



# 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.

<b>Department</b>	<b>Originator Name</b>	<b>Telephone</b>	<b>Date</b>	<b>Signature of Application Author</b>
AIS	Cynthia Wynn	312-744-6675	3/23/2023	 B6D430CCD9DF447...
Contract Liaison	Email Contract Liaison	Telephone		
Bernie Harges	bernie.harges@cityofchicago.org	312-744-7535		

**List Name of NCRB Attendees/Department**

Roderick Warren  
Cynthia Wynn  
Bernie Harges

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

**Company: SDI PRESENCE LLC**

<b>Contact Person:</b>	<b>Phone:</b>	<b>Email:</b>
Ted Mescall	773-562-1740	tmescall@sdipresence.com

**Project Description: Banner CIS - Utility Billing Relief Project**

**This is a request for:**

- |   |  |
|---|--|
| <input type="checkbox"/> New Contract                           | <input checked="" type="checkbox"/> Amendment / Modification   |
| <b>Contract Type</b>  | <b>Type of Modification</b>  |
| <input type="checkbox"/> Blanket Agreement Term: ____ (# of mo) | <input checked="" type="checkbox"/> Time Extension <input checked="" type="checkbox"/> Vendor Limit Increase <input type="checkbox"/> Scope Change |
| <input type="checkbox"/> Standard Agreement                     | Contract Number: <b>69858</b>  |
|   | Specification Number: <b>483330</b>  |
|   | Modification Number: <b>7</b>  |

<p><b>Department Request Approval</b></p> <p><i>Sandra Blakemore, wn 3/28/23</i></p> <p>DEPARTMENT HEAD OR DESIGNEE DATE</p> <p>Sandra Blakemore</p> <p>PRINT NAME</p>	<p><b>Recommended Approval</b></p> <p><i>[Signature]</i></p> <p>BOARD CHAIRPERSON DATE</p> <p><i>Steven M. Koboda</i></p> <p>PRINT NAME</p>
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**(FOR NCRB USE ONLY)**

Recommend Approval/Date: \_\_\_\_\_

Return to Department/Date: \_\_\_\_\_

Rejected/Date: \_\_\_\_\_

Approved  Rejected

*[Signature]*

CHIEF PROCUREMENT OFFICER DATE

*5/11/23*



**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. 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. Their services have been utilized for the maintenance and support of Banner CIS. In addition, several critical revenue generating initiatives such as Refuse Fees and Water/Sewer Tax billing have been implemented leveraging Banner CIS. The current initiative is to modify Banner's billing, payment arrangement delinquency and bad debt modules to provide water, sewer, tax and penalty billing relief for the city's low income homeowners.
2. 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 the requirements and performed business and quality assurance needed to develop all of the existing interfaces and interdependent customizations the City requested. The City of Chicago has made a considerable investment in Banner CIS as several major customizations have been implemented. The SDI staff also upgraded the Banner CIS from version 2.2.1.2 to version 3.2. 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 and Department of Finance business process activities.  
  
SDI has the Banner application knowledge, experience in the Department of Water Management and finance business policy, ordinances, processing rules and scheduling of applications dependencies 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 revenue generating system.
3. No research has been done to identify other sources. There is extreme risk to the City in using a new vendor to provide the required maintenance and support to the Banner CIS system, which is extremely old, complex and has been heavily customized to meet the needs of the City.
4. The City's plan is to issue an RFP for the Banner maintenance and support services. The goal of this request is to ensure that the maintenance, support, and expertise for Banner CIS is provided until the new billing system can be procured and implemented via RFP. Banner CIS is responsible for the billing of approximately 1.5B revenue. It is therefore, critical to keep the Banner CIS operational and fully supported beyond the term of the current agreement.
5. On May 25, 2018, a new NCRB contract for Water Management Customer Service, Billing, and Information System Support was approved. The original contract term: 6/1/2018 to May 31, 2020. The revisions to this Agreement is as follows:  
  
Revision No 1: December 19, 2019 - Vendor Limit Increase for LIHEAP Mayor's Initiative, Requisition No. 310621.  
Revision No 2: October 02, 2020 - Time Extension (TE) was approved from June 1, 2020 to November 30, 2020.  
Revision No 3: December 4, 2020 - Time Extension (TE) was approved from December 1, 2020 to May 31, 2022 and a Vendor Limit Increase (VLI) was approved for \$10,216,990.00, Requisition 335350.  
Revision No 4: May 26, 2022 - 181 Time Extension (TE) was approved from May 27, 2022 to November 30, 2022, Requisition 467304.  
Revision No 5: November 30, 2022 - Time Extension (TE) was approved from November 30, 2022 to November 30, 2023, Requisition 465728.  
Revision No. 6: December 13, 2022 - Vendor Limit Increase (VLI) was approved for the amount of \$4,381,770.68. Requisition 465728.



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6. Future Solicitations:

The scope of services for the new RFP was submitted to DOL for pre law review on 3/23/2023. AIS anticipate sending a completed package to DPS no later than April 10, 2023 under Specification Number 1259287, and Requisition Number 496033. AIS will be requesting a concurrent DPS Legal and Department of Law Review for this crucial project.

