



**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 AIS	Originator Name Adrian Molato	Telephone 312-744-6318	Date 3/11/2020	Signature of Application Author
Contract Liaison Judy Mims	Email Contract Liaison judith.mims@cityofchicago.org	Telephone 312-742-1817		

List Name of NCRB Attendees/Department	
Carlton Nolan Adrian Molato Judy Mims Derrick Brownlee	Maribel Lopez

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: **Banner CIS - Contract Option Year Pick Up**

This is a request for:

New Contract

Amendment / Modification

Contract Type

Blanket Agreement Term: _____ (# of mo)

Standard Agreement

Type of Modification

Time Extension Vendor Limit Increase Scope Change

Contract Number: **69868**

Specification Number: **483330**

Modification Number: **2**

Department Request Approval DEPARTMENT HEAD OR DESIGNEE David Reynolds PRINT NAME	3/11/2020 DATE	Recommended Approval BOARD CHAIRPERSON Steven M. Bobada PRINT NAME	MAY 29 2020 DATE
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(FOR NCRB USE ONLY)

Recommend Approval/Date: _____

Return to Department/Date: _____

Rejected/Date: _____

Approved Rejected

CHIEF PROCUREMENT OFFICER

MAY 29 2020
 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 for the Chicago Department of Water Management. SDI professional services has been used for the maintenance and support of Banner CIS. In addition, several critical revenue generating initiatives such as Refuse Fees, Water/Sewer Tax billing and Utility Billing Relief have been implemented or are in processing implemented leveraging Banner CIS.

2. This is a continuation of a previous procurement from the 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 103962 to amend PO Number 23687 to extend services through November 30, 2016 to ensure there were no interruptions 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.

On December 14, 2017, the City entered into a two-year agreement with SDI Presence with 2 (1) year extensions. Contract (PO) number 69858, Specification number 483330.

On October 21, 2019, the City modified the contract to allow for a vendor limit increase and scope change to implemented the Mayor's Utility Billing Relief initiative.

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 a 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. 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 a 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



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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 purpose of this request is to pick both contract option years 3 and 4. The City's plan is to request a new contract extension prior to the conclusion of the remaining contract's option years. The goal of this request is to ensure Banner CIS is maintained and supported for the foreseeable future. Banner CIS is responsible for the billing of approximately \$1.5B in revenue. It is, therefore, critical to keep Banner CIS operational and fully supported beyond May 31, 2022

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

ESTIMATED COST

1. The estimated cost to pick up both contract option years is \$10,216,990. The year 3 option year (6/1/2020 to 5/31/2021) will cost \$4,072,893 for base support plus \$2,071,204 for additional projects. The year 4 option year (6/1/2021 to 5/31/2022) will cost \$4,072,893 for base support. The base support costs would be sourced from water funds. The additional projects are expected to be sourced from OBM and DoF.

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

2020 to 2021 costs = \$4,072,893 (base support) + \$2,071,204 (additional projects)

2021 to 2022 costs = \$4,072,893 (base support)

SCHEDULE REQUIREMENTS

1. The schedule is being driven to ensure that SDI support is unimpeded leading up to 5/31/20 due to critical projects that are currently being implemented.

2. SDI Presence has supported the Banner CIS application since 2008. During the course of support, the City of Chicago's Department of Assets, Information and Services, 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 records the functional and technical traits for training, analysis and archival processes.

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 the contract extension be granted prior to 5/31/2020.



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4. There will be several impacts due to delays of competitive bidding. The Banner application currently create charge and bills customers for voer \$1.5B. In addition to maintenance and support, several Mayoral-backed initiatives would be adversely impacted if a replacement system would be procured and implemented.

EXCLUSIVE OR UNIQUE CAPABILITY

1. This request is intended for hiring a 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 service. Many members on the team were on the initial Banner implementation, have been providing support and maintenance forhte Banner applications since 1998, and reside in the Chicagoland area. SDI committed to continuning to staff the project with resources associated with the team average of over 15 years 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 upgrades from version 2.2.1.2 to version 3.2 as well as the current upgrade in process. Additionally, 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 Assets, Information and Services tasked SDI with a feasibility study to provide options to integrate refuse into the existing Banner CIS with minimal impact to billing and collections. SDI successfully implemented refuse creating a \$66,000,000 annual revenue stream fo rhte 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 upon rate structure. Since SDI has the intricate system and business knowledge, the additions to the system were executed successfully. Said knowledge is also critical in ensuring the success of the current project to implement the Mayor's utility billing relief inititive.

4. SDI possesses the Banner application and system architectural knowledge. SDI has intimate knowledge of the Departments of Assets, Information and Services, Water Management, Streets & Sanitation, Budget Management, and Finance's business policies, ordinances, processing rules and scheduling of application dependencies that other firm possesses.

5. SDI has successfully implemented similar inititives in recent years, such as refuse billing, the addition of water/sewer taxes and last year's database upgrade.

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

7. N/A. This is a new request for to extend professional services to allow SDI to continue providing maintenance and support and critical revenue impactful projects for the City.

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
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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.



CITY OF CHICAGO



DEPARTMENT OF ASSETS, INFORMATION & SERVICES

M E M O R A N D U M

To: Shannon Andrews
Chief Procurement Officer
Procurement Services

From: David J. Reynolds *David Reynolds JS*
Commissioner
Assets, Information & Services / Bureau of Technology

Date: March 10, 2020

RE: **WATER MANAGEMENT CUSTOMER SERVICES, BILLING, AND INFORMATION SYSTEM SUPPORT**
Requisition 335350
Request for Two Year Extensions and Vendor Limit Increase
SDI Presence LLC/PO 69858
Specification 483330
Original Contract date: 6/1/2018
Current End Date: 5/31/2020

The Department of Assets, Information & Services (AIS) seeks approval to initiate both remaining option years and a vendor limit increase of \$ 10,216,990 for Contract PO 69858.

