



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

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

Department	Originator Name	Telephone	Date	Signature of Application Author 
DoIT	Carleton Nolan	312 744-3963	7/23/2014	
Contract Liaison	Email Contract Liaison	Telephone		
Judy Mims	judith.mims@cityofchicago.org	312 742-1817		

**List Name of NCRB Attendees/Department**

Brenna Berman  
Judy Mims  
Carleton Nolan

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

Company: Motorola Solutions

Contact Person:	Phone:	Email:
Tom Horbinski	262-679-3209	tom.horbinski@motorolasolutions.com

Project Description: IT Software and Professional Services for 311 System. Request for vendor limit increase and 3 year contract extension.

**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: T26138

Specification Number: B02056214

Modification Number: 9

<b>Department Request Approval</b>	<b>Recommended Approval</b>
DEPARTMENT HEAD OR DESIGNEE	BOARD CHAIRPERSON
<u>Brenna Berman</u>	<u>Rich Butler</u>
PRINT NAME	PRINT NAME
<u>7-23-14</u>	<u>NOV 20 2014</u>
DATE	DATE

(FOR NCRB USE ONLY)

Recommend Approval/Date: 11-20-14

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

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

*SV ok 11/20/14*

Approved       Rejected

CHIEF PROCUREMENT OFFICER

11/24/14

DATE



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

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

**Justification for Non-Competitive Procurement Worksheet**

**PROCUREMENT HISTORY**

1. N/A

2. Yes. On September 3, 1996, Suncoast, Inc., was awarded the first contract (T27239) to implement modules of the SunTrack proprietary software in CDOT and the Department of Planning & Development. Suncoast, Inc. was purchased by Motorola. This contract was extended through 8/2001.

On August 31, 2001, the City entered into a 3 year agreement (T26138) with Motorola, with 2 (1) year extensions. This agreement was the result of an approved NCRB request.

In July 2007, the City awarded a 5 year agreement (T26138) with 2 (1) year extensions. The agreement was also the result of an approved NCRB request.

On April 7, 2010, the contract was amended to a PocketCSR and CSR Mobile to the contract.

In August 2011, NCRB approved a 1 year extension, an increase in vendor limit and addition of MapViewer and Contact Center licenses to the contract.

In May 2012, Connected Bits was added as a subcontractor to the Motorola contractor for the purposes of providing a hosted solution for the Mayor's Office Open311 initiatives.

In July 2012, NCRB approved a 1 year extension and an increase in vendor limit.

In October 2013, NCRB approved a 1 year extension and an increase in vendor limit.

3. N/A

4. N/A

5. A 311/CSR Replacement RFP was advertised in September 2013. The vendor responses are currently being reviewed by the CRM Modernization evaluation committee. The City is targeting Q3 of 2014 to select a vendor and proceed with negotiations with the purposes of procuring a new CRM solution.

6. Yes, as a result of issuing the 311/CSR Replacement RFP.

**ESTIMATED COST**

1. \$3,400,000 needs to be added to the vendor limit increase to cover license fees and application support for a period from 8/31/2014 through 8/31/2017. The funding source is 014-100-0138-220138.

2. N/A

3. Basis of cost estimate was based on current annual maintenance and support and fees associated with work needed as part of the CSR Replacement initiative.

4. N/A

5. The annual maintenance and support costs will remain level for the term of the requested extension period.

**SCHEDULE REQUIREMENTS**

1. The contract expires 8/31/2014.

2. N/A

3. Due to the criticality of the Motorola applications to the City, it is requested that the Motorola contract be extended



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JUSTIFICATION FOR NON-COMPETITIVE PROCUREMENT WORKSHEET**

while the City seeks a replacement for the existing Motorola 311/CSR application.

