sheet. Bid/Addendum documents are available for downloading and printing at www.cityofchicago.org/bids and for pick-up ir the Bid & Bond room.
09/07/18 11:00 a.m.	396370	Hauling and Disposal of Sewer Debris (Special Waste), Catch Basin Debris (Special Waste) and General Construction Debris (Non- Special Waste)	DWM	Work Services	Provide Hauling of Waste Debris	06/12/18	06/22/18	06/19/18	Dept. of Procurement Services, Bid & Bond Room, Room 103 121 N. LaSalle St. Chicago, IL 60602 1:00 p.m.	Robert Kelly	Addenda #1& #2 has been issued to all companies listed on the specification take out sheet. Bid/Addendum documents are available for downloading and printing at www.cityofchicago.org/bids and for pick-up in the Bid & Bond room.
09/10/18 11:00 a.m.	<u>723742</u>	Piano Tuning and Maintenance Services	CPL	Work Services	The Contractor must provide Piano Tuning and Maintenance Services, F.O.B., City of Chicago, Chicago Public Library (CPL), and the Department of Cultural Affairs and Special Events (DCASE).	07/17/18	08/17/18	08/13/18	Dept. of Procurement Services, Bid & Bond Room, Room 103 121 N. LaSalle St. Chicago, IL 60602 1:00 p.m.	Magdalena Toussaint	Addenda #1 has been issued to all companies listed on the specification take out sheet. Bid/Addendum documents are available for downloading and printing at www.cityofchicago.org/bids and for pick-up in the Bid & Bond room.
09/11/18 11:00 a.m.	<u>751118</u>	Repair, Replacement and Installation of Noise Abatement Fence for Midway International Airport	DOA	Work Services	The Chicago Department of Aviation (CDA) is seeking a Contractor to provide all labor, materials, supplies, tools and equipment for the new installation, repair, or replacement of noise abatement fences (Services) at Chicago Midway International Airport.	07/02/18	08/16/18	08/19/18	Chicago Midway AMC (Airport Maintenance Complex) Building, 6201 S. Laramie Ave., Chicago II. 60638 10:00 a.m.	Christopher Degard	Bid/Addendum documents are available for downloading and printing at www.cityofchicago.org/bids and for pick-up in the Bid & Bond room.
09/11/18 11:00 a.m.	<u>344475</u>	Testing of Large Water Meters	DOW	Work Services	The Contractor must furnish Testing of Large Water Meters services to the City of Chicago, Department of Water Management, Meter Shop 1424 W. Pershing Road, Chicago, Illinois 60609 all in accordance with the General and Special Conditions as described in these Detailed Specifications.	08/03/18	08/16/18	08/24/18	Dept. of Procurement Services Bid & Bond, Room 103 121 N. LaSalle St. Chicago, IL 60602 2:00 p.m.	William Dotson	Bid/Addendum documents are available for downloading and printing at www.cityofchicago.org/bids and for pick-up in the Bid & Bond room.
09/13/18 11:00 a.m.	732244	Third Party Conveyance Device Inspections at O'hare International Airport	CDA	Work Services	The Contractor shall provide all equipment, fuel, labor, management, materials, transportation, and any/all other services necessary to inspect the CDA's conveyance devices in accordance with the terms and conditions of this specification.	08/09/18	08/23/18	08/16/18	Dept. of Aviation Aviation Administration Building (AAB 10510W. Zemke Road Chicago, IL 60666 10:00 a.m.	<u>Carmella Duran</u>	Bid/Addendum documents are available for downloading and printing at www.cityofchicago.org/bids and for pick-up in the Bid & Bond room.
09/18/18 11:00 a.m.	702296	Repair, Replacement, and Installation of Glass and Glazier	CDA	Work Services	Repair, Replacement, and Installation of Glass and Glazier Services	08/13/18	08/28/18	08/21/18	O'Hare Airport Central Field Office - 2nd FI, 10510 W. Zemke Road Chicago, IL 60666 10:00 a.m.	Michael Powers	Bid/Addendum documents are available for downloading and printing at www.cityofchicago.org/bids and for pick-up in the Bid & Bond room.