The vendor limit increase is comprised of base monthly maintenance and support as well as critical projects that have been identified by the Department of Finance's Revenue and Water Billing Collection divisions.

The monthly maintenance cost is derived from key resources supporting the City's Water Utility Billing Application (Banner). In addition, DoF has initiated new projects in 2020 that will require a scope change. Please see below chart for a cost breakdown:

Category	Duration	Cost
Support & Maintenance	6/1/2020 to 5/31/2021	\$4,072,893
Support & Maintenance	6/1/2021 to 5/31/2022	\$4,072,893
Cashiering Source System Integration	8/1/2020 to 10/31/2020	\$855,000
MVRS and Read Center Integration with Badger Beacon Meter Reading System	7/1/2020 to 12/1/2020	\$516,204
Water Management Meter Shop Field Services Analysis	TBD	\$700,000

TOTAL \$ 10,216,990

(cont.,)

Without this scope change and vendor limit increase, SDI will not be able to support this critical application and implement this key project. A disruption of this support structure would adversely impact critical City business processes and customer service. Moreover, the Banner application collected over \$1.5B in revenue in 2019. Any disruption in support of this application could disrupt critical revenue streams for the City.

Thank you for your attention to, and consideration of, this request. If additional information is required please contact Judith Mims at Judith.Mmis@cityofchicago.org and 312-742-1817.

cc: J. O'Brien/DPS
J. Chan/DPS
C. Nolan/AIS
D. Brownlee/AIS
J. Mims/AIS



May 12, 2020

Carleton Nolan
Chief Technology Officer
City of Chicago | Department of Assets, Information, and Services (AIS)
Bureau of Information Technology
333 S. State St. #420
Chicago, IL 60604

Re: Water Management, Customer Service, Billing and Information System Maintenance and Support

Dear Chief Technology Officer Nolan,

SDI Presence, LLC (“SDI”) is in receipt of your request for a consolidated quote for services to be provided by SDI to the City of Chicago Departments of Finance (“Finance”) and Assets, Information and Services Innovation & Technology (“AIS”) and the Office of Budget Management (“OBM”). This letter is in response to your request.

GENERAL BACKGROUND

SDI, a City certified Minority Business Enterprise, understands the City’s request to extend SDI’s contract for a period of two (2) years to provide management, maintenance, application, and production support services for the City’s Banner Customer Information System. The Banner System acts as the billing agent for water, sewer, refuse, and water/sewer tax services to customers residing in the City of Chicago and 125 suburbs. Maintenance and support includes, but is not limited to: program/project management, change management, business analysis, quality assurance, system management services (systems control and monitoring/tuning, capacity planning), application support, database administration, software currency, production controls, and report/dashboard generation services. SDI supports the Banner System that creates over 2,000,000 bills, 800,000 reminder letters and processes over \$1.4B in payments annually.

With this Letter, SDI acknowledges the request of AIS for SDI to perform the following services:

Item / Project	Date	Amount
Support & Maintenance extension year 1	06/01/20 – 05/31/21	\$4,072,893
Support & Maintenance extension year 2	06/01/21 – 05/31/22	\$4,072,893
Cashiering Source System Integration	2020	\$855,000
MVRS and Read Center Integration	2020	\$516,204
Water Management Meter Shop Field Service Analysis	2020	\$700,000
TOTAL		\$10,216,990



Please let me know if you have any questions or comments regarding any of the foregoing.

Sincerely,

A handwritten signature in blue ink that reads 'Mark Raffel'.

Mark Raffel
Chief Operating Officer
SDI Presence LLC (SDI)
(312) 580-7518
mraffel@sdipresence.com



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.