4. N/A

**EXCLUSIVE OR UNIQUE CAPABILITY**

1. N/A

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

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

4. N/A

5. N/A

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

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

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

**OTHER**

1. N/A



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

### INSTRUCTIONS FOR PREPARATION OF NON-COMPETITIVE PROCUREMENT APPLICATION

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

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

#### PROCUREMENT HISTORY

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

#### ESTIMATED COST

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

#### SCHEDULE REQUIREMENTS

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

#### EXCLUSIVE OR UNIQUE CAPABILITY

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

#### MBE/WBE COMPLIANCE PLAN

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

#### OTHER

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

#### REVIEW AND APPROVAL

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



July 22, 2014

Jamie L. Rhee  
City of Chicago  
Chief Procurement Officer

City Hall, Room 403  
121 N. LaSalle Street  
Chicago, IL 60602

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

Dear Mrs. Rhee:

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

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

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

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

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

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

Sincerely,

A handwritten signature in blue ink, appearing to be 'Tom Horbinski', with a long horizontal flourish extending to the right.

Motorola Solutions, Inc.



October 29, 2014

Jamie L. Rhee  
City of Chicago  
Chief Procurement Officer

City Hall, Room 403  
121 N. LaSalle Street  
Chicago, IL 60602

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

Dear Mrs. Rhee:

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

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

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

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

Sincerely,

Motorola Solutions, Inc.

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

John Zidar  
Vice President  
North American Government Markets

Exhibit 5.1

Fee Schedule

A. Motorola COTS System Maintenance

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

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

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

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

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

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

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

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

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



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

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

**C. Program Management**

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

**D. Hourly Rates for Time and Materials Orders Billing**

Applicable to First Year

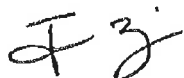
Category	Rate
Labor performed Off-Site by technical support staff	\$169

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

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

**E. Summary**

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



John Zidar  
Vice President  
North American Government Markets



CERTIFICATE OF FILING FOR  
CITY OF CHICAGO ECONOMIC DISCLOSURE STATEMENT

EDS Number: 55880

Certificate Printed on: 07/22/2014

Date of This Filing:07/22/2014 03:03 PM

Original Filing Date:05/15/2014 12:30 PM

Disclosing Party: Motorola Solutions, Inc  
Filed by: Mr. Michael Cisar

Title:Account Manager

Matter: Extension and vendor limit increase of  
Contract T26138: IT Software & Professional  
Services for 311 System  
Applicant: Motorola Solutions, Inc  
Specification #: B02056214  
Contract #: T26138

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

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



DEPARTMENT OF INNOVATION AND TECHNOLOGY  
CITY OF CHICAGO

MEMORANDUM

To: Jamie Rhee  
Chief Procurement Officer  
Procurement Services

From: Brenna Berman  
Chief Information Officer  
Innovation & Technology

Date: October 28, 2014

Re: Request for NCRB Approval  
Requisition 93296/Vendor Limit Increase & Time Extension  
PO T26138/Motorola Solutions Inc.

The Department of Innovation & Technology (DOIT) is requesting an additional extension to **Contract (PO) Number T26138** due to the urgency of the CRM systems and time constraints. The additional extension is for the maintenance and support of the current CRM (Customer Relationship Management) systems which include the 311/CSR (Customer Service Request) system, Administrative Hearings Management System (AHMS), SunTRACK Permitting, and Application Hub. The contract has been extended for an additional one (1) year period. The extension will expire 8/31/2014.

The 311/CSR system has been utilized for over 12 years. The application is at end of life and needs to be replaced. As a result, an RFP was advertised to request proposals from vendors who can potentially provide new and state of the art CRM solutions capable of meeting the City's business needs. The City has begun the evaluation of RFP proposals to replace the application. The City is targeting Q3 of 2014 to select a vendor and proceed with negotiations with the purposes of procuring a new CRM solution.

The City will require the use of the existing Motorola systems until a new CRM system is procured and implemented. In addition, the City will require Motorola support as part of the work effort required to transition to the new replacement applications. Due to the complexity of this replacement project, it is anticipated that the length of the project lifecycle will be between 1 and 3 years. To that end, the additional extension would be for a **two year term** with a vendor limit increase of **\$3,400,000**. It should be noted that the requested vendor limit increase does not include potential unknown costs associated with Motorola work related tasks required for the migration to the new CRM system. It is also requested that this additional extension includes two (1) year contract extension options.

