



**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
AIS Contract Liaison Bernie Harges	Dr. Cynthia Wynn Email Contract Liaison Bernie.Harges@cityofchicago.org	312-744-6675 Telephone 312-744-1645	11/14/22	<i>Dr. Cynthia Wynn</i>

List Name of NCRB Attendees/Department
Roderick Warren Dr. Cynthia Wynn Gary Bell Bernie Harges

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

Company: SDI PRESENCE LLC

Contact Person: Ted Mescall	Phone: 773-562-1740	Email: tmescall@sdipresence.com
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Project Description: Banner CIS - Utility Billing Relief Project

This is a request for: <input type="checkbox"/> New Contract Contract Type <input type="checkbox"/> Blanket Agreement Term: ____ (# of mo) <input type="checkbox"/> Standard Agreement	<input checked="" type="checkbox"/> Amendment / Modification Type of Modification <input checked="" type="checkbox"/> Time Extension <input checked="" type="checkbox"/> Vendor Limit Increase <input type="checkbox"/> Scope Change Contract Number: 69858 Specification Number: 483330 Modification Number: 3
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Department Request Approval	Recommended Approval
<i>Sandra Blackmore, rxn</i> 11/18/22 DATE	<i>[Signature]</i> 11/21/2022 DATE
DEPARTMENT HEAD OR DESIGNEE Sandra Blackmore, Commissioner PRINT NAME	BOARD CHAIRPERSON <i>Steven M. Ladosa</i> PRINT NAME

(FOR NCRB USE ONLY)

Recommend Approval/Date: _____

Return to Department/Date: _____

Rejected/Date: _____

Approved Rejected

[Signature]
CHIEF PROCUREMENT OFFICER

11/21/2022
DATE



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

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

Justification for Non-Competitive Procurement Worksheet

PROCUREMENT HISTORY

1. An RFP was issued to replace the DWM billing system. The Banner CIS Billing System was selected and implemented as the billing solution for water and sewer services to customers residing in the City of Chicago and 125 suburbs for the Chicago Department of Water Management. Their services has 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. This is a continuation of a previous procurement from the same source. In December 2008, SDI was awarded a task order to provide maintenance and support for Banner CIS.

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

On November 29, 2013, the City amended PO Number 23687 to extend services through November 30, 2015.

In November 2015, the City amended the PO Number 23687 again to extend services through November 30, 2016 to ensure there were no interruptions in maintenance/support.

In December 2016, the City amended PO number 46701 (formerly PO 23687) to extend services through November 30, 2017 to ensure there was no interruption in maintenance/support.

In December, 2017, SDI was approved for a two-year agreement with SDI Presence with 2 year extensions: Contract (PO) number 69858, Specification number 483330. Contract starts on June 1, 2018. A one 2-year extension was approved in December 2020.

3. SDI has supported the Banner CIS application since 2008. SDI has retained staff that originally assisted with the original implementation of the Banner CIS system which occurred in 1998. Only the SDI staff has gathered 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 a several major customizations have been implemented. The SDI staff also upgraded the Banner upgrade 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's and Department of Finance's business process activities.

SDI has the Banner application knowledge, experience in the Department's of Water Management and Finance business policy, ordinances, processing rules and scheduling of application 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.

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

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



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

4/14/22

#6
 Revised
 BAA

6. Future Solicitation: AIS-IT is currently finalizing the new Request for Proposal (RFP) for this project "Water Management Customer Service, Billing, and Information System and Support." This new project will be submitted to DPS no later than December 1, 2022, under Spec No. 1259287, RX 496033.

ESTIMATED COST

1. The estimated cost for 1 year is \$4,381,770.68. This includes requirements gathering, coding, testing and implementation along with additional full-time support resource that is needed due to the complexity of relief calculations involved. The additional support resource cost would be sourced from water funds.
2. The estimated cost by fiscal year is \$4,381,770.68.
3. The estimates were derived from billing rates from previous years.
4. Please see PROCUREMENT HISTORY Answer # 6.
5. AIS-IT has negotiated for additional year of services with SDI in the amount of \$4,381,770.68. Attached is a copy of the quote, dated 10/26/2022.