<p>Date: 5/5/17</p> <p>Department Name: Innovation and Technology</p> <p>Requisition No: 335350 Specification No: 483330</p> <p>PO No: 69858 Modification No: 2</p> <p>Contract Liaison: Judith Mims</p> <p>Telephone: x2-1817</p> <p>Email: Judith.Mims@cityofchicago.org</p> <p>Project / Program Manager: Adrian Molato</p> <p>Telephone: 312-744-5318</p> <p>Email: Adrian.Molato@cityofchicago.org</p> <p>Check One: <input type="checkbox"/> New Contract Request</p> <p>Project / Program Manager Signature: <i>[Signature]</i></p> <p>Commissions/Authorized Designee Employee: <i>[Signature]</i></p> <p>Purchase Order Information: Contract Term (No. of Months): 24 months Extension Options (Rate of Recurrence): 2 one year extensions Estimated Spend/Value: 29,585,459.00 Grant Commitment / Expiration Date: Pre-Bid/Submittal Conference: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Mandatory <input type="checkbox"/> Site Visit</p> <p><input checked="" type="checkbox"/> Modification or Amendment Modification Information: PO Start Date: 1-JUNE-2020 PO End Date: 31-MAY-2022 Amount (Increase/Reduction): \$10,216,990 MBEMBE/DBE Analysts: (Attach MBEMBE/DBE Goal Selling Memo) <input checked="" type="checkbox"/> Full Compliance <input type="checkbox"/> Contract Specific Goals <input type="checkbox"/> No Stated Goals <input type="checkbox"/> Waiver Request</p> <p>Risk Management / EDS Insurance Requirements (included) <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No EDS Certification of Filing (included) <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>	<p>For blanket agreements, original or lead department must consult with other potential departments who may want to participate in 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 ODM; 3) ITGB: If project valued at \$100,000.00 or more, attach approval form. <i>[Signature]</i></p> <p>Contract Liaison Signature: <i>[Signature]</i></p> <p>By signing this form, I attest that all information provided is true and accurate.</p> <p>Project Title: Request for two (1) year extensions and Vendor Limit Increase</p> <p>Project Description: WATER MANAGEMENT CUSTOMER SERVICE, BILLING, AND INFORMATION SYSTEM SUPPORT</p> <p>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</p> <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th>LINE</th> <th>FY</th> <th>FUND</th> <th>DEPT</th> <th>ORGN</th> <th>APPR</th> <th>ACTV</th> <th>PROJECT</th> <th>RPTG</th> <th>ESTDOLLAR AMOUNT</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>020</td> <td>0200</td> <td>00</td> <td>4430</td> <td>0140</td> <td>220320</td> <td>0</td> <td>0</td> <td>\$10,216,990</td> </tr> <tr> <td>1</td> <td>020</td> <td>0200</td> <td>38</td> <td>2145</td> <td>0140</td> <td>220140</td> <td>-0-</td> <td>-0-</td> <td>\$10,216,990</td> </tr> </tbody> </table> <p>Purchase Order Type: <input type="checkbox"/> Blanket/Purchase Order (DUR) <input type="checkbox"/> Master Consultant Agreement (Task Order) <input type="checkbox"/> Standard/One-Time Purchase</p> <p>Procurement Method: <input type="checkbox"/> Bid <input type="checkbox"/> RFP <input checked="" type="checkbox"/> RFQ <input type="checkbox"/> RFI <input type="checkbox"/> Small Order</p> <p>Special Approvals Required: <input type="checkbox"/> Emergency <input checked="" type="checkbox"/> Non-Competitive Review Board (NCRB) <input type="checkbox"/> Request for Individual Contract Services <input type="checkbox"/> Information Technology Governance Board (ITGB)</p> <p>Contract Type: <input type="checkbox"/> Architect/Engineering <input type="checkbox"/> Commodity <input type="checkbox"/> Construction <input type="checkbox"/> JOC <input type="checkbox"/> SBI <input checked="" type="checkbox"/> Professional Services <input type="checkbox"/> Revenue Generating <input type="checkbox"/> Vehicle & Heavy Equipment <input type="checkbox"/> Work Service <input type="checkbox"/> Joint Procurement <input type="checkbox"/> Reference Contract</p> <p>Modification/Amendment Type: <input checked="" type="checkbox"/> Time Extension <input checked="" type="checkbox"/> Scope Change/Price Increase /Additional Line Item(s) <input checked="" type="checkbox"/> Vendor Limit Increase <input type="checkbox"/> Requisition Encumbrance Adjustment <input checked="" type="checkbox"/> Other (specify):</p> <p>Vendor Info: Name: SDI PRESENCE LLC Contact: Matt Hughey Address: 200 E. RANDOLPH ST SUITE 3550 CHICAGO, COOK, IL 60601 E-mail: mhaughey@sdipresence.com Phone: 312-580-7500</p>	LINE	FY	FUND	DEPT	ORGN	APPR	ACTV	PROJECT	RPTG	ESTDOLLAR AMOUNT	1	020	0200	00	4430	0140	220320	0	0	\$10,216,990	1	020	0200	38	2145	0140	220140	-0-	-0-	\$10,216,990
LINE	FY	FUND	DEPT	ORGN	APPR	ACTV	PROJECT	RPTG	ESTDOLLAR AMOUNT																						
1	020	0200	00	4430	0140	220320	0	0	\$10,216,990																						
1	020	0200	38	2145	0140	220140	-0-	-0-	\$10,216,990																						

DLB

Section I: General Contract Information	
Department Name	Innovation and Technology
Department Contact Name	Judith Mims
Department Contact Number	X2-1817
Department Contact Email	Judith.Mims@cityofchicago.org
Contract Number	69858
Contract Subject Name	SDI Presences LLC
Contract Initiation Date	6/1/2018
Original Contract Amount	\$13,612,504
Original Contract Expiration Date	5/31/2020
Budgeted amount for current year	\$5,017,648
Year to date expenditure	\$ 278,899
Are funds	<input checked="" type="checkbox"/> Operating <input type="checkbox"/> Capital <input type="checkbox"/> TIF <input type="checkbox"/> Grant
What is the funding strip?	020.0200.0994438.0140.0320 for 2020. Funds in 2021 will be allocated in that budget year.
If contract modification or task request is approved, will department have enough funds to cover new expenditure?	Yes
If no, what is the plan to address the short fall?	There is no contingency plan
Section II: Contract Modifications	
Complete this section if you are modifying the value of an existing contract.	
Contract Value Increase	\$ 10,216,990
New total contract amount	\$ 29,585,459 (\$13,612,504 base support contract + \$5,755,965 recently approved NCRB Utility Billing Relief project + \$6,144,097 option year 3 pick up with projects + \$4,072,893 option year 4 pick up)

New contract expiration date	05/31/2022
Goods/services provided by this contract	Support & maintenance for the Banner Utility Billing application
Justification of need to modify this contract	The Banner Utility Billing application processed on \$1.3B in revenue in 2019. Maintaining this application is critical to ensuring City revenue streams are uninterrupted.
Impact of denial	The Banner application will not be supported and will be vulnerable. Critical City revenue streams will be adversely impacted.
Section III. Issue a Request for Services to a Master Consulting Agreement	
Complete this section if you want to issue a request for services to a Master Consulting Agreement	
Value of planned task order request	\$
Expiration date of planned task order request	
Scope of services	
Justification of need to issue request for services	
Impact of denial	
Section IV: Assessment of Office of Budget and Management Analyst	
<u>Approve</u> /Deny	Reason: Funds have been identified for the contract amount increase, for the support and maintenance of the Banner Utility Billing application.
OBM Analyst Initials	R.M.
OBM Analyst Name/number	Rosalyn McIntosh / (312) 744-2369



CITY OF CHICAGO



DEPARTMENT OF ASSETS, INFORMATION & SERVICES

SCOPE OF WORK

SPECIFICATION NUMBER 483330

The City of Chicago desired to execute a Statement of Work with SDI Presence, LLC to provide professional services and support of the Banner CIS system. The scope will encompass the following services:

- 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-ins/Move-outs, Customer Correspondence e.g., Address Correction, and other services)

SDI areas of support will also include the following:

- MeterSave — A module was built to allow non-metered customers to volunteer to have meters installed at their properties. The customization for this interface allows customers to register via an IVR system, online, and 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 CIS. Algorithms have been established to allow non-metered customers to get refunds for fixed rates once the meter has been installed.
- Online Bill Payment — A module was built to allow customers to pay bills online and view consumption history through a third-party application. The third-party application receives data from the current Banner CIS and posts payments to the Banner CIS.
- Interactive Voice Response ("IVR") System — A module was developed to allow customers to call the City of Chicago Department of Water Management ("CDWM") to obtain account information and to establish payment arrangements. The IVR integration is in the process of being further developed and integrated into the Banner CIS. The IVR system will optimize automated call center distribution to allow for automated screen pop in the Banner CIS. The IVR system will allow the City of Chicago Department of



CITY OF CHICAGO



DEPARTMENT OF ASSETS, INFORMATION & SERVICES

Finance ("Department of Finance") to better support City customers while providing better management tools.