ESTIMATED COST

1. AIS seeks NCRB approval for a one year time extension, effective from 12/1/23 to 11/30/24 and a \$12,000,000.00 vendor limit increase to continue support, maintenance and departmental task orders. Funding Strip for this vendor limit increase is 23-200-38-2145-0140

SDI's monthly services cover project management, business analysis, application support, database administration, quality assurance, systems management, and report services in support of Banner. A lapse in services could cause a disruption in the number of utility bills the system generates and the \$1B+ in payments it processes annually. The requested time extension and VLI will allow for continued use of the existing contract until a new contract is awarded.

Below is the pertinent information regarding the VLI request.

2. The estimated cost by fiscal year is: \$12,000,000.00

3. Current Vendor Limit (PO 69858): \$33,967,229.68

Monthly Spend Amount (as of 03/01/2023)

= Total Spend \$32,072,187.39/57 Months: \$ 562,669.95

Current Available Balance: \$ 1,129,570.85

Requested Vendor Limit Increase: \$12,000,000.00

New Contract Limit (Current Limit + Requested VLI): \$45,967,229.68

SDI's monthly services cover project management, business analysis, application support, database administration, quality assurance, systems management, and report services in support of Banner. A lapse in services could cause a disruption in the number of utility bills the system generates and the \$1B+ in payments it processes annually. The requested time extension and VLI will allow for continued use of the existing contract until a new contract is awarded

4. Cost

SDI Presence's cost for Banner Maintenance and Support is \$4,381,770.68 annually. SDI was awarded an extension from December 01, 2022 through November 30, 2023. SDI reached their vendor limit in May 2022. Funding for the December 2022 to November 2023 extension was used to pay unpaid 2022 invoices. The current vendor limit funding will only provide coverage through May 31, 2023 based on monthly invoices submitted.

Below is the funding necessary for the remainder of 2023 and for the 2024 Banner Maintenance and Support.

Item / Project	Date	Amount	
Support & Maintenance for	6/1 /23 - 11/30/23	\$2,190,885.34	
Support & Maintenance for	12/1/23 - 11/30/24	\$4,381,770.68	
Total Support & Maintenance through 11/30/24			\$6,572,656.00
Anticipated City Initiatives and Departmental Tasks Orders through 11/30/24			\$5,427,343.98
Total Requested VLI			\$12,000,000.00

5. SDI cost is deemed reasonable due to the extensive services currently provided. City departments that utilize Banner include DWM, DOF, OBM, DSS, and AIS. SDI's monthly services cover project management, business analysis, application support, database administration, quality assurance, systems management, and report services in support of Banner. A lapse in services could cause a disruption in the number of utility bills the system generates

**AIS REQUEST FOR PRE LAW-REVIEW OF  
SPECIFICATION NO. 1259287 – REQUISITION NO. 496033**

**Request for Pre Law Review: Water Management Customer Service Billing & Information System Maintenance and Support**



**Bernie Harges**

Tania Bengochea

Cc: Steve Tantillo; Lindsey Wickman; Carmen Rocha; Raquel Rodriguez-Northern



SDI PO 69858.pdf

02-24-2023\_Water Managem...

2 attachments (14 MB) · Save all to OneDrive · City of Chicago · Download all

**Subject:** Request for Proposal (RFP) Water Management Customer Services

Request for Pre Law-Review of Water Management Customer Service Billing & Information System Maintenance and Support

AIS is requesting a Pre-Law (DOL) review for the reference project.

I have attached the current contract (PO 69858) for your reference.

If you have any questions, please feel free to contact me.

Thanks in advance for your prompt review.

Bernie Harges  
Chief Contract Expediter  
City of Chicago | Department of Assets, Information, and Services (AIS)  
Finance & Administration Bureau | Contracts  
2 North LaSalle Street, 2nd Floor | Chicago, Illinois 60602  
Tel: 312.744.7535

Reply · Reply all · Forward



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and the \$1B+ in payments it processes annually.

**SCHEDULE REQUIREMENTS**

1. The schedule is being driven by the Mayor's Office policy and to ensure these relief measures are in place prior to peak billing season(s).

2. SDI Presence has supported the Banner CIS application since 2008. During the course of support, the City of Chicago's Department of Innovation & Technology (now Assets, Information and Services), Water Management Streets and Sanitation, Budget Management and Finance have requested and implemented customized system applications. These customizations range from billing calculations to extend interfaces and has transformed the core Banner CIS application into one that is unique and specifically tailored in its design, construction, architecture and daily functionally 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 specification 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. The peak issuance of water bills occurs each spring, therefore it is imperative that the City has an active agreement with SDI in place for the next several years to meet the demand.

4. Besides being the current solution for water and sewer billing, a competitive bid would also impact the overall scope of SDI's agreement, which includes:

- processing of Senior Exemptions
- managing over 2.7 million bills and reminder notices
- support of business process improvements, application design and enhancements
- maintenance and support services for consumer price index (CPI rate increases for Dept. of Finance and Office of Budget and Management)
- maintenance and support services water/sewer tax billing
- maintenance and support services for refuse/garbage billing

**EXCLUSIVE OR UNIQUE CAPABILITY**

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

2. SDI is considered unquestionably a dominant player in municipal 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 of the team were on the initial Banner implementation, have been providing support and maintenance for the Banner application since 1998 and reside in the Chicagoland area. SDI is committed to continuing 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



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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 Innovation tasked SDI with the feasibility study to provide options to intergrade 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 to the city within a 6-month timeframe. In 2017, SDI was asked to add water and sewer taxes that was successfully implemented to create a \$22,000,000 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 will be critical in successfully implementing the Mayor's utility billing relief initiative.