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 next spring.
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 hundreds of customizations to the application. These customizations range from billing calculations to external interfaces and has transformed the core Banner CIS application into one that is unique and specifically tailored in its design, construction, architecture and daily functionality to the City of Chicago's business needs. As part of SDI's standard process, each customization is accompanied by a detailed design specification to records the functional and technical traits for training, analysis and archival processes.
 The lack of specifications is not a constraining factor when each customization is viewed individually. However, the combination of 15 interfaces and their interaction with more than thousands of application customizations creates a situation where only SDI is able to accurately and successfully provide the day-to-day support and production capabilities that the City of Chicago requires. Only the SDI staff have performed the tasks for requirements gathering, specification development, testing, implementation, and support of the application, database, and all customizations. Knowledge of the system, third party customization and business processes and policies would be difficult to transition to another vendor.
3. 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 include:
 - processing of Senior Exemptions
 - managing over 2.7 million bills and reminder notices each
 - support of business process improvements, application designs 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 for water/sewer tax billing.
 - maintenance and support services for refuse/garbage billing.



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

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 on the team were on the initial Banner implementation, have been providing support and maintenance for the Banner applications since 1998, and reside in the Chicago land area. SDI 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 of Innovation and Technology, Water Management, Streets and Sanitation, Budget Management, and Finance's business process activities. SDI staff provides business process analysis, change management, and other non-application consultative and value-add services due to their knowledge of how billing technology is used by the City of Chicago. In 2016, the City of Chicago decided to begin charging for refuse services. The Department of Innovation tasked SDI with a feasibility study to provide options to integrate refuse into the existing Banner CIS with 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 2017 revenue stream that will increase based on an agreed upon rate structure. Since SDI has the intricate system and business knowledge, the additions to the system were executed successfully. Said knowledge 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 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 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 codes, 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 or 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 "ITGR 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

From: *Sandra Blakemore, rev 11/18/22*
Sandra Blakemore
Commissioner

Date: November 18, 2022 (Revised)

Subject: WATER MANAGEMENT CUSTOMER SERVICE, BILLING, AND INFORMATION SYSTEM SUPPORT
Vendor: SDI PRESENCE LLC
Contract Number: 69858
Spec No.: 483330
RX #: 465728
Re: Request for a Time Extension and Vendor Limit Increase
Original Start Date: 6/1/2018
Current End Date: 11/30/2022

The Department of Assets, Information & Services (AIS) seeks NCRB approval to a one-year extension and a vendor limit increase of \$4,381,770.68 for contract PO 69858.

The vendor limit increase is based on monthly maintenance and support services of the City's Water Utility Billing Application (Banner). City departments that utilize Banner include Water Management (DWM), Finance (DOF), Budget and Management (OBM), Streets and Sanitation (DSS) and Assets and Information Services (AIS).

SDI's monthly services cover project management business analysis, application support, database administration quality assurance system management services, and report services. A lapse in services could cause a disruption in the number of utility bills the system generates and the \$1B+ in payments it processes each year.

AIS-IT is currently finalizing the new requirements and will submit a request for the new billing system requirements no later than December 1, 2022, under Spec No. 1259287, RX 496033. The requested time extension and VLI is required to allow for continued use of this contract until a new contract is awarded

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 and 312-744-1645.

cc: NCRB
J. O'Brien/DPS
J. Chan/DPS
R. Warren/AIS-IT
C. Wynn/AIS-IT
G. Bell/AIS



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: November 18, 2022

Department Name: Assets, Information and Services

Requisition No: 465728 Specification No: 483330

PO No: 68856 Modification No:

Contract Liaison: Bernie Harges

Telephone: 312-744-7535

Email: Bernie.Harges@Cityofchicago.org

Project / Program Manager: Dr. Cynthia Wynn

Telephone: 312-744-6675

Email: Cynthia.Wynn@cityofchicago.org

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:
 1) Funding: Attach information if multiple funding lines
 2) Individual Contract Services: include approval form signed by all parties
 3) 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: NCBR Request for a time extension and vendor limit increase

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

Funding:

Corporate Bond Enterprise Grant Other:

IDOT/Transit IDOT/Highway FHWA FTA FAA

LINE	FY	FUND	DEPT	ORGN	APPR	ACTV	PROJECT	RPTG	ESTDOLLAR AMOUNT
	22	200	38	2145	0140				365,147.55
	23	200	38	2145	0140				4,016,623.13

Check One:
 New Contract Request

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

*Project / Program Manager Signature
Dr. Cynthia Wynn

*Commissioner/Authorized Designee Signature
Sandra Blakemore, rrr 11/18/22

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 (NCBR)
 Request for Individual Contract Services
 Information Technology Governance Board (ITGB)
 IDOT Concurrence

Purchase Order Information:

Contract Term (No. of Months): 60 Months

Extension Options (Rate of Recurrence): 2 (1) Yr Ext

Estimated Spend/Value: \$ 33,987,229.68

Grant Commitment / Expiration Date:

Pre-Bid/Submital 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: 12/01/2022

PO End Date: 11/30/2023

Amount (Increase/Reduction): \$4,381,770.68

Safety Enhancing Vehicle Equipment (MCC 2-92-597) Yes ___ No X

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

Risk Management / EDS / IDOT

Insurance Requirements (included) Yes No

EDS Certification of Filing (included) Yes No

IDOT Concurrence (required) Yes No

Vendor Information

Name: SDI PRESENCE, LLC

Contact: MATT HAUGHLEY

Address: 200 East Randolph St, Chicago, IL 60601

E-mail: mhaughley@sdipresence.com

Phone: 312-580-7500

RE: SDI Presence Banner Utility Billing Contract - Funding Line Request

You replied on Fri 11/18/2022 3:04 PM



Roderick Warren



To: Kurt Peterson; Melissa Clark; Lori Edwards; Cynthia Wynn; Bernie Harges; Fri 11/18/2022 2:50 PM

Hello,

The justification as requested is the following.

The City of Chicago Department of Assets, Information and Services Innovation & Technology ("AIS"), the Department of Finance (DOF), and the Office of Budget Management (OBM), ("the City"), have requested SDI Presence, LLC ("SDI") overhaul and maintain the 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) and the Low-Income Household Water Assistance Program (LIHWAP) are candidates for the UBR program. The LIHEAP Program is a social services program that assist low-income households with home energy/utility billing needs. The program, part of the United States Department of Health and Human Services (HHS), is funded by grants from the federal government. In Illinois, the LIHEAP Program is administered by Community & Economic Development Association of Cook County (CEDA). CEDA has also been selected to administer enrollment into the UBR program.

Additional Services

SDI is uniquely positioned to perform the maintenance and support services for the Utility Billing Relief Program as well as project-related services. SDI provided services on the initial implementation of the both the LIHEAP and Low Income Household Water Assistance programs. Due to the operation and the integration of the programs to the Utility Billing Relief within the Banner CIS system, SDI continues to support the Department of Finance business processes and provides IT support of the program in Banner.

Additional Services provided include but are not limited to the following:

- UBR Development of Reports
- Weekly UBR Dashboard
- Weekly UBR Support meetings
- Maintenance and Support of UBR 4 day past due balance grace period
- Maintenance and Support of the 30 day re-enrollment window from 30 to 75 days
- Maintenance and Support UBR Bankruptcy Processing & auditing
- Maintenance and Support UBR system notes
- Maintenance and Support of the Interface with Sebis UBR portal
- Maintenance and Support of UBR enrollment to cancel service orders
- Maintenance and Support of UBR Letters and Letter modifications
- UBR & Senior Freeze exceptions review, analysis and resolution
- UBR Collections analysis
- UBR Outreach initiatives – letters, post cards, emails, billboards, CTA ads
- Maintenance and Support of adjustments for Trustee payments
- Manual processing of UBR enroll, un-enroll, re-enroll exceptions
- UBR MeterSave manual non-metered to metered change overs (interim solution)