- Bill and Letter Print — A third-party print vendor was selected and established in 2013 with the current CIS System functionality. Analysis was performed to provide mapping to the 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.
- Online Full Payment Certifications — A module to process full payment certificates has been modified in the Banner CIS to allow another third-party vendor to overhaul an existing online full payment certificate Web-based solution. The solution allows service firms and customers to apply for full payment online without the need to contact the Department of Finance directly.
 - Bank Remittance — A 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 CIS and sends payment from multiple payment centers and kiosks across the City.
- Vacant Building Integration — The City of Chicago Department of Buildings ("CDB"), in coordination with CDWM and the Department of Finance, developed a module to halt billing customers if a customer's property (account) is registered with the CDB. This customization was implemented in December of 2014.
- InforEAM Integration — Service orders generated by the Department of Finance and CDWM will be sent to InforEAM to allow for scheduling and dispatching of field crews.
- City Database — DoIT 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 CDWM debt a condition of obtaining or renewing a business license required from the Department of Revenue.
- 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.



CITY OF CHICAGO



DEPARTMENT OF ASSETS, INFORMATION & SERVICES

- AMR/MV-RS — Meter 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 City of Chicago 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 rate increases for the Department of Finance and City of Chicago Office of Budget Management.
- The Banner Refresh/Database Upgrade implementation (implemented in June 2019) is critical and needed to address the age of the Banner CIS.

SDI will allocate the following resources to the scope of services:

Proposed Team Configuration	Resource
Program Manager/Account Executive	M. Haughey
Program Manager (Special Projects and Production Support)	T. Mescal)
Project Manager (Production Support/Full Payment Certificate/Correspondence)	K. Sedore
Architect	A. McNamara
Architect	K. Orozco
Architect	M. Nichols
Business Analyst	E. Semanjaku
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. Smith
Data Analyst	T. Goarcke
Data Entry — Intern	J. Advento



CITY OF CHICAGO



DEPARTMENT OF ASSETS, INFORMATION & SERVICES

For the projects noted in the contract amendment, SDI resources will perform the following activities:

1. Gather and Refine Requirements
2. Develop Project Definition/Project Charter
3. Develop Functional Specification and Change Controls
4. Develop Technical Approach Specification documents
5. Develop all new LIHEAP rates
6. Develop new/modified Banner CIS Forms/Processes/Reports
7. Develop Test Cases
8. Perform Testing
9. Develop Training Materials
10. Perform Training (Train-the-Trainer Approach)
11. Provide Post Implementation Support Services

The following deliverables will be completed as part of each project:

- Project Definition documents
- Project Work Plans
- Weekly Status Updates/Reports
- Signed Functional/Technical Specification Documentation
- Written Test Scripts/Cases
- New/Modified Forms/Processes/Reports
- Integrated Banner CIS-LIHEAP system interface
- Executed Test Scripts/Cases
 - Integration Testing
 - System Testing
-
- Training/Training Documentation (Train-the-Trainer)
- Transition Service to Post-Implementation Support Team

Sincerely,

A handwritten signature in black ink, appearing to read "Adrian Molato".

Adrian Molato, IT Director
Department of Assets, Information & Services



CERTIFICATE OF LIABILITY INSURANCE

2/6/2020

DATE (MM/DD/YYYY)

6/1/2019

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

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

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

INSURED
1426640 SDI Presence LLC
200 E. Randolph St
Ste 3550
Chicago IL 60601

COVERAGES CERTIFICATE NUMBER: 15092944 REVISION NUMBER: XXXXXXX

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"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input checked="" type="checkbox"/> LOC OTHER:	Y	Y	711-01-58-83-0002	6/1/2019	6/1/2020	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"/> AUTOMOBILE LIABILITY <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	711-01-58-83-0002	6/1/2019	6/1/2020	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ XXXXXXXX BODILY INJURY (Per accident) \$ XXXXXXXX PROPERTY DAMAGE (Per accident) \$ XXXXXXXX \$
A	<input checked="" type="checkbox"/> UMBRELLA LIAB <input type="checkbox"/> EXCESS LIAB DED: RETENTION \$			711-01-58-83-0002	6/1/2019	6/1/2020	EACH OCCURRENCE \$ 10,000,000 AGGREGATE \$ 10,000,000 \$ XXXXXXXX
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N	N/A	406-04-45-94-0002	6/1/2019	6/1/2020	<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	Builders Risk	N	N	790-02-15-46-0000	2/6/2019	2/6/2020	As Their Interests May Appear

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
Project/Specification No. 68625. 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 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 general liability and auto liability per the terms and conditions of the policy where permitted by state law.

CERTIFICATE HOLDER

15092944
City of Chicago
Dept. of Procurement Services
City Hall Room 806
121 N. LaSalle St.
Chicago IL 60602

CANCELLATION See Attachment

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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March 19, 2020

Carleton Nolan
Chief Technology Officer
City of Chicago | Department of Assets, Information, and Services (AIS)
Bureau of Information Technology
333 S. State St. #420
Chicago, IL 60604

Re: Single Source Justification – Water Management, Customer Service, Billing and Information System Maintenance and Support

Dear Chief Technology Officer Nolan,

SDI Presence, LLC (“SDI”) is in receipt of your request for a justification to single source services to be provided by SDI to the City of Chicago Departments of Finance (“Finance”) and Assets, Information and Services Innovation & Technology (“AIS”) and the Office of Budget Management (“OBM”). This letter is in response to your request.