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

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

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

Brenna Berman, DoIT Commissioner, Carleton Nolan, DoIT I.T. Director, and Judith Mims, DoIT Contract Coordinator will be the primary representatives at the NCRB meeting.

attachments

cc: NCRB  
J. O'Brien/DPS  
R. Mammoo/DPS  
C. Nolan/DoIT  
J. Mims/DoIT

# Project Checklist

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

**Date:**  
8/28/2014

Department Name:  
**Innovation & Technology**

Requisition No:  
93296

Specification No:  
B02056214

PO No:  
T26138

Modification No:  
10

Contact Liaison:  
Judith Mims

Telephone:  
x2-1817

Email:  
Judith.Mims@cityofchicago.org

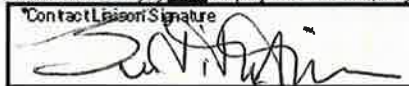
Project / Program Manager:  
Carlton Nolan

Telephone:  
x4-9363

Email:  
Carlton.Nolan@cityofchicago.org

For blanket agreements, original or lead department must consult with other potential departments who may want to participate on the blanket agreement. If grant funded, attach copy of the approved grant application and other terms and conditions of the funding source. Note: 1) **Funding:** Attach information if multiple funding lines; 2) **Individual Contract Services:** Include approval form signed by Department Head and CBM; 3) **ITGB:** IT project valued at \$100,000.00 or more, attach approval transmittal sheet.

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

\*Contact Liaison Signature  


Check One:

New Contract Request

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

**Project Title:**  
VLI & TIME EXTENSION FOR PO T26138/MOTOROLA INC FKA SUNCOAST

**Project Description:**  
IT SOFTWARE & PROFESSIONAL SERVICES FOR 311 SYSTEM

**Funding:**

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

LINE	FY	FUND	DEPT	ORGN	APPR	ACTV	PROJECT	RPTG	ESTDOLLAR AMOUNT
1	014	100	06	2005	0138	-0-	-0-	-0-	\$3,400,000
2	014	100	06	2005	0138	-0-	-0-	-0-	---

Project / Program Manager Signature  


Commissioner/Authorized Designee Signature  


**Purchase Order Type:**

Blanket/Purchase Order (DUR)  
 Master Consultant Agreement (Task Order)  
 Standard/One-Time Purchase

**Procurement Method:**

Bid  RFP  RFQ  RFI  
 Small Order

**Special Approvals Required:**

Emergency  
 Non-Competitive Review Board (NCRB)  
 Request for Individual Contract Services  
 Information Technology Governance Board (ITGB)

**Purchase Order Information:**

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

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

Estimated Spend/Value: \$30,753,728.64

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

Pre-Bid/Submittal Conference:  Yes  No

Mandatory  Site Visit

**Contract Type:**

Archited 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: 08/31/2001

PO End Date: 08/31/2017

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

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

Full Compliance  Contract Specific Goals  
 No Stated Goals  Waiver Request

**Modification/Amendment Type:**

Time Extension  Scope Change/Price Increase /Additional Line Item(s)  
 Vendor Limit Increase  Requisition Encumbrance Adjustment  
 Other (specify): \_\_\_\_\_

**Risk Management / EDS**

Insurance Requirements (included)  Yes  No

EDS Certification of Filing (included)  Yes  No

**Vendor Info:**

Name: Motorola Solutions Inc.

Contact: Tom Horbinski

Address: 1393 E. Algonquin Rd.