DEPARTMENT OF ASSETS, INFORMATION & SERVICES

MEMORANDUM

To: Aileen Velazquez
Chief Procurement Officer
Department of Procurement Services

Attention: Steve Loboda
Deputy Procurement Officer

From: Sandra Blakemore
Sandra Blakemore
Acting Commissioner

Date: May 23, 2022

Re: WATER MANAGEMENT CUSTOMER SERVICES, BILLING, AND
INFORMATION SYSTEM SUPPORT

PO No. 69858
Spec. No.: 483330
Req.: 465728
Request for Time Extension and Vendor Limit Increase
Original Contract date: 6/1/2018
Current End Date: 11/30/2022

The Department of Assets, Information & Services (AIS) seeks NCRB approval to a one-year extension and a vendor limit increase of \$4,381,770.68 for contract PO 69858.

The vendor limit increase is based on monthly maintenance and support services of the City's Water Utility Billing Application (Banner). City departments that utilize Banner include Water Management (DWM), Finance (DOF), Budget and Management (OBM), Streets and Sanitation (DSS) and Assets and Information Services (AIS). The \$4.4M vendor limit increase would also cover an additional one-year extension.

SDI's monthly services cover project management business analysis, application support, database administration quality assurance system management services, and report services. A lapse in services could cause a disruption in the number of utility bills the system generates and the \$1B+ in payments it processes each year.

Thank you for your attention to, and consideration of, this request. Recent staff shortages and the re-organization of the IT Bureau at AIS have caused a delay in the submission of this request. If additional information is required, please contact Judith Mims at Judith.Mims@cityofchicago.org and 312-742-1817.

cc NCRB
J. O'Brien/DPS
J. Chan/DPS
R. Warren/AIS-IT
G. Bell/AIS
C. Wynn/AIS-IT
J. Mims/AIS

2 NORTH LASALLE STREET, SUITE 200, CHICAGO, ILLINOIS 60602

Section I: General Contract Information	
Department Name	Assets, Information and Technology
Department Contact Name	Judith Mims
Department Contact Number	X2-1817
Department Contact Email	Judith.Mims@cityofchicago.org
Contract Number	69858
Contract Subject Name	SDI Presence LLC
Contract Initiation Date	6/1/2018
Original Contract Amount	\$13,612,504
Original Contract Expiration Date	5/31/2020
Budgeted amount for current year	DUR
Year to date expenditure	\$29,479,500.36
Are funds <input checked="" type="checkbox"/> Operating <input type="checkbox"/> Capital <input type="checkbox"/> TIF <input type="checkbox"/> Grant	
What is the funding strip?	022.0100.0382005.0138.220138
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	\$4,381,770.68
New total contract amount	\$33,967,229.68
New contract expiration date	11/30/23
Goods/services provided by this contract	Support & maintenance for the Banner Utility Billing Application

Justification of need to modify this contract	Maintaining this application is critical to ensuring City revenue input is uninterrupted.
Impact of denial	The banner application will not be supported and will be vulnerable. Critical City revenue streams will be adversely impacted.
Section III: Issue a Request for Services to a Master Consulting Agreement	
Complete this section if you want to Issue a request for services to a Master Consulting Agreement	
Value of planned task order request	
Expiration date of planned task order request	
Scope of services	
Justification of need to issue request for services	
Impact of denial	
Section IV: Assessment of Office of Budget and Management Analyst	
Approve/Deny	Reason: Vendor Limit increase is approved.
OBM Analyst Initials	R.M.
OBM Analyst Name/number	Rosalyn McIntosh / (312) 744-2369