4. SDI possesses the Banner application and system architectural knowledge. SDI has intimate knowledge of the Departments of Innovation & Technology, 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 initiatives in recent years, such as refuse billing and the addition of water/sewer taxes.
6. The Banner System is a utility billing management software for municipalities. It integrates the business processes of several City departments such as Water Management, Finance and Budget.
7. No, this request for professional services to avoid disruption in current services and relief programs.
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

ITGB approval attached.



## 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.



# DEPARTMENT OF ASSETS, INFORMATION & SERVICES

## MEMORANDUM

**To:** Aileen Velasquez  
Chief Procurement Officer  
Department of Procurement Services

**Attn:** John O'Brien  
Deputy Procurement Officer

**From:** Sandra Blakemore, rrr 3/28/23  
Sandra Blakemore  
Commissioner

**Date:** March 23, 2023

**Subject:** Request for One Year Time Extension and a Vendor Limit Increase  
Water Management Customer Service, Billing, and Information System Support

**Vendor:** SDI PRESENCE LLC  
**Contract No.:** 69858  
**Spec No.:** 483330  
**Rx No.:** 510720  
**Original Start Date:** 06/01/2018  
**Current End Date:** 11/30/2023

The Department of Assets, Information & Services (AIS) seeks the Non-Competitive Review Board (NCRB) approval for a one-year time extension effective from to 12/1/2023 to 11/30/2024, and a vendor limit Increase of \$12,000,000.00 for contact number 69858, which expires 11/30/2023. The VLI is based on the spend rates for the maintenance and support services of the City's Water Utility Billing Application (Banner). The City departments that utilize /Banner include the Department of Water Management (DWM), Department of Finance (DOF), Office of Budget / Management (OBM), Department of Streets and Sanitation (DSS), City Department of Aviation (CDA) and AIS.

System Development Integration Presence LLC (SDI)'s monthly services cover project management, business analysis, application support, database administration, quality assurance, systems management, and report services in support of Banner. A lapse in services could cause a disruption in the number of utilities bills the system generates and approximately \$1.5B in payments it processes annually.

The scope for the new RFP is with Department of Law for pre-review under specification #1259287, requisition #496033. This requested time extension and VLI will allow for continued use of the existing contract until a new contract is awarded.

Below is the pertinent information regarding the VLI request.

Current Vendor Limit (PO 69858)	\$33,967,229.68
Monthly Spend Amount (as of 03/01/2023) = Total Spend \$32,072,187.39/57 Months	\$ 562,669.95
Current Available Balance	\$ 1,139,987.51
Requested Vendor Limit Increase	\$12,000,000.00
New Contract Limit	\$45,967,229.68

Thank you for your attention to, and consideration of, this request. If additional information is required, please contact Bernie Harges at [Bernie.Harges@cityofchicago.org](mailto:Bernie.Harges@cityofchicago.org) and 312-742-7535.

cc: Roderick Warren (AIS-IT)





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

**Date:** 03/22/2023

**Department Name:**  
Assets, Information & Services (AIS) - IT

**Requisition No:** 510720      **Specification No:** 483330

**PO No:** 69858      **Modification No:** 7

**Contract Liaison:**  
bernie.harges@cityofchicago.org

**Telephone:**  
312-744-7535

**Email:**  
bernie.harges@cityofchicago.org

**Project / Program Manager:**  
Roderick Warren

**Telephone:**  
312-742-6703

**Email:**  
Roderick Warren

For Blanket Agreements, the lead department must consult with other 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:**

- Funding:** Attach information if multiple funding lines
- Individual Contract Services:** Include approval form signed by all parties
- ITGB:** IT project valued at \$100,000.00 or more, attach approval transmittal sheet.

**\*Contract Liaison Signature**  
*Bernie Harges*

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

**Project Title:** NCRB - Request for Time Extension and Vendor Limit Increase for SDI Presence LLC, PO #69858, Spec #483330

**Project Description:** Water Management Customer Service, Billing and Information System Support and Anticipated City Initiatives and Departmental Task Orders Thru 11/30/2024

**Funding:**

Corporate       Bond       Enterprise       Grant       Other:

IDOT/Transit       IDOT/Highway       FHWA       FTA       FAA

LINE	FY	FUND	DEPT	ORGN	APPR	ACTV	PROJECT	RPTG	ESTDOLLAR AMOUNT
	023	200	38	2145	0140				\$12,000,000.00

**Check One:**

New Contract Request

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

**\*Project / Program Manager Signature**  
DocuSigned by:  
*Roderick Warren*

**\*Commissioner/Authorized Designee Signature**  
B6D430CCD9DF447...  
*Sandra Blakemore, rxn 3/28/23*

**Purchase Order Type:**

Blanket/Purchase Order (DUR)

Master Consultant Agreement (Task Order)

Standard/One-Time Purchase

**Special Approvals Required:**

Emergency

Non-Competitive Review Board (NCRB)

Request for Individual Contract Services

Information Technology Governance Board (ITGB)