E-mail: Tom.Horbinski@motorolasolutions.com

Phone: 262-679-3209



# CERTIFICATE OF LIABILITY INSURANCE

DATE(MM/DD/YYYY)  
07/23/2014

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 be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).**

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

Holder Identifier :

**COVERAGES**      **CERTIFICATE NUMBER: 570054676680**      **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS. Limits shown are as requested

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR  GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO JECT <input type="checkbox"/> LOC OTHER:	Y		TB2641005169074	07/01/2014	07/01/2015	EACH OCCURRENCE	\$2,000,000
							DAMAGE TO RENTED PREMISES (Ea occurrence)	\$250,000
							MED EXP (Any one person)	\$10,000
							PERSONAL & ADV INJURY	\$2,000,000
							GENERAL AGGREGATE	\$2,000,000
							PRODUCTS - COMP/OP AGG	\$2,000,000
A	<input checked="" type="checkbox"/> AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS <input type="checkbox"/> NON-OWNED AUTOS	Y		AS2-641-005169-014	07/01/2014	07/01/2015	COMBINED SINGLE LIMIT (Ea accident)	\$2,000,000
							BODILY INJURY (Per person)	
							BODILY INJURY (Per accident)	
							PROPERTY DAMAGE (Per accident)	
	<input type="checkbox"/> UMBRELLA LIAB <input type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED    RETENTION						EACH OCCURRENCE	
							AGGREGATE	
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR / PARTNER / EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N	Y	WA764D005169084	07/01/2014	07/01/2015	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER	
B	N/A	N/A	Y	All Other States	07/01/2014	07/01/2015	E.L. EACH ACCIDENT	\$1,000,000
				WC7641005169094			E.L. DISEASE-EA EMPLOYEE	\$1,000,000
				WI			E.L. DISEASE-POLICY LIMIT	\$1,000,000
C	E&O-MPL-Primary			QK1404174	07/01/2014	07/01/2015	Each Claim	\$2,000,000
							Policy Aggregate	\$2,000,000

Certificate No : 570054676680

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

<b>CERTIFICATE HOLDER</b>	<b>CANCELLATION</b>
City of Chicago Department of Procurement Services City Hall Room 806 121 North LaSalle Street Chicago IL 60602 USA	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.  AUTHORIZED REPRESENTATIVE  <i>Aon Risk Services Central, Inc.</i>



DEPARTMENT OF PROCUREMENT SERVICES  
CITY OF CHICAGO

SEP 10 2014

Tom Horbinski  
Motorola Solutions, Inc.  
1301 E. Algonquin Road  
Schaumburg, IL 60196

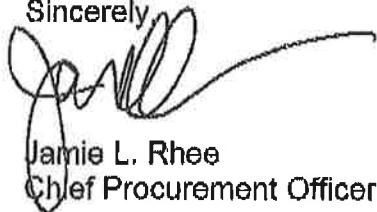
RE: Project Description: IT Professional Services for 311/CSR System  
Specification No: B02056214  
Contract No: T26138

Dear Mr. Horbinski:

Your request to add Chicago Communications as a Women Business Enterprise (WBE) to your Minority Business Enterprise/Women Business Enterprise (MBE/WBE) compliance plan for the IT Professional Services for 311/CSR System contract is approved.

If you have any questions, please contact Monica Jimenez at (312) 744-0845 or via email at [monica.jimenez@cityofchicago.org](mailto:monica.jimenez@cityofchicago.org).

Sincerely,



Jamie L. Rhee  
Chief Procurement Officer

JLR:gs





April 17, 2014

Ms. Jamie Rhee  
Chief Procurement Officer  
City of Chicago, Department of Procurement Services  
121 N. LaSalle Street, Room 403  
Chicago, IL 60602

Re: Subcontractor Approval Request related to Agreement with the City of Chicago for  
IT Professional Services for 311/CSR System  
Specification No.: B02056214  
Contract (PO) No.: T26138

Dear Ms. Rhee:

Motorola Solutions has been looking for opportunities to include direct M/WBE participation in work performed as part of contract T26138. Recently, such an opportunity has presented itself, and per Section 7.4 "Subcontractors", I am requesting Chief Procurement Officer consent to use a new subcontractor on this project.