DEPARTMENT OF ASSETS, INFORMATION & SERVICES

SCOPE OF WORK

SPECIFICATION NUMBER 483330

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

- o Systems Management
- o Application System Support
- o Interface Support
- o Software Currency, Maintenance; and Support
- o Database Administration Services
- o Web Server Administration Services
- o Production Control
- o Reports/Output
- o License Support
- o Pre-Collection Customer Services (Includes Full Payment Certificate — Customer Move-Ins/Move-outs, Customer Correspondence e.g., Address Correction, and other services)

SDI areas of support will also include the following:

- o MeterSave — A module was built to allow non-metered customers to volunteer to have meters installed at their properties. The customization for this interface allows customers to register via an IVR system, online, and the 311 Call Center. The customization allows for service orders to be generated and sent to an InforEAM to allow for the real-time update of data back to the Banner CIS. Algorithms have been established to allow non-metered customers to get refunds for fixed rates once the meter has been installed.
- o Online Bill Payment — A module was built to allow customers to pay bills online and view consumption history through a third-party application. The third-party application receives data from the current Banner CIS and posts payments to the Banner CIS.
- o Interactive Voice Response ("IVR") System — A module was developed to allow customers to call the City of Chicago Department of Water Management ("CDWM") to obtain account information and to establish payment arrangements. The IVR integration is in the process of being further developed and integrated into the Banner CIS. The IVR system will optimize automated call center distribution to allow for automated screen pop in the Banner CIS. The IVR system will allow the City of Chicago Department of

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

- Bill and Letter Print — A third-party print vendor was selected and established in 2013 with the current CIS System functionality. Analysis was performed to provide mapping to the CIS System and to provide the vendor the file format layouts to ensure data integrity for proper distribution of customer information letters, reminders for payment, and bills.
- Online Full Payment Certifications — A module to process full payment certificates has been modified in the Banner CIS to allow another third-party vendor to overhaul an existing online full payment certificate Web-based solution. The solution allows service firms and customers to apply for full payment online without the need to contact the Department of Finance directly.
 - Bank Remittance — A 2014 acquisition of Cole Taylor Bank by MB Financial created the need to perform business and quality assurance to ensure the successful processing of bank and currency files.
- Cashiering — The Department of Finance is integrated to the Banner CIS and sends payment from multiple payment centers and kiosks across the City.
- Vacant Building Integration — The City of Chicago Department of Buildings ("CDB"), in coordination with CDWM and the Department of Finance, developed a module to halt billing customers if a customer's property (account) is registered with the CDB. This customization was implemented in December of 2014.
- InforEAM Integration — Service orders generated by the Department of Finance and CDWM will be sent to InforEAM to allow for scheduling and dispatching of field crews.
- City Database — DoT maintains a list of valid City of Chicago addresses. Both premises (water delivery) and mailing addresses are validated against this list through the interface at time of creation/update, and the ZIP code provided in response is used to update the Banner record. This interface is also used to retrieve a unique building ID for the premises used in the IRIS interface.
- IRIS — The Banner application provides a business-license hold request to the remote application for accounts with qualifying past-due conditions. The intent of the application is to make CDWM debt a condition of obtaining or renewing a business license required from the Department of Revenue.
- Collection Agency/Law Firm — Data is shared via formatted text files with various appointed law firms authorized to collect debt. Accounts in bad debt status are selected and identified to each law firm through the interface and the collection status of these accounts reported back by the law firms.

- o AMR/MV-RS — Meter readings are downloaded into the Banner application. Routes to be read are uploaded into the scheduling application. This transaction loop provides the great majority of meter reading information to the Banner application and drives the charge/revenue cycle.
- o Address Profile Update — The same interface path that supports online payments also allows end users to make restricted updates to their mailing address, name and other basic account information.
- o Refuse/garbage billing on a unified utility bill for the City of Chicago Department of Streets and Sanitation
 - Water/sewer tax billing (Implemented in April 2017) for the Department of Finance and Office of Budget Management
- o Consumer price index rate increases for the Department of Finance and City of Chicago Office of Budget Management.
- o The Banner Refresh/Database Upgrade Implementation (Implemented In June 2019) is critical and needed to address the age of the Banner CIS.