GENERAL BACKGROUND

SDI, a City certified Minority Business Enterprise, understands the City’s request to extend SDI’s contract for a period of two (2) years to provide management, maintenance, application, and production support services for the City’s Banner Customer Information System. The Banner System acts as the billing agent for water, sewer, refuse, and water/sewer tax services to customers residing in the City of Chicago and 125 suburbs. Maintenance and support includes but is not limited to: program/project management, change management, business analysis, quality assurance, system management services (systems control and monitoring/tuning, capacity planning), application support, database administration, software currency, production controls, and report/dashboard generation services. SDI creates over 2,000,000 bills, 800,000 reminder letters and processes over \$1.4B in payments annually.

With this Letter,, SDI acknowledges the request of AIS for SDI to perform the following projects:

- Field Services Analysis Project - SDI will analyze the City’s Systems/Applications, Business Processes, and resources engaged in all field service activities between the Department of Finance’s Utility Billing and Customer Service Division and the Department of Water Management’s Meter Shop. The findings from the Business Process Analysis effort, as well as business process, system, and resource recommendations will be provided in a comprehensive report/roadmap.
- Cashiering Source System Consolidation – SDI will create a standardized method of interfacing the Cashiering System to the Banner CIS System through a web services-based interface (from the existing Database link). SDI will also move the payment application



functionality/provide payment application allocation rules via web services to the Cashiering System to allow for improved/real-time financial reporting capabilities.

- Meter Reading System Integration - SDI will analyze and transition both existing meter reading systems, Itron's MVRS and Badger's Read Center to Badger's Beacon AMA System.

UNIQUE QUALIFICATIONS

SDI is uniquely positioned to perform the maintenance and support services as well as project services detailed in the 'PROJECT BACKGROUND' Section. SDI provided services on the initial implementation of the Banner System. Because of its history with the operation and maintenance of the Banner System, SDI is also uniquely familiar with the City's water/sewer/refuse/tax rate structures, business processes, technical environment, and the 3,000+ system modifications made since the initial implementation. Because of SDI's intimate knowledge of the City's business processes and IT environment sets, there are no other IT system integrators/consulting firms that can provide SDI's level of support.

SDI will assign qualified personnel to these engagements that are considered to be dominant players in utility, technology, and business operations. SDI staff have deep experience and knowledge of the Banner System and the business process activities of Finance, Department of Assets, Information, and Services, Office of Budget Management, Water Management, and Streets and Sanitation. This makes SDI uniquely qualified to provide best practices and effective recommendations for each Department. SDI staff are able to provide 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.

In 2016, the City of Chicago decided to begin charging for refuse services. The City of Chicago Department of Innovation and Technology (the predecessor to AIS) tasked SDI with a feasibility study to provide options to integrate refuse into the existing Banner System with minimum impact to billing and collections. SDI successfully implemented the refuse billing into the Banner System helping the City generate a \$253M revenue stream (since implementation) for the City within a 6-month timeframe.

In 2017, the City tasked SDI to add water and sewer taxes to the Banner System. SDI successfully completed the implementation and helped the City generate a \$308M revenue stream that will increase based on an agreed rate structure. Because SDI has such intricate knowledge of the Banner System and the City's billing and collection objectives and methods, both additions to the Banner System were successfully executed by SDI.

SDI RESOURCES

Many members of the current SDI Team were on the initial Banner System implementation. These SDI Team members have continued to provide implementation/support services for the Banner System for years, many residing in the Chicagoland area. SDI is committed to staff the UBR Project with resources associated with the SDI Team averaging over 15 years of experience. The SDI Team will be led by the following senior resources:



- Matthew Haughey, SDI VP of Delivery, has over 20 years of consulting experience and utility industry expertise in Customer Information Systems (CIS), Meter Reading Systems and Work Management Systems - having previously worked for IBM Global Services – National Center of Excellence for Utilities (previous clients for IBM include: Seattle City Light & Power and Public Utilities, Vectren Energy-Indiana Gas/Southern Indiana Gas and Electric/Dayton Gas). Mr. Haughey also has expertise in project/program management, systems integration, application development, functional gap analysis, business requirement analysis, business process development, functional design, and quality assurance testing. Other clients include ComEd (Exelon), Peoples Gas/North Shore Gas (WEC Energy Group), and the Metropolitan Water Reclamation District of Greater Chicago. Mr. Haughey has been the Delivery/Account Executive for the last eleven (11) years on the Chicago CIS Managed Services Project.
- SDI's Project Delivery Executive, Ted Mescall, has 20 years of professional IT experience working in enterprise application development, support and management. Certified Project Management Professional (PMP) and Business Analyst Professional (CBAP) proficient in business analysis and project management methodologies possessing skills to ensure successful implementation of systems and processes. Proven record of achievement in business process re-engineering, requirements planning, quality assurance, systems integration and management. Adept at team development, budgeting, and the ability to support and manage critical projects. Trusted liaison with interpersonal skills to develop alliances between disparate groups and organizations.
- King Sedore has been involved in Project Management and government consulting for 10+ years and has been a key resource in various public and private sector business process improvement projects for 15 years. Mr. Sedore holds a U.S. patent in data modeling while previously working with Navteq (HERE Maps). His expertise in business intelligence and data analytics drive change by using data visualization to deliver clear understanding of difficult concepts and identifying patterns in customer behavior or financial impacts. He has lead projects for Customer Information Systems (CIS) interfacing with IVR, custom website development, and automatic meter reading systems. Mr. Sedore holds a Bachelor of Science Degree from the University of North Dakota with previous memberships with American Association of Geographers and Illinois GIS Association.
- Senior Consultant, Marie Nichols, has over 20 years of professional experience within the insurance industry in accounting having previously worked with UNUM/Colonial Life/Lincoln Financial Group and in the utility industry in Customer Information Systems (CIS) with (6 years) SCT/INDUS and SDI (8 years) on the City of Chicago Department of Finance project. She is proficient in project management and has a proven record of achievement in business requirement analysis, business process development, functional design, and quality assurance testing.