Motorola Solutions would like to utilize Chicago Communications as a subcontractor on the subject project. Chicago Communications is a registered WBE with the City of Chicago

If you have any questions, please contact Tom Horbinski at (224) 715-9619.

Sincerely,

A handwritten signature in black ink that reads 'Doug Walkinshaw'.

Doug Walkinshaw  
Services Manager  
Motorola Solutions, Public Service Solutions



**FOR  
NON-CONSTRUCTION  
PROJECTS ONLY**

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

Project Name: T26138 Specification No.: B02056214

From: Kayhan International  
(Name of MBE/WBE Firm)

To: Motorola Solutions, Inc. 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:

Furniture (Indirect)

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

\$76,500.00

**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.

Patricia W. Turnbull 7.23.14  
(Signature of President/Owner/CEO or Authorized Agent of MBE/WBE) (Date)  
PATRICIA W TURNBULL  
(Name/Title-Please Print)  
Pat.turnbull@kayhan.com 847-843-5090  
(Email & Phone Number)



FOR  
NON-CONSTRUCTION  
PROJECTS ONLY

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

Project Name: T28138 Specification No.: E02056214

From: B&B Maintenance  
(Name of MBE/WBE Firm)

To: Motorola Solutions, Inc. 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.

Janitorial Services (Indirect)

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

\$287,300.00 (16.9%)

**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 Woman 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.**

*Silvino Osorio* 7/22/14  
(Signature of President/Owner/CEO or Authorized Agent of MBE/WBE) (Date)

Silvino Osorio President  
(Name/Title-Please Print)

sosorio@bbmant.com (847) 550-6060  
(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: T26138

Specification No.: B02056214

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

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

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

**I. Direct Participation of MBE/WBE Firms:**

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

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

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

1. Name of MBE/WBE: \_\_\_\_\_

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

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

Phone Number: \_\_\_\_\_

Dollar Value of Participation \$ \_\_\_\_\_

Percentage of Participation % \_\_\_\_\_

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

**Total Participation %** \_\_\_\_\_

2. Name of MBE/WBE: \_\_\_\_\_

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

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

<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: \_\_\_\_\_

Dollar Value of Participation \$ \_\_\_\_\_

Percentage of Participation % \_\_\_\_\_

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

**Total Participation %** \_\_\_\_\_

3. Name of MBE/WBE: \_\_\_\_\_

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

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

Phone Number: \_\_\_\_\_

Dollar Value of Participation \$ \_\_\_\_\_

Percentage of Participation % \_\_\_\_\_

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

**Total Participation %** \_\_\_\_\_

4. Name of MBE/WBE: \_\_\_\_\_

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

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

Phone Number: \_\_\_\_\_

Dollar Value of Participation \$ \_\_\_\_\_

Percentage of Participation % \_\_\_\_\_

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

**Total Participation %** \_\_\_\_\_

5. Attach Additional Sheets as Needed

**II. Indirect Participation of MBE/WBE Firms**

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

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

1. Name of MBE/WBE: Kayhan International \_\_\_\_\_

Address: 1475 E. Woodfield Road, Ste 105, Schaumburg, IL 60173 \_\_\_\_\_

Contact Person: Kayhan Hellriegel \_\_\_\_\_

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

Phone Number: 847-843-5060

Dollar Value of Participation \$ 76,500

Percentage of Participation % 4.5%

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

**Total Participation %** 4.5

2. Name of MBE/WBE: B&B Maintenance

Address: 537 Capital Drive, Lake Zurich, IL 60047

Contact Person: Silverio Osorio

Phone Number: 847-550-6060

Dollar Value of Participation \$ 287,300.00

Percentage of Participation % 16.9

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

**Total Participation %** 16.9

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 (%)
<b>Total Direct MBE Participation</b>		