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


Proposed Team Configuration	Resource
Program Manager – VP	M. Haughey
Program Manager (Special Projects and Production Support)	T. Mescall
Account Executive / Delivery Executive	
Project Manager (Production Support / Full Payment Certificate / Correspondence) / Delivery Executive	K. Sedore
Architect	A. McNamara
Architect	A. Smith
Architect	M. Nichols
Architect	D. Prusina
Business Analyst	C. Ruiz
Business Analyst	J. Shepple
Sr. Application Developer	A. Mittamidi
Sr. Application Developer	A. Ross
Database Administrator	M. Pottie
Operations & Production Support	J. Batura
Data Analyst	B. Tyler
Data Analyst	T. Goarcke
Data Analyst	B. Ragalado

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

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

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

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


Dr. Cynthia Wynn, Project Manager
Department of Assets, Information & Services




DEPARTMENT OF ASSETS, INFORMATION & SERVICES

MEMORANDUM

To: Aileen Velazquez
Chief Procurement Officer
Department of Procurement Services

Attn: Non-Competitive Review Board

From: 
Kurt Peterson
Chief Information Officer

Subject: AIS IT Approval for Extension
Vendor: SDI PRESENCE LLC
PO No.: 69858
Specification No.: 483330
Requisition No.: 465728

Date: October 26, 2022

I have reviewed AIS' Non-Competitive Review Board (NCRB) request for the document management software license and support services with SDI PRESENCE LLC and have found that the application is compliant and within the guidelines for the City's technical environment and IT policies.

cc: NCRB



September 30, 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

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

Via Email Delivery

Re: **Single Source Justification for Amendment No. 3 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. Sedare 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 cursive script that reads "Matt Haughey".

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





October 26, 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

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

Via Email Delivery

Re: SDI Consolidated Quote for Services Pursuant to the SOW for Amendment No. 3 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 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. 3 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.

With this letter, the SDI Team consisting of SDI (EMBE), Milestone Utility Services (non-MBE/WBE), Sierra Public Safety Group (MBE) and BSG Training and Consulting (WBE) provides the following consolidated quote for the services as requested by the City.

Item / Project	Date	Amount
Support & Maintenance extension year 1	12/1/22 - 11/30/23	\$4,381,770.68

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

Project Name: Amendment No. 3 to Water Management Customer Services Billing and Information System
Maintenance 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:

\$7,451,764 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)

9/16/2022
(Date)

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

swolff@sdipresence.com
(Email & Phone Number)

(312) 580-7521



FOR
NON-CONSTRUCTION
PROJECTS ONLY

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

Amendment No. 3 to Water Management Customer Services Billing
and Information System Maintenance Agreement

Project Name: _____ Specification No.: 483330

From: BSG Training & Consulting Inc. (WBE)
(Name of MBE/WBE Firm)

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

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

The undersigned is prepared to perform the following services in connection with the above named project/contract. If more space is required to fully describe the MBE or WBE proposed scope of work and/or payment schedule, including a description of the commercially useful function being performed, Attach additional sheets as necessary:

Customer Service Billing and Information System Maintenance and Support Services including but not limited to analysis, quality assurance testing, and other services as requested by the City of Chicago Department of Water, Finance, and Assets, Information and Services.

The above described performance is offered for the following price and described terms of payment:
\$438,177.07 or DUR invoiced monthly and paid within 7 calendar days after SDI receives payment of the invoice from the City.

SUB-SUBCONTRACTING LEVELS

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

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

0 % 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.