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09/21/18 11:00 a.m.	<u>723859</u>	Asbestos Abatement, Lead Based Paint Mitigation and Microbial Remediation Services for Chicago O'Hare and Midway International Airports	CDA		The scope of work includes removal of asbestos lead-based paint (LBP) and mold, including, but not limited to abatement, mitigation, and remediation as those terms may be utilized in applicable regulations	07/27/18	8/10/018		Dept. of Aviation Aviation Administration Building (AAB 10510W. Zemke Road Chicago, IL 60666 2:00 p.m.	Christopher Degard	Addenda #1 has been issued to all companies listed on the specification take out sheet. Bid/Addendum documents are available for downloading and printing at www.cityofchicago.org/bids and for pick-up in the Bid & Bond room.
09/24/18 11:00 a.m.	<u>410835</u>	Fire Apparatuses	2FM	Work Services	The Contractor will provide and deliver like manufacture new, current model, Fire Apparatuses separately or in conjunction with Repair Services in accordance with the terms and conditions of this specification.	03/09/18	03/28/18	03/23/18	Dept. of Procurement Services Bid & Bond, Room 103 121 N. LaSalle St. Chicago, IL 60602 2:00 p.m.	William Dotson	Addendum #1, #2, #3, #4 & #5 has been issued to all companies listed on the specification take out sheet. Bid/Addendum documents are available for downloading and printing at www.cityofchicago.org/bids and for pick-up in the Bid & Bond room.



Department of Procurement Services City Hall, 121 North LaSalle, Room 806 Chicago, Illinois 60602 – 312-744-4900 www.cityofchicago.org/procurement

The Department of Procurement Services provides weekly email notifications – DPS Alerts – on City of Chicago bid opportunities, procurement news, and events.

 Bid Opportunity List – Weekly update of upcoming bid opportunities in:

Architecture & Engineering Aviation Commodities / Small Orders Work Services Construction Professional Services Vehicles & Heavy Equipment

- DPS Buying Plan. Quarterly update with a 15 month forecast of hundreds of upcoming opportunities for all City of Chicago user departments.
- DPS Public Workshops. 13 different classes taught monthly or quarterly on procurement and certification related issues, free to the public. A wide variety of topics, such as: Procurement Fundamentals, How to Become Certified and How to Navigate the DPS Website

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The **Department of Procurement Services (DPS)** is the contracting authority for the procurement of goods and services for the City of Chicago.

We pledge to work together as a team and with our customers to guarantee an open, fair and timely process by establishing, communicating and enforcing superior business practices.

DPS has developed a number of innovative programs:

<u>Diversity Credit Program</u>. Private sector firms obtain up to 5% utilization credit on a City contract for work performed by a certified firm on a prime's private sector contracts.

Small Business Initiative. Designed to encourage small businesses to participate in City-

<u>City-Based Manufacturers, Businesses, or Project Area Subcontractors Bid Incentive.</u> Incentivizes prime contractors to utilize sub-contractors/manufacturers from the neighborhoods where construction work is taking place.

<u>Local Business Preference Ordinance</u>. Expanded local business preference to all City funded contracts over \$100,000.

<u>Phased Graduation Ordinance</u>. Firms that have exceeded the M/WBE program's size standards continue to participate for a period of 3 years to gradually exit the program.

M/WBE Mentorship Program. Established contractors willing to enter into a mentor/protégé relationship can be awarded up to 5% additional utilization credit.

<u>Alternatively Powered Vehicle Ordinance</u>. 1/2% bid incentive for companies located in 6 county region when 50% or more of the company's fleet are alternative fuel vehicles.

Project Area Resident Ordinance. Require contractors on contracts valued at \$100,000 or

<u>Veteran's/Small Business Bid Incentive</u>. 5% bid incentive off the contract base price to joint venture between small local businesses and veteran-owned businesses.

<u>Salvage Auctions.</u> Online auctions for the sale of assets which include surplus equipment, vehicles, furniture and office equipment.

Follow us on Facebook @ www.facebook.com/ChicagoDPS

Twitter www.twitter.com/@ChicagoDPS YouTube www.YouTube/ChicagoDPS

## WE WANT TO HEAR FROM YOU!

If you have an idea or suggestion on ways that DPS can improve our services, please contact us: dps.feedback@cityofchicago.org.