IDOT Concurrence

**Procurement Method:**

Bid       RFP       RFQ       RFI

Small Order

**Purchase Order Information:**

**Contract Term (No. of Months):** \_\_\_\_\_

**Extension Options (Rate of Recurrence):** \_\_\_\_\_

**Estimated Spend/Value:** \$ \_\_\_\_\_

**Grant Commitment / Expiration Date:** \_\_\_\_\_

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

Mandatory       Site Visit

**Contract Type:**

Architect Engineering       Commodity       Construction       JOC       SBI

Professional Services       Revenue Generating       Vehicle & Heavy Equipment

Work Service       Joint Procurement       Reference Contract

**Modification or Amendment**

**Modification Information:**

**PO Start Date:** 06/01/2018

**PO End Date:** 11/30/2024

**Amount (Increase/Reduction):** +12M

**Safety Enhancing Vehicle Equipment (MCC 2-92-597) Yes \_\_\_ No \_\_\_**

**Modification/Amendment Type:**

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

Vendor Limit Increase       Requisition Encumbrance Adjustment

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

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

Full Compliance       Contract Specific Goals

No Stated Goals       Waiver Request

**Vendor Information**

**Name:** SDI Presence LLC

**Contact:** Ted Mescall

**Address:** 200 East Randolph Street, Suite 3550

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

**Phone:** 312-580-7500

**Risk Management / EDS / IDOT**

**Insurance Requirements (included)**       Yes       No

**EDS Certification of Filing (included)**       Yes       No

**IDOT Concurrence (required)**       Yes       No

Section I: General Contract Information	
Department Name	Assets, Information & Services
Department Contact Name	Bernie Harges
Department Contact Number	312-742-1817
Department Contact Email	Bernie.Harges@cityofchicago.org
Contract Number	69858
Contract Subject Name	Water Management Customer Service, Billing and Information System Support
Contract Initiation Date	6/1/2018
Original Contract Amount	\$13,612,504.00
Original Contract Expiration Date	5/31/2020
Budgeted amount for current year	\$12,000,000.00
Year to date expenditure	\$32,072,187.39
Are funds <input checked="" type="checkbox"/> Operating <input type="checkbox"/> Capital <input type="checkbox"/> TIF <input type="checkbox"/> Grant	
What is the funding strip?	<b>23-200-38-2145-0140</b>
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?	
Section II: Contract Modifications	
Complete this section if you are modifying the value of an existing contract.	
Contract Value Increase	N/A
New total contract amount	N/A
New contract expiration date	N/A
Goods/services provided by this Contract	Maintenance and support services for the Utility Billing Relief Program.

Justification of need to modify this contract	The VLI is based on previous spend rates for the maintenance and support services of the City's Water Utility Billing Application (Banner). City departments that utilize Banner include DWM, DOF, OBM, DSS, and AIS.
Impact of denial	
<b>Section III. Issue a Request for Services to a Master Consulting Agreement</b>	
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	
<b>Section IV: Assessment of Office of Budget and Management Analyst</b>	
<b>Approve/Deny</b>	Funds for project have been identified
OBM Analyst initials	SG
OBM Analyst Name/number	Scott Greene, 4-8926, 2/2/23



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# DEPARTMENT OF ASSETS, INFORMATION & SERVICES

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## MEMORANDUM

**To:** Aileen Velazquez  
Chief Procurement Officer  
Department of Procurement Services

**From:** *Kurt Peterson*  
Kurt Peterson  
Chief Information Officer

**Subject:** AIS IT Approval for Extension and VLI  
**Vendor:** SDI Presence LLC  
**Spec No.:** 483330  
**PO No.:** 69858  
**RX No.:** 510720

**Date:** March 2, 2023

---

I have reviewed AIS Non-Competitive Review Board (NCRB) request for the maintenance and support services of the City's Water Utility Billing Application (Banner) with SDI Presence LLC and have found that the application is compliant and within the guidelines for the City's monthly services covering project management, business analysis, application support, database administration, quality assurance, systems management, and reports.

**cc:** NCRB  
M. Clark (AIS)  
G. Bell (AIS)

## Contract Summary Sheet

**Contract (PO) Number:** 69858

**Specification Number:** 483330

**Name of Contractor:** SDI PRESENCE LLC

**City Department:** DEPT OF INNOVATION & TECHNOLOGY

**Title of Contract:** WATER MANAGEMENT CUSTOMER SERVICE, BILLING, AND INFORMATION SYSTEM SUPPORT

**Term of Contract: Start Date:** 6/1/2018

**End Date:** 5/31/2020

**Dollar Amount of Contract (or maximum compensation if a Term Agreement) (DUR):**  
\$13,612,504.00

**Brief Description of Work:** WATER MANAGEMENT CUSTOMER SERVICE, BILLING, AND INFORMATION SYSTEM SUPPORT

**Procurement Services Contract Area:** PRO SERV CONSULTING \$250,000orABOVE

*Please refer to the DPS website for Contact information under "Doing Business With The City".*

**Vendor Number:** 10193148

**Submission Date:** 05/31/2018

**Specification No. 483330  
Contract (P.O.) No. 69858  
Vendor No. 10193148A  
*City-Funded***

**PROFESSIONAL SERVICES AGREEMENT  
BETWEEN**

**THE CITY OF CHICAGO  
DEPARTMENT OF INNOVATION AND TECHNOLOGY**

**AND**

**SDI PRESENCE LLC**



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

**RAHM EMANUEL  
MAYOR**

**JAMIE L. RHEE  
CHIEF PROCUREMENT OFFICER**

## ARTICLE 5. SCOPE OF WORK AND DETAILED SPECIFICATIONS

### 5.1. Scope of Services

This Contract is for Water Management Customer Service, Billing, and Information System Maintenance and Support.

More specifically, the Services that Contractor must provide are described in Exhibit 1, "Scope of Services and Time Limits for Performance."