- Senior System Analyst/Database Administrator with the City's Banner CIS enterprise application for the last 20 years, Mike Pottie has 35 years IT experience in a variety of industries, including manufacturing, hospital inpatient management, inventory management, pension fund management, general accounting, utilities. Specific duties have ranged from project/group leader, programmer analyst, systems design, database and systems administrator, performance and security audit. He has participated in the successful migration and deployment of over 20 production applications and has strong troubleshooting, communication and documentation skills.
- Anil Mittamidi, Technical Lead and Principal Consultant, has over 17 years of experience in Client-Server and 3-Tier Application Development experience and over 10 years of experience in 24x7 Production Support. He has successfully led and served in several Banner CIS Implementation, Migration, Conversion and Cash Reconciliation projects for large utility clients like OneGas, Atmos, NV Energy, Vectren, Aqua, and City of Chicago.
- Ashley McNamara, Senior Business Analyst on the City's Banner CIS Maintenance and Support Management's Project for the last 9 years. She has proven success working directly with our clients to understand their business needs and translating them into requirement and process documentation. Experienced in development of training material, participation of project implementation, and providing post-implementation support. Lead or participant in the Banner and InforEAM Service Order Interface, Refuse Initiative, Utility Tax, and Consumer Price Index (CPI) projects. Proficient in MeterSave, Meter Reading, and Service Order Processing. Professional written and verbal communication.

Please let me know if you have any questions or comments regarding any of the foregoing.

Sincerely,

A handwritten signature in black ink that reads "Matt Haughey". The signature is fluid and cursive, with the first name "Matt" and last name "Haughey" clearly legible.

Matt Haughey
VP – Public Sector and Utilities Practice
SDI Presence LLC (SDI)
(312) 580-7500
mhaughey@sdipresence.com



City of Chicago
Dept. of Procurement Services
City Hall Room 806

To whom it may concern:

In our continuing effort to provide timely certificate delivery, Lockton Companies is transitioning to paperless delivery of Certificates of Insurance.

To ensure electronic delivery for future renewals of this certificate, we need your email address. Please contact us via one of the methods below, referencing Certificate ID **15092944**.

- Email: Chicagoedelivery@lockton.com
- Phone: 866-297-8023

If you received this certificate through an internet link where the current certificate is viewable, we have your email and no further action is needed.

In the event your mailing address has changed, will change in the future, or you no longer require this certificate, please let us know using one of the methods above.

The above inbox is for automating electronic delivery of certificates only. Please do NOT send future certificate requests to this inbox.

Thank you for your cooperation and willingness in reducing our environmental footprint.

Lockton Companies

Lockton Companies
500 W. Monroe Street, Suite 3400
Chicago, IL 60661



CERTIFICATE OF FILING FOR

CITY OF CHICAGO ECONOMIC DISCLOSURE STATEMENT

EDS Number: 150091

Date of This Filing:03/09/2020 02:07 PM

Certificate Printed on: 03/09/2020

Original Filing Date:03/09/2020 02:07 PM

Disclosing Party: SDI Presence LLC

Title:Chief Legal Officer

Filed by: Linda Petty

Matter: Amendment No. 2 to Water
Management Customer Service, Billing and
Information System Maintenance

Applicant: SDI Presence LLC

Specification #: 483330

Contract #: 69858

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.



CITY OF CHICAGO



DEPARTMENT OF ASSETS, INFORMATION & SERVICES

PROPOSED VENDOR PARTICIPATION PLAN

Consultant must list all MBE/WBE and Non-Certified subcontractors, as applicable, to be utilized in performance of Services under this pending agreement. All MBENVBE firms should be listed in the space below by business name and certification status. Please note that approved participation percentages must be met over the term of the approved agreement.

Company Name	City of Chicago Certified MBE or WBE or Non-Certified?	Role on this Contract	% Participation on this Contract	\$ Participation of Total Contract Cost
SDI Presence LLC	MBE	Prime Contractor	60%	\$ 6,129,171
BSG Training and Consulting, Inc.	WBE	Subcontractor Services	10%	\$1,021,528
Milestone Utility Services, Inc.	Non-Certified	Software Licensor and Related Services	30%	\$ 3,064,586
				\$
				\$
				\$
				\$
				\$
				\$

Submitted by: SDI Presence, LLC

March 12, 2020



Delivering Intelligent Technology®

Years 3 - 4
City Of Chicago

CUSTOMER SERVICE, BILLING
AND
INFORMATION SYSTEM MAINTENANCE AND SUPPORT

Schedule: Software Licensing Fees
Detailed Licensing Fees By Module/Function

Module/Function	Year 1			Year 2			Option Year 3			Option Year 4		
	Prop Cost	Users	Per User	Prop Cost	Users	Per User	Prop Cost	Users	Per User	Prop Cost	Users	Per User
Subtotal	\$ -			\$ -			\$ -			\$ -		
Third-Party Software (List Individually)												
Iron MVRs 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		1	\$0		1	\$0
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
Subtotal	\$ 38,348			\$ 38,348			\$ 134,659			\$ 134,659		
Optional Software (List Individually)												

Schedule: Time & Material Rates

		Years 1 - 4
Job Title	Activity	Hourly Rate
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