2. MBE Indirect Participation

MBE Firm Name	Dollar Amount Participation (\$)	Percent Amount Participation (%)
B&B Maintenance	\$287,300.00	16.9%
<b>Total Indirect MBE Participation</b>	\$287,300.00	16.9%

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

1. WBE Direct Participation

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

2. WBE Indirect Participation

WBE Firm Name	Dollar Amount Participation (\$)	Percent Amount Participation (%)
Kayhan International	\$76,500.00	4.5%
<b>Total Indirect WBE Participation</b>	\$76,500.00	4.5%

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

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

Megan Stock

847-576-4377

(Name- Please Print or Type)

(Phone)

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

Motorola Solutions, Inc

(Name of Prime Contractor – Print or Type)

State of: Illinois

Megan Stock

(Signature)

County of: Cook

Megan Stock, Supplier Diversity Manager

(Name/Title of Affiant – Print or Type)

7/23/14

(Date)

On this 23<sup>rd</sup> day of July, 2014, the above signed officer Megan Stock

(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.

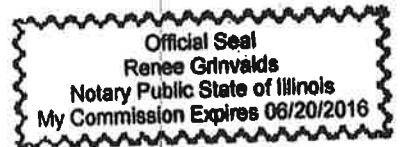
IN WITNESS WHEREOF, I hereunto set my hand and seal.

Renee Grinvalds

(Notary Public Signature)

SEAL:

Commission Expires: June 20, 2016







**FOR  
NON-CONSTRUCTION  
PROJECTS ONLY**

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

Project Name: T26138 Specification No.: B02056214

From: Kayhan International  
(Name of MBE/WBE Firm)

To: Motorola Solutions, Inc. 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:

Furniture (Indirect)

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

\$76,500.00

**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.

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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.

Patricia W. Turnbull 7.23.14  
(Signature of President/Owner/CEO or Authorized Agent of MBE/WBE) (Date)

PATRICIA W TURNBULL  
(Name/Title-Please Print)

Pat.turnbull@kayhan.com 847-843-5090  
(Email & Phone Number)



FOR  
NON-CONSTRUCTION  
PROJECTS ONLY

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

Project Name: T26138 Specification No.: E02056214

From B&B Maintenance  
(Name of MBE/WBE Firm)

To: Motorola Solutions, Inc. 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.

Janitorial Services (Indirect)

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

\$287,300.00 (16.9%)

**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.

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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.**

*Silvbio Osorio* 7/22/14  
(Signature of President/Owner/CEO or Authorized Agent of MBE/WBE) (Date)

SILVBIO OSORIO PRESIDENT  
(Name/Title-Please Print)

sosorio@bbmant.com (847) 550-6060  
(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: T26138

Specification No.: B02056214

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

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

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

**I. Direct Participation of MBE/WBE Firms:**

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

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

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

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

2. Name of MBE/WBE: \_\_\_\_\_  
Address: \_\_\_\_\_  
Contact Person: \_\_\_\_\_

<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.