This description of Services is intended to be general in nature and is neither a complete description of Contractor's Services nor a limitation on the Services that Contractor is to provide under this Contract.

### 5.2. List of Key Personnel

Key Personnel listed in Exhibit 1.

### 5.3. Term of Performance

This Contract takes effect as of the Effective Date and continues for twenty-four (24) months, unless terminated earlier or extended pursuant to the terms of this contract.

The City will establish the start and expiration dates at the time of formal award and release of this contract.

### 5.4. Contract Extension Option

The City has the option to extend the term of this Contract for two additional twelve (12) month terms or a single additional twenty-four (24) month term beyond the twenty-four (24) month term set forth above, subject to acceptable performance by the Contractor and contingent upon the appropriation of sufficient funds for the procurement of services provided for in this Contract.

Before expiration of the then current term, the Chief Procurement Officer will give the Contractor notice, in writing, that the City is exercising its option to renew the Contract for the approaching option period. The date on which the Chief Procurement Officer gives notice is the date the notice is mailed, if it is mailed, or the date the notice is delivered, if sent by courier or messenger service.

The 181-day extension for the purposes of providing continuity of service, described in the Standard Terms and Conditions article of this Contract, may be exercised in lieu of an option period or following the exhaustion of all option periods and does not require formal amendment of the Contract.

### 5.5. Payment

#### 5.5.1. Basis of Payment

The City will pay Contractor according to the Schedule of Compensation in the attached Exhibit 2 for the completion of the Services in accordance with this Agreement, including the standard of performance found in "Terms for Professional Services Contracts," – Single Project.

#### 5.5.2. Method of Payment

Contractor must submit monthly invoices to the City for costs billed, as outlined in the Schedule of Compensation in Exhibit 2. The invoices must be in such detail as the City requests. The City will process payment within 60 days after receipt of invoices and all supporting documentation necessary for the City to verify the Services provided under this Agreement.

#### 5.5.3. Intentionally Deleted

#### 5.5.4. Centralized Invoice Processing

Unless stated otherwise in the Detailed Specifications, this Contract is subject to Centralized Invoice Processing ("CIP"). Invoices must be submitted directly to the Comptroller's office by US Postal Service mail to the following address as appropriate:

*Invoices for any City department other than the Department of Aviation:*

Invoices  
City of Chicago, Office of the City Comptroller  
121 N. LaSalle St., Room 700, City Hall

## **EXHIBIT 1: SCOPE OF SERVICES**

The Scope of Services with SDI Presence, LLC. is to provide maintenance and support for the Banner Customer Information/Utility Billing System (CIS) as well identified City initiatives. The scope includes providing managed services, maintenance and support of the City's Banner CIS environment. These services include:

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





February 27, 2023

Ms. Deelya E. Fulton  
Contracts Coordinator  
City of Chicago  
Department of Assets, Information, and Services  
Finance & Administration Bureau | Contracts  
2 North LaSalle Street, 2<sup>nd</sup> Floor  
Chicago, Illinois 60602


**Via Email:** [Deelya.Fulton@cityofchicago.org](mailto:Deelya.Fulton@cityofchicago.org)

**Re:** [No Exceptions to City of Chicago Contract No. 69858; Specification No. 483330](#)

Dear Ms. Fulton,

Reference is made to the City PSA referenced above (the "Agreement"). In connection with the execution of Amendment No. 3 to the Agreement, with this letter, SDI Presence LLC confirms that it takes no exceptions to the Agreement, as amended by (i) Amendment No. 1 between the parties dated December 12, 2019, (ii) Amendment No. 2 between the parties last dated November 6, 2020, and (iii) the forthcoming Amendment No. 3 to be executed by the parties.

Best regards,

  
Linda Petty  
Chief Legal Officer  
[lpetty@sdipresence.com](mailto:lpetty@sdipresence.com)

cc: Sharee L. Wolff, CFO  
Ted Mescal, Delivery Executive



March 20, 2022

Sandra Blakemore  
Acting Commissioner  
Department of Assets, Information and Services  
City of Chicago  
2 N. LaSalle Street, Suite 200  
Chicago, IL 60602  
[sandra.blakemore@cityofchicago.org](mailto:sandra.blakemore@cityofchicago.org)

Kurt Peterson  
Chief Information Officer  
Department of Assets, Information and Services  
City of Chicago  
2 N. LaSalle Street, Suite 200  
Chicago, IL 60602  
[kurt.peterson@cityofchicago.org](mailto:kurt.peterson@cityofchicago.org)

*Via Email Delivery*

**Re: Single Source Justification for Amendment No. 4 to Agreement for Banner CIS System Maintenance and Support Specification No. 483330; Contract No. 69858 (the "Banner CIS System Support Contract")**

Dear Acting Commissioner Blakemore and Chief Information Officer Peterson:

SDI Presence LLC ("SDI") is in receipt of the City's request to justify why the City should enter into a single source Amendment to the Banner CIS System Support Contract pursuant to which SDI will continue to provide services to the City of Chicago Departments of Finance ("DOF") and Assets, Information and Services ("AIS"). This letter is in response to the City's request.

#### GENERAL BACKGROUND

SDI is in receipt of the City's request to extend the Banner CIS System Support Contract between the City and SDI for an additional period of one (1) year plus one (1) option year in order to provide continued management, maintenance, application, and production support services for the City's Banner CIS System.

As you know, the Banner CIS 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.