**City of Chicago - Customer Service, Billing and Information System
Confidential and Proprietary
Assumption Recap**

ASSUMPTIONS (The Respondent is required to state all assumptions upon which its pricing is being determined). Insert as many lines as necessary to	
1	The City will maintain the properly configured hardware/operating system platform to support the services.
2	The City will obtain licenses under separate order for any necessary Oracle programs before the commencement of services.
3	The City will obtain licenses under separate order for Banner (Customer Suite) product before the commencement of services and for the life of the project.
4	The City will obtain licenses under separate order for AppWorx (UC4) product for the life of the project.
5	The City will maintain and make payment to all 3rd party vendors for software updates, licenses and support for the programs under separate contract
6	Migration of all on-going application customizations from Customer Suite 3.2 to 4.X will be billable services and are not included in the base price of this
7	If while performing services, the SDI Team requires access to other vendor's products that are part of your system, the City of Chicago is responsible for
8	SDI also assumes that the City of Chicago will provide all necessary licensing for all software and firmware.
9	Equipment and access to systems will be provided by the City of Chicago.
10	The City of Chicago will meet all assumptions identified in the SDI proposal.
11	



March 6, 2020

Mr. Carleton Nolan
Chief Technology Officer
City of Chicago | Department of Assets, Information, and Services (AIS)
Bureau of Information Technology
333 S. State St. #420
Chicago, IL 60604

Re: Statement of Work – MVRS and Read Center Integration with Badger Beacon Meter Reading System

Dear Mr. Nolan,

SDI Presence, LLC (“SDI”) appreciates the opportunity to provide this Statement of Work (SOW) for services to be provided by SDI for the City of Chicago Departments of Water Management (DWM), and Asset and Information Services/Innovation & Technology (AIS). SDI, a certified Minority Business Enterprise (MBE), acknowledges the request to engage in a project to analyze and transition both existing meter reading systems, Itron’s MVRS and Badger’s Read Center to Badger’s Beacon AMA system for the DWM’s Meter Shop.

Personnel

SDI will provide additional full-time resources (outside of the Banner Maintenance & Support team) to analyze the existing meter reading systems. SDI will assess combining both meter reading systems into one meter reading system. SDI will provide business analysts to gather requirements from stakeholders and will develop functional specifications, develop test cases and will perform testing. A senior architect and a senior programmer analyst will review the existing meter reading infrastructure, perform Banner modifications for the export (download) and import (upload) customer and meter data. A program manager will develop a project plan and manage the initiative.

Deliverables

The following deliverables will be completed for the MVRS and Read Center Integration with Badger Beacon Meter Reading System.

- Project Definition documents
- Project Work Plans / Schedules
- Weekly Status Updates / Reports
- Infrastructure Assessment
- File format Assessment
- Functional Specification

- Banner configuration/modifications
- Technical Specification
- Completed Test Cases

Pricing

SDI will charge the City of Chicago Department of Asset and Information Services/ (AIS) on a fixed fee basis based upon the activities described above and the assumptions detailed in Appendix A attached. This SOW is being provided based upon high-level requirements, and the City's need for an immediate cost assessment.

The cost for professional services is \$516,204.

Change requests approved by the City may result in additional project costs. The project will last approximately 6 months in duration and shall commence when key SDI resources are available.

Invoicing

SDI will invoice based on the percent complete per month (not to exceed final/approved pricing) for the MVRS and Read Center Integration with Badger Beacon Meter Reading System.

Please do not hesitate to contact me if you require additional information or clarification.

Sincerely,



Matt Haughey
VP – Public Sector and Utilities Practice
SDI Presence, LLC (SDI)
(312) 580-7500
mhaughey@sdipresence.com

Appendix A – Assumptions

SDI Assumption

1. If approved, new project resources dedicated to this project (outside of the SDI Banner Maintenance and Support base services team) will not start on this project until consents are received (i.e. amendment/extension of services).
2. The SDI Program Manager will be responsible for the execution and coordination of the activities associated within the project definition.
3. The expected transmission of data from Banner to Beacon will be based on a fixed-file format. Development of web services for integration to an Automated Meter Interface, fixed or mesh network is not expected in this project and not included in this cost proposal.
4. Existing, installed Badger meters read by the current City of Chicago meter reading systems can be read using the existing radio frequency (RF) for Beacon.
5. Existing Itron meter reading handheld devices will no longer be used.
6. Itron MVRS reports will no longer be generated.

Banner CIS System Assumptions

7. The Banner CIS System will remain on the current version (3.2).
8. The Banner upgrade, referred to as “Banner Uplift” software project will continue. Any changes made in this analysis could impact the “Banner Uplift” project and will need to be assessed.

City Assumptions

The City acknowledges that SDI’s ability to perform the services depends upon the City’s fulfillment of the following obligations:

9. The City will utilize Badger provided handheld devices to read cubic foot meters currently read with the Itron G5 and G5R handheld devices.
10. All configurations for Badger handheld devices to review, download, upload meter reading data to Beacon AMA will be the responsibility of Badger Meter.
11. The City will obtain any and all consents (i.e. executed contract/amendment/notice to proceed) necessary for the SDI Team to begin performing the services contemplated by this project.
12. The City will designate / define the City Project Steering Committee and provide a designated City Project Manager.
13. The City of Chicago will make this project a high priority.
14. The City will attend all scheduled meetings and provide information in a timely manner to meet agreed upon project timeline.
15. The City will provide support to allow their 3rd party vendors to be able to perform duties effectively and efficiently.
16. The City will communicate any scheduled maintenance or development efforts to SDI that may impact this project schedule or scope.
17. The City will provide the SDI Team with full access to the relevant City functional, technical and business resources with adequate skills and knowledge to support the

performance of services. If the City cannot provide resources, the SDI Team can provide supplemental resources via Change Order.

18. The City will help resolve decisions on escalated issues and process issues impacting project schedules must be resolved in three (3) business days.
19. The City will maintain open communications and inform the SDI Team of any and all City/third party infrastructure and application events, modifications or changes that may have a direct **impact** on SDI responsibilities, deliverables, or timelines for this project.

Change Management

20. SDI will follow change management procedures. Change controls approved by the City may result in additional costs to the City.
21. Change Order requests will be processed by the City as soon as reasonably possible. Both Parties will approve or reject the Change Order within five (5) business days of receipt from the other Party.
22. Approved Change Order requests may result in additional costs to the City.