Mattie Blair (Date) 9/19/2022
(Signature of President/Owner/CEO or Authorized Agent of MBE/WBE)

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

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



FOR
NON-CONSTRUCTION
PROJECTS ONLY

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

Amendment No. 3 to Water Management Customer Services Billing
and Information System Maintenance Agreement
Project Name: _____ Specification No.: 483330

From: Sierra Public Safety Group LLC (MBE)
(Name of MBE/WBE Firm)

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

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

The undersigned is prepared to perform the following services in connection with the above named project/contract. If more space is required to fully describe the MBE or WBE proposed scope of work and/or payment schedule, including a description of the commercially useful function being performed, Attach additional sheets as necessary:
Customer Service Billing and Information System Maintenance and Support Services including but not limited to analysis, quality assurance testing, and other services as requested by the City of Chicago Department of Water, Finance, and Assets, Information and Services.

The above described performance is offered for the following price and described terms of payment:
\$436,800 or DUR invoiced monthly and paid within 7 calendar days after SDI receives payment of the invoice from the City.

SUB-SUBCONTRACTING LEVELS

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

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

0 % 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 (X) No

NOTICE: THIS SCHEDULE AND ATTACHMENTS REQUIRE ORIGINAL SIGNATURES.

Jose F. Sierra Digitally signed by Jose F. Sierra
DN: cn=Jose F. Sierra, o=Sierra Public Safety Group LLC, email=jsierra@sierrapublicsafetygroup.com, c=US (Date) 9/19/2022
(Signature of President/Owner/CEO or Authorized Agent of MBE/WBE)

(Name/Title-Please Print) Jose F. Sierra, President

(Email & Phone Number) jsierra@sierrapublicsafetygroup.com 773-852-5898



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. 3 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 (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:¹ %
 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

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

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

Phone Number: 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: BSG Training & Consulting Inc. (WBE)
Address: 2146 S. Michigan Avenue, Chicago, IL 60616
Contact Person: Mattie Blair, President
Phone Number: 312-225-8120
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

MBE Firm Name	Dollar Amount Participation (\$)	Percent Amount Participation (%)
SDI Presence LLC (EBE)	\$2,780,522	35
Sierra Public Safety Group LLC	\$436,800	10
Total Direct MBE Participation	\$3,217,322	45

2. MBE Indirect Participation

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

B. WBE Proposal (Direct & Indirect)

1. WBE Direct Participation

WBE Firm Name	Dollar Amount Participation (\$)	Percent Amount Participation (%)
BSG Training & Consulting	\$219,088.53	5
Total Direct WBE Participation		

2. WBE Indirect Participation

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

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

The Prime Contractor designates the following person as its MBE/WBE Liaison Officer:
Barbara Jackson (312) 580-7563

(Name- Please Print or Type)

(Phone)

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

SDI Presence LLC

(Name of Prime Contractor - Print or Type)

State of: Illinois

Sharee L. Wolff
(Signature)

County of: Cook

Sharee L. Wolff, CFO

(Name/Title of Affiant - Print or Type)

October 27, 2022

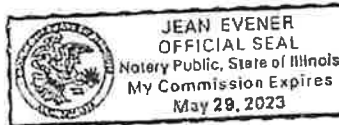
(Date)

On this 27th day of October, 2022, 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



CERTIFICATE OF LIABILITY INSURANCE

12/1/2022

DATE (MM/DD/YYYY)
5/31/2022

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

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

PRODUCER LOCKTON COMPANIES 500 West Monroe, Suite 3400 CHICAGO IL 60661 (312) 669-6900	CONTACT NAME:	FAX (A/C, No):
	PHONE (A/C, No, Ext):	
	E-MAIL ADDRESS:	
	INSURER(S) AFFORDING COVERAGE	
	INSURER A: The Charter Oak Fire Insurance Company	NAIC # 25615
	INSURER B: The Phoenix Insurance Company	25623
	INSURER C: Travelers Property Casualty Co of America	25674
	INSURER D: *** SEE ATTACHMENT ***	
	INSURER E: The Travelers Indemnity Company of Connecticut	25682
	INSURER F:	