### 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 CIS 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 continue to 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 CIS System and the business process activities of the DOF, AIS, Office of Budget Management ("OBM"), the Department of Water Management ("DWM"), and the Department of Streets and Sanitation ("DSS") (separately and collectively hereinafter the "City"). 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 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 CIS System with minimum impact to billing and collections. SDI successfully implemented the refuse billing into the Banner CIS System helping the City generate a \$408M 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 CIS System. SDI successfully completed the implementation and helped the City generate an \$808M revenue stream that will increase based on an agreed rate structure. Because SDI has such intricate knowledge of the Banner CIS System and the City's billing and collection objectives and methods, both additions to the Banner CIS System were successfully executed by SDI.

In 2020-2021, the City of Chicago Mayor's Office, in conjunction with the AIS, DOF, and the OBM, tasked SDI with overhauling their existing collection strategy along with the billing, payment arrangement, delinquency, and bad debt modules in the Banner CIS System. This request is to provide water, sewer, tax and penalty billing relief to some of the City's low-income homeowners who enroll in the City's new Utility Billing Relief ("UBR") program. Residents who are enrolled in the Low-Income Home Energy Assistance Program ("LIHEAP") were eligible for the new UBR program to assist low income households with home energy / utility billing needs. The SDI Team successfully implemented the UBR Program in 2020

reducing/saving \$10.3M in water/sewer debt to date for low-income eligible households in the City service territory.

### 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 (Oracle CC&B CIS Implementation)/Pepco (SAP CIS Upgrade)/Baltimore Gas & Electric/Atlantic City Electric/Pepco/Delmarva Power/PECO (Exelon), Peoples Gas/North Shore Gas (WEC Energy Group), Nicor (Southern Company), Southern California Edison, and the Metropolitan Water Reclamation District of Greater Chicago. Mr. Haughey has been in VP and Delivery/Account Executive roles for the last thirteen (13) years on the Chicago CIS Managed Services Project.
- SDI's Account Executive / 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 30 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 (13 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 20 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 12 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".

Matt Haughey

VP – Public Sector and Utilities Practice

SDI Presence LLC (SDI)

(312) 580-7500

mhaughey@sdipresence.com



March 20, 2023

Sandra Blakemore  
Commissioner  
Department of Assets, Information and Services  
City of Chicago  
2 N. LaSalle Street, Suite 200  
Chicago, IL 60602  
[sandra.blakemore@cityofchicago.org](mailto:sandra.blakemore@cityofchicago.org)

Kurt Peterson  
Chief Information Officer  
Department of Assets, Information and Services  
City of Chicago  
2 N. LaSalle Street, Suite 200  
Chicago, IL 60602  
[kurt.peterson@cityofchicago.org](mailto:kurt.peterson@cityofchicago.org)

*Via Email Delivery*

**Re: SDI Cost Justification for Amendment No. 4 to Agreement for Banner CIS System Maintenance and Support Specification No. 483330; Contract No. 69858 (the "Banner CIS System Support Contract")**

Dear Commissioner Blakemore and Chief Information Officer Peterson:

SDI Presence LLC ("SDI") is in receipt of the City's request for a consolidated quote for services to be provided by SDI to the City of Chicago Departments of Assets, Information and Services ("AIS"), Water Management ("DWM"), Finance ("DOF"), Office of Budget Management ("OBM") and Streets and Sanitation ("DSS") (AIS, DWM, DOF, OBM and DSS, separately and collectively hereinafter, the "City") pursuant to proposed Amendment No. 4 to the Banner CIS System Support Contract.

#### GENERAL BACKGROUND

SDI understands that the City wishes to extend the Banner CIS System Support Contract between the City and SDI for a period of one (1) year to provide management, maintenance, application, and production support services for the City's Banner Customer Information System (the "Banner CIS System"). The Banner CIS 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.

### Funding

SDI Presence's cost for Banner Maintenance and Support is \$4,381,770.68 annually. In October 2022, SDI was awarded an extension from December 01, 2022 through November 30, 2023. SDI reached their existing vendor limit in May 2022. Funding for the December 2022 to November 2023 extension was used to pay unpaid 2022 invoices. Funding for 2023 will be available through May 31, 2023 based on monthly invoices submitted. The table below provides the funding necessary for the remainder of 2023 and for the 2024 Banner Maintenance and Support Extension.

Item / Project	Date	Amount
Support & Maintenance for 6/1 /23 - 11/30/23	06/01/23 – 11/30/23	\$2,190,885.34
Support & Maintenance for 12/1/23 - 11/30/24	12/1/23 – 11/30/24	\$4,381,770.68
<b>TOTAL</b>		<b>\$6,572,656.02</b>

SDI Presence currently has a clause in the contract to perform departmental task orders. Additional funding requested by AIS is to fund departmental task orders and to secure funding for extensions for transition services in the event the city decides to replace the vendor or the existing Customer Information System and interfaces supported by SDI Presence.

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

Sincerely,



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





FOR  
NON-CONSTRUCTION  
PROJECTS ONLY

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

Amendment No. 4 to Water Management Customer Services Billing and Information System Maintenance Agreement  
Project Name: Agreement Specification No.: 483330

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

To: SDI Presence LLC (Emerging Business Enterprise) 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 by not limited to management, maintenance and development support, data entry, database maintenance, batch processing.  
Perform application support services, production control and system interface requirements

The above described performance is offered for the following price and described terms of payment:  
\$2,780,522 or DUR invoiced monthly and paid by the City within 60 days after the City receives the 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.