Third Party Vendors

23. The City's third-party vendors associated with this project will provide/maintain detailed project plans to the City highlighting project tasks and milestone delivery dates.
24. The City's third-party vendors associated with this project will provide functional and technical resources to support this effort.



CITY OF CHICAGO

DEPARTMENT OF ASSETS, INFORMATION & SERVICES

M E M O R A N D U M

To: Shannon Andrews
Chief Procurement Officer
Procurement Services

From: David J. Reynolds *David Reynolds SB*
Commissioner
Assets, Information & Services / Bureau of Technology

Date: March 10, 2020

RE: **WATER MANAGEMENT CUSTOMER SERVICES, BILLING, AND INFORMATION SYSTEM SUPPORT**
Requisition 335350
Request for Two Year Extensions and Vendor Limit Increase
SDI Presence LLC/PO 69858
Specification 483330
Original Contract date: 6/1/2018
Current End Date: 5/31/2020

The Department of Assets, Information & Services (AIS) seeks approval to initiate both remaining option years and a vendor limit increase of \$ 10,216,990 for Contract PO 69858.

The vendor limit increase is comprised of base monthly maintenance and support as well as critical projects that have been identified by the Department of Finance's Revenue and Water Billing Collection divisions.

The monthly maintenance cost is derived from key resources supporting the City's Water Utility Billing Application (Banner). In addition, DoF has initiated new projects in 2020 that will require a scope change. Please see below chart for a cost breakdown:

Category	Duration	Cost
Support & Maintenance	6/1/2020 to 5/31/2021	\$4,072,893
Support & Maintenance	6/1/2021 to 5/31/2022	\$4,072,893
Cashiering Source System Integration	8/1/2020 to 10/31/2020	\$855,000
MVRS and Read Center Integration with Badger Beacon Meter Reading System	7/1/2020 to 12/1/2020	\$516,204
Water Management Meter Shop Field Services Analysis	TBD	\$700,000
TOTAL		\$ 10,216,990

(cont.)

Without this scope change and vendor limit increase, SDI will not be able to support this critical application and implement this key project. A disruption of this support structure would adversely impact critical City business processes and customer service. Moreover, the Banner application collected over \$1.5B in revenue in 2019. Any disruption in support of this application could disrupt critical revenue streams for the City.

Thank you for your attention to, and consideration of, this request. If additional information is required please contact Judith Mims at Judith.Mmis@cityofchicago.org and 312-742-1817.

cc: J. O'Brien/DPS
J. Chan/DPS
C. Nolan/AIS
D. Brownlee/AIS
J. Mims/AIS



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

<p>FOR NON-CONSTRUCTION PROJECTS ONLY</p>
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MUST BE SUBMITTED WITH THE BID. FAILURE TO SUBMIT THE SCHEDULE D-1 WILL CAUSE THE BID TO BE REJECTED. DUPLICATE AS NEEDED.

Amendment No. 2 to Water Management Customer Services
 Project Name: Billing and Information System Maintenance

Specification No.: 483330

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: 200 E. Randolph Street, Suite 3550, Chicago, IL 60601
 Contact Person: David Gupta, CEO
 Phone Number: 312-580-7500
 Dollar Value of Participation \$ 6,129,172 or DUR
 Percentage of Participation % 60
 Mentor Protégé Agreement (attach executed copy): () Yes (x) No Add'l Percentage Claimed:¹ N/A %
Total Participation % 60
2. Name of MBE/WBE: BSG Training & Consulting Inc.
 Address: 2146 S. Michigan Avenue, Chicago, IL 60616
 Contact Person: Mattie Blair, President

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

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

Phone Number: 312-225-8120

Dollar Value of Participation \$ 1,021,528 or DUR

Percentage of Participation % 10

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

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	\$6,129,172 or DUR	60%
Total Direct MBE Participation	\$6,129,172 or DUR	60%

2. MBE Indirect Participation

MBE Firm Name	Dollar Amount Participation (\$)	Percent Amount Participation (%)
N/A		
Total Indirect MBE Participation		

B. WBE Proposal (Direct & Indirect)

1. WBE Direct Participation

WBE Firm Name	Dollar Amount Participation (\$)	Percent Amount Participation (%)
BSG Training & Consulting Inc.	\$1,021,528 or DUR	10%
Total Direct WBE Participation	\$1,021,528 DUR	10%

2. WBE Indirect Participation

WBE Firm Name	Dollar Amount Participation (\$)	Percent Amount Participation (%)
N/A		
Total Indirect WBE Participation		

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

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

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

County of: Cook

(Signature)

David Gupta, CEO

(Name/Title of Affiant – Print or Type)

March 9, 2020

(Date)

On this 9th day of March, 2020, 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.

(Notary Public Signature)

SEAL:

Commission Expires: _____



FOR
NON-CONSTRUCTION
PROJECTS ONLY

SCHEDULE C-1

MBE/WBE Letter of Intent to Perform as a
Subcontractor, Supplier, or Consultant

Amendment No. 2 Water Management Customer Service,
Billing and Information System Maintenance
Project Name: _____ Specification No.: 483330

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:
\$1,021,528 invoiced monthly and paid within 7 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.

(Signature of President/Owner/CEO or Authorized Agent of MBE/WBE) March 9, 2020
(Date)

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

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



FOR
NON-CONSTRUCTION
PROJECTS ONLY

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

Amendment No. 2 to Water Management Customer Service,

Billing and Information System Maintenance

Specification No.: 483330

Project Name: _____

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.
Provide professional services associated with the Utility Billing Relief Initiative.

The above described performance is offered for the following price and described terms of payment:
\$6,129,172 or DJUR SDI will invoice monthly to be paid by the City within 45 days after it 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.

(Signature of President/Owner/CEO or Authorized Agent of MBE/WBE) March 9, 2020
(Date)

David Gupta
(Name/Title-Please Print)

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