INSURED
1427688 SDJ Presence LLC
200 E. Randolph St
Ste 3550
Chicago IL 60601

COVERAGES CERTIFICATE NUMBER: 18580563 REVISION NUMBER: XXXXXXXX

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

INSR LTR	TYPE OF INSURANCE	ADDL ISSUR INSR	YEAR	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
B	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY CLAIMS-MADE: <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input checked="" type="checkbox"/> LOC OTHER:	Y	Y	630-05724669	6/1/2022	6/1/2023	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (EA occurrence) \$ 1,000,000 MED EXP (Any one person) \$ 10,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000
A	AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> NON-OWNED AUTOS ONLY	Y	Y	810-05724577	6/1/2022	6/1/2023	COVERED SINGLE LIMIT (EA accident) \$ 1,000,000 BODILY INJURY (Per person) \$ XXXXXXXX BODILY INJURY (Per accident) \$ XXXXXXXX PROPERTY DAMAGE (Per accident) \$ XXXXXXXX
C	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> EXCESS LIAB RETENTION \$ 10,000	Y	Y	CUP-05724762	6/1/2022	6/1/2023	EACH OCCURRENCE \$ 15,000,000 AGGREGATE \$ 15,000,000 PER STATUTE \$ XXXXXXXX OTH-ER
E	WORKERS' COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe below DESCRIPTION OF OPERATIONS IN NH	Y/N	N/A	UB-05724412	6/1/2022	6/1/2023	E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
D	Professional Liability/Technology E&O/Cyber	N	N	SEE ATTACHED	12/1/2021	12/1/2022	40M each claim & aggregate limit, \$250,000 deductible

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
THIS CERTIFICATE SUPERSEDES ALL PREVIOUSLY ISSUED CERTIFICATES FOR THIS HOLDER, APPLICABLE TO THE CARRIERS LISTED AND THE POLICY TERMS REFERENCED.
RE: Water Management Customer Service, Billing and Information System Maintenance and Support. Specification Number 483330

CERTIFICATE HOLDER 18580563 City of Chicago Department of Procurement Services 121 LaSalle Street, Room 806 Chicago IL 60602	CANCELLATION See Attachments SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE 
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CONTINUATION DESCRIPTION OF OPERATIONS/LOCATIONS/VEHICLES/EXCLUSIONS ADDED BY ENDORSEMENT/SPECIAL PROVISIONS (Use only if more space is required)

The City of Chicago is included as additional insured(s) on a Primary and Non-contributory basis if required by written contract with respect to General Liability and Auto Liability per the terms and conditions of the policy. A waiver of subrogation applies in favor of the additional insured if required by written contract with respect to General Liability, Auto Liability, and Workers Compensation per the terms and conditions of the policy where permitted by state law. Umbrella liability coverage follows form over the underlying General Liability if required by written contract per the terms and conditions of the policy. A 30-day notice of cancellation is included if required by written contract with respect to General Liability per the terms and conditions of the policy.

<u>Policy Number</u>	<u>Policy Period</u>	<u>Insurer</u>	<u>Limits</u>
ZPL 91N34346	12/1/2021-12/1/2022	Travelers Property Casualty Co of America	Policy Aggregate \$10M
EOC 6947146 - 02	12/1/2021-12/1/2022	Zurich American Insurance Company	\$10M x \$10M
USF01012921	12/1/2021-12/1/2022	Interstate Fire & Casualty Companies	\$10M x \$20M
EK13408047	12/1/2021-12/1/2022	Scottsdale Indemnity Company	\$5M x \$30M
MTE9040362 02	12/1/2021-12/1/2022	Indian Harbor Insurance Company	\$5M x \$35M



CERTIFICATE OF FILING FOR
CITY OF CHICAGO ECONOMIC DISCLOSURE STATEMENT

EDS Number: 172231
Certificate Printed on: 04/20/2022

Date of This Filing: 04/20/2022 04:35 PM
Original Filing Date: 04/20/2022 04:35 PM

Disclosing Party: SDI Presence LLC
Filed by: Linda Petty

Title: Chief Legal Officer

Matter: Amendment No. 3 to Water
Management Customer Services Billing and
Information System Maintenance Agreement
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.