- 15 % of the dollar value of the contract that will be subcontracted to non MBE/WBE contractors.
- 15 % of the dollar value of the contract that will be subcontracted to MBE or WBE contractors.

NOTICE: If any of the 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 ( ) No

NOTICE: THIS SCHEDULE AND ATTACHMENTS REQUIRE ORIGINAL SIGNATURES.

Sharee L. Wolff  
(Signature of President/Owner/CEO or Authorized Agent of MBE/WBE)

(Date) 2/24/2023

Sharee L. Wolff, CFO  
(Name/Title-Please Print)

312-580-7521  
(Email & Phone Number)



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

**FOR  
NON-CONSTRUCTION  
PROJECTS ONLY**

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

Project Name: Amendment No. 4 to Water Management Customer Services Billing and  
Information System Maintenance Agreement

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 (Emerging Business Enterprise (EBE))

Address: 200 E. Randolph Street, Suite 3550, Chicago, IL 60601

Contact Person: David Gupta, CEO

Phone Number: 312-580-7510

Dollar Value of Participation \$ \$2,780,522

Percentage of Participation % 35

Mentor Protégé Agreement (attach executed copy): ( ) Yes ( ) No Add'l Percentage Claimed:<sup>1</sup>      %

Total Participation % 35

2. Name of MBE/WBE: Sierra Public Safety Group LLC (MBE)

Address: 515 W. Wrightwood Avenue, Suite 513, Chicago, IL 60614

Contact Person: Jose F. Sierra, President

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

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

Phone Number: 773-851-5898  
Dollar Value of Participation \$ \$436,800  
Percentage of Participation % 10  
Mentor Protégé Agreement (attach executed copy): ( ) Yes ( ) No Add'l Percentage Claimed:     %  
Total Participation % 10

3. Name of MBE/WBE: Blue Stem Strategies Inc. (WBE)  
Address: 318 Oak Cir, Wilmette IL, 60691  
Contact Person: Amanda Ault, President  
Phone Number: 773-266-1914  
Dollar Value of Participation \$ \$219,088.53  
Percentage of Participation % 5  
Mentor Protégé Agreement (attach executed copy): ( ) Yes ( ) No Add'l Percentage Claimed:     %  
Total Participation % 5

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**

<b>MBE Firm Name</b>	<b>Dollar Amount Participation (\$)</b>	<b>Percent Amount Participation (%)</b>
SDI Presence LLC (EBE)	\$2,780,522	35
Sierra Public Safety Group LLC	\$438,800	10
<b>Total Direct MBE Participation</b>	<b>\$3,217,322</b>	<b>45</b>

**2. MBE Indirect Participation**

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

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

**1. WBE Direct Participation**

<b>WBE Firm Name</b>	<b>Dollar Amount Participation (\$)</b>	<b>Percent Amount Participation (%)</b>
Blue Stem Strategies, Inc	\$219,088.53	5
<b>Total Direct WBE Participation</b>		

**2. WBE Indirect Participation**

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

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

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

Barbara Jackson, Proposal Director

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: Illinois

*Sharee L. Wolff*

(Signature)

County of: Cook

Sharee L. Wolff, CFO

(Name/Title of Affiant - Print or Type)

February 24, 2023

(Date)

On this 24th day of Feb, 2023, the above signed officer Sharee L. Wolff

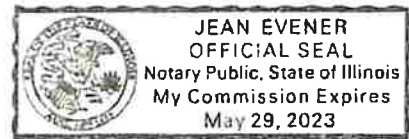
(Name of Affiant)

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.

*Jean Evener*

(Notary Public Signature)



SEAL:

Commission Expires: May 29, 2023

## Compliance Audit: Audit Summary for Total Contract

Main View Settings Subs Docs Change Orders & Task Orders Alerts Comments Messages Closeout

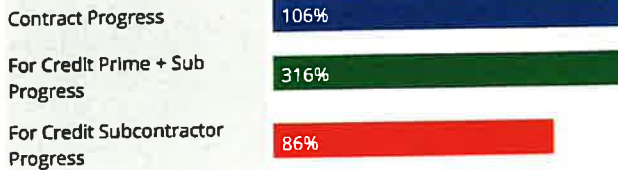
Compliance Audit List **Compliance Audit Summary** Compliance Audit FY Reviews Site Visits Reports

69858: WATER MANAGEMENT CUSTOMER SERVICE, BILLING, AND INFORMATION SYSTEM SUPPORT  
 Prime: SDI Presence LLC  
 6/1/2018 - 11/30/2023

Status: Open  
 Current Award: \$29,585,459  
 Total Paid: \$31,488,228  
 Goal: 30.00%  
 % Credit: 89.14% For Credit: \$28,067,917

### Compliance Audit Summary - Total Contract

	Current Award	#	Award Percent	Payments	#	Payments Percent	Difference (Payments - Award)
<b>Prime Contract</b>	<b>\$29,585,459.00</b>			<b>\$31,488,227.98</b>			
For Credit - Prime + Subs	\$8,875,637.70	Prime & 1 sub	30.000%	\$28,067,917.42	Prime & 1 sub	89.138%	59.138% above goal
For Credit - Prime	\$13,461,383.85	Prime	45.500%	\$25,533,793.92	Prime	81.090%	35.590% above goal
For Credit - Subs	\$2,958,545.90	1 sub	10.000%	\$2,534,123.50	1 sub	8.048%	1.952% below goal
<b>Goal Types</b>							
For Credit to MBE Goal	\$7,396,364.75	Prime	25.000%	\$25,533,793.92	Prime	81.090%	56.090% above goal
For Credit to WBE Goal	\$1,479,272.95	1 sub	5.000%	\$2,534,123.50	1 sub	8.048%	3.048% above goal



Award values may not match due to differences between overall contract goal and subcontractor assignments.