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Phone Number: \_\_\_\_\_

Dollar Value of Participation \$ \_\_\_\_\_

Percentage of Participation % \_\_\_\_\_

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

**Total Participation %** \_\_\_\_\_

3. Name of MBE/WBE: \_\_\_\_\_

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

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

Phone Number: \_\_\_\_\_

Dollar Value of Participation \$ \_\_\_\_\_

Percentage of Participation % \_\_\_\_\_

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

**Total Participation %** \_\_\_\_\_

4. Name of MBE/WBE: \_\_\_\_\_

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

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

Phone Number: \_\_\_\_\_

Dollar Value of Participation \$ \_\_\_\_\_

Percentage of Participation % \_\_\_\_\_

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

**Total Participation %** \_\_\_\_\_

5. Attach Additional Sheets as Needed

**II. Indirect Participation of MBE/WBE Firms**

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

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

1. Name of MBE/WBE: Kayhan International

Address: 1475 E. Woodfield Road, Ste 105, Schaumburg, IL 60173

Contact Person: Kayhan Hellriegel

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

Phone Number: 847-843-5060

Dollar Value of Participation \$ 76,500

Percentage of Participation % 4.5%

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

**Total Participation %** 4.5

**2. Name of MBE/WBE:** B&B Maintenance

Address: 537 Capital Drive, Lake Zurich, IL 60047

Contact Person: Silverio Osorio

Phone Number: 847-550-6060

Dollar Value of Participation \$ 287,300.00

Percentage of Participation % 16.9

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

**Total Participation %** 16.9

**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 (%)
<b>Total Direct MBE Participation</b>		

2. MBE Indirect Participation

MBE Firm Name	Dollar Amount Participation (\$)	Percent Amount Participation (%)
B&B Maintenance	\$287,300.00	16.9%
<b>Total Indirect MBE Participation</b>	\$287,300.00	16.9%

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

1. WBE Direct Participation

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

2. WBE Indirect Participation

WBE Firm Name	Dollar Amount Participation (\$)	Percent Amount Participation (%)
Kayhan International	\$76,500.00	4.5%
<b>Total Indirect WBE Participation</b>	\$76,500.00	4.5%

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

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

Megan Stock 847-576-4377  
(Name- Please Print or Type) (Phone)

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

Motorola Solutions, Inc  
(Name of Prime Contractor - Print or Type) State of: Illinois

Megan Stock  
(Signature) County of: Cook

Megan Stock, Supplier Diversity Manager  
(Name/Title of Affiant - Print or Type)

7/23/14  
(Date)

On this 23<sup>rd</sup> day of July, 2014, the above signed officer Megan Stock  
(Name of Affiant)

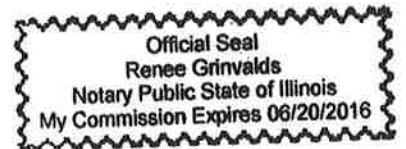
personally appeared and, known by me to be the person described in the foregoing Affidavit, acknowledged that (s)he executed the same in the capacity stated therein and for the purposes therein contained.

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

[Signature]  
(Notary Public Signature)

SEAL:

Commission Expires: June 20, 2016



## Vendor Information

CLOSE WINDOW



HELP

### Vendor Information

Business Name **B and B Maintenance Inc**  
Owner **Silverio Osorio**  
Address **537 Capital Drive**  
> [Map This Address](#) **Lake Zurich, IL 60047**  
Phone **847-550-6060**  
Fax **847-550-1551**  
Email **[sosorio@bandbmaint.com](mailto:sosorio@bandbmaint.com)**

### Certification Information

Certifying Agency **City of Chicago**  
Certification Type **MBE - Minority Business Enterprise**  
Certification Date **3/7/2012**  
Renewal/Anniversary Date **8/1/2014**  
Certified Business Description **Janitorial Services**

### Commodity Codes

NAICS 561720 Janitorial services ([More](#))

### Additional Information

Service-Disabled Veteran Business **No**

[Customer Support](#)

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DEPARTMENT OF PROCUREMENT SERVICES

CITY OF CHICAGO

[kayhan.hellriegel@kayhan.com](mailto:kayhan.hellriegel@kayhan.com)

May 30, 2014

Ms. Kayhan Heilriegel  
**Kayhan International, Ltd.**  
1475 East Woodfield Road, Suite 104  
Schaumburg, IL 60173-5466

Dear Ms. Heilriegel:

This letter is to inform you that the City of Chicago has extended your status as a **Women Business Enterprise (WBE) until August 31, 2014**. We are providing this extension to allow enough time to provide any additional documentation that your application may be missing and for our office to complete our review of all of the submitted documents.

This extension does not guarantee eligibility in the program but will act as a courtesy extension until we receive all of the required documentation and complete a review of that documentation.

Please present this letter as evidence of your certification to be included with bid document submittals as needed.

If you have any questions, please feel free to call our office at 312-744-1929.

Sincerely,

George Coleman, Jr.  
Deputy Procurement Officer

GC/si