Not Meeting Goal Letter



### Prime Contractor - Total Contract

Prime Contractor	Cert	Inc In Goal	Contracted % Paid %	Paid TO Prime Prime's Share
<b>SDI Presence LLC</b> Karlie Wolff kwolff@sdipresence.com P 312-580-7582, F 312-580-7600	<a href="#">Info</a> <a href="#">Payments</a> <a href="#">Profile</a> <a href="#">Email</a>	No	44.50% 10.86%	\$31,488,228 \$3,420,311

### Self-Performing Prime Contractor - Total Contract

Self-Performing Prime Contractor	Cert	Type	Inc In Goal	Contracted % Paid %	Contracted \$ Paid \$	For Credit \$
SDI Presence LLC (Direct) David A. Gupta dgupta@sdipresence.com P 312-580-7500, F 312-580-7600	<a href="#">Info</a> <a href="#">Payments</a> <a href="#">Profile</a> <a href="#">Email</a>	Self-Perf Prime 100%		45.50% 81.09%	\$13,461,384 \$25,533,794	\$25,533,794

### Subcontractors - Total Contract (1 subcontractor)

Subcontractor	Cert	Type	inc in Goal	Contracted % Paid %	Contracted \$ Paid \$	For Credit \$
<b>1</b> BSG Training & Consulting, Inc. (Direct) Mattie D Blair mblair@bsg-inc.cc P 312-225-8120, F 312-225-8147	<a href="#">Info</a> <a href="#">Payments</a> <a href="#">Profile</a> <a href="#">Email</a>	 Sub 100%	 WBE	10.00% 8.05%	\$2,958,546 \$2,534,124	\$2,534,124

[Customer Support](#)

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CERTIFICATE OF FILING FOR  
CITY OF CHICAGO ECONOMIC DISCLOSURE STATEMENT

EDS Number: 181609  
Certificate Printed on: 02/27/2023

Date of This Filing: 02/27/2023 12:38 PM  
Original Filing Date: 02/27/2023 12:39 PM

Disclosing Party: SDI Presence LLC  
Filed by: Linda Petty

Title: Chief Legal Officer

Matter: Amendment No. 4 to Water  
Management Customer Services Billing and  
Information System Maintenance Agreement e  
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 <https://webapps1.chicago.gov/eds> 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 PROCUREMENT SERVICES

MEMORANDUM

To: Aileen Velazquez  
Chief Procurement Officer

Attn: John O'Brien  
Deputy Procurement Officer

From:   
Steve Loboda  
Deputy Procurement Officer

Date: May 10, 2023

Re: Approved NCRB Request - Assets, Information and Services (AIS)  
Banner CIS - Utility Billing Relief Project  
Vendor: SDI Presence LLC  
One-Year Extension/Vendor Limit Increase P.O. 69858

The City of Chicago's Department of Procurement Services ("DPS") facilitated a meeting of the Non-Competitive Review Board (NCRB) on May 2, 2023. Staff members from AIS attended this session to present their NCRB Application to request approval to proceed with the following non-competitive procurement:

- **Customer Service, Billing, and Information System (Banner) Support and Anticipated City Initiatives and Departmental Task Orders**
- **One-Year Time Extension and a Vendor Limit Increase (\$12,000,000)**
- **Vendor: SDI Presence LLC**
- **PO #69585 Spec. No 483330 Requisition No. 510720**

As part of the above NCRB application, AIS requested a \$12 million VLI, broken out as follows:

- **Total Support & Maintenance through 11/30/24 \$6,572,656**
- **Anticipated City Initiatives and Departmental Tasks Orders through 11/30/24 (\$5,427,344)**

Pursuant to the meeting and deliberation by the NCRB members, a vote was facilitated and the NCRB approved this procurement to move forward with the following caveat related to the \$5,427,344 earmarked for "Anticipated City Initiatives and Departmental Tasks Orders (through 11/30/24)":

This funding (\$5,427,344) is only to be used for unanticipated Task Orders (TOR); should the need for any such Task Orders arise, AIS will contact DPS with a TOR scope of services, detailed cost and duration as well as any other pertinent information regarding the project and signature approval by the AIS Commissioner. The Chief Procurement Officer will review the TOR and must provide approval for the project to proceed. Per the current SOP, the CPO will also sign off on the completed TOR document.

DPS Contracts Administration will work with the Department of Law (DOL) to ensure that the amendment created to facilitate this contract extension and vendor limit increase will include language delineating the restrictions and procedures for utilization of the \$5,427,344 included solely for Anticipated City Initiatives and Departmental Tasks Orders through 11/30/24. If not utilized, the funding may not be repurposed for use in conjunction with this contract.

cc: Aileen Velazquez, CPO/DPS  
Monica Jimenez, FDPO/DPS  
Courtney Delgiudice, DPS  
Katharine Whisler, DOL  
John Clifford, OBM  
Elaine Herman, DOF  
NCRB Contract File