



## 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	8/25/2016	
Contract Liaison	Email Contract Liaison	Telephone		
Judy Mims	judith.mims@cityofchicago.org	312-742-1817		

<b>List Name of NCRB Attendees/Department</b>	
Carleton Nolan Judith Mims Brenna Berman	

<b>Request NCRB review be conducted for the product(s) and/or service(s) described herein.</b>		
<b>Company: Infor Public Sector</b>		
Contact Person:	Phone:	Email:
David Griffin	916-436-6644	dgriffin@infor.com
<b>Project Description: IT software and professional services for Inspection and permitting system. Request is for a vendor limit increase.</b>		
<b>This is a request for:</b>		
<input type="checkbox"/> New Contract		
<input checked="" type="checkbox"/> Amendment / Modification		
<b>Contract Type</b>		
<input checked="" type="checkbox"/> Blanket Agreement    Term: <u>84</u> (# of mo)		
<input type="checkbox"/> Standard Agreement		
<b>Type of Modification</b>		
<input type="checkbox"/> Time Extension <input checked="" type="checkbox"/> Vendor Limit Increase <input type="checkbox"/> Scope Change		
Contract Number: <u>16761</u>		
Specification Number: <u>61590</u>		
Modification Number: <u>7</u>		

<b>Department Request Approval</b>   DEPARTMENT HEAD OR DESIGNEE  <u>Danielle DuMerer</u> PRINT NAME	<b>Recommended Approval</b>   BOARD CHAIRPERSON  <u>Rich Butler</u> PRINT NAME
<u>8/26/2016</u> DATE	<u>9-7-16</u> DATE

(FOR NCRB USE ONLY)
Recommend Approval/Date: <u>9-7-16</u>
Return to Department/Date: _____
Rejected/Date: _____

Approved     Rejected

SEP 09 2016

CHIEF PROCUREMENT OFFICER    \_\_\_\_\_  
 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. City procured Hansen product licenses and professional services through a 5 year contract (16761) to implement Hansen 8 for Department of Buildings, Department of Transportation, Fire Prevention Bureau and Department of Environment (currently part of CDPH). Infor professional services have been used to implement inspections for Fire Prevention Bureau, back office and online permitting functionality for the Department of Environment (Currently part of CDPH) and inspections for Department of Planning. Vendor is currently providing post-implementation support of the Hansen 8 migration project for the Department of Transportation.
2. This is a continuation of previous procurement from same source. On February 18, 2009, Hansen Information Technology, was awarded a 5 year contract (16761) for Hansen 8 license, implementation, maintenance and support. On January 9, 2012, the contract was amended to add Enterprise Asset Management(EAM) and/or Hansen 8 Asset licenses. On May 30, 2014, the contract was extended for 1 year to support implementation of Hansen 8. On April 29, 2015 the contract was extended for 1 year to provide implementation support for the Hansen systems and professional services for additional implementation requirements.
3. Infor Public Sector is the sole provider of support and implementation services of their proprietary software.
4. No research was done to identify other sources to complete ongoing projects. There is additional cost to the City restarting projects using a new vendor. This is a request to extend the current vendor contract for continued support and the completion of projects that are in progress or that have been put on hold due to resource constraints.
5. A potential exists to segregate maintenance/support from implementation services.
6. Yes. Future competitive bidding is possible.

ESTIMATED COST

1. \$6,026,760.00 needs to be added the vendor limit increase to cover Hansen 7/8 license, Datastream license, Software implementation and support for a period from 2/1/2016 through 1/31/2018 and Inspection Scheduling project and Annual Inspection Certification project. 2016 E-note funds and ILF funds to cover licenses, projects, maintenance and onsite application support.
2. 2016 annual estimated cost for professional services is \$1,360,000.00, product license is \$984,000 (Hansen 7/8 license is \$742,000 and Datastream Maintenance is \$242,000), Annual Inspection Certification project is \$588,800, and Inspection Scheduling project is \$750,000. 2017 annual estimated cost for professional services is \$1,360,000 and product license is \$984,000 (Hansen 7/8 license is \$742,000 and Datastream Maintenance is \$242,000).
3. Cost estimate was based on annual license fees associated with Hansen 7/8. In addition, the annual cost reflects a reduction in support costs previously based on contract (16761) for optional period (1/1/2016 - 12/31/16).
4. Based on enterprise license for Hansen 8, City is in the process of consolidation/replacing number of permitting and inspection systems thus creating cost savings in terms of license, hardware and support.
5. The annual cost reflects a reduction in the support cost previously based on contract (16761) for optional period (1/1/2016 - 12/31/2016). The estimated cost covers license, implementation and support of Hansen 7/8 application across the City.

SCHEDULE REQUIREMENTS

1. The schedule is driven by the Mayor's Paperless Initiative and the critical post implementation support needed for



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

this initiative.

2. The City intends to procure Hansen 7/8 and Datastream product licenses and professional services using this contract. Drawing or any specific specification does not apply to components.
3. Vendor is in the process of implementing Hansen 8 for number of City departments and it is essential that this contract be extended to complete those implementations.
4. Vendor is responsible for supporting implementations of Hansen 8 for permits and inspections. In addition vendor is supporting Hansen 7 that is critical for Department of Buildings operations.

EXCLUSIVE OR UNIQUE CAPABILITY

1. This contract extension is not intended for hiring a person or firm.
2. Yes. Hansen 8 is a product owned by Infor and using their personnel for implementation and support produces quality deliverables.
3. Vendor was responsible for implementing Hansen 7 in the City. It is critical and efficient to use vendor's knowledge on City's business process and their experience with their product to complete on projects and provide support.
4. Infor is the owner of Hansen 7/8 products used by the City to support permitting inspection functions across multiple departments.
5. Vendor has spent several years implementing and supporting Hansen 7/8 with City and has an extensive knowledge of City's business processes related to inspection and permitting.
6. N/A. This request is for the extension of professional services that was originally approved by the NCRB in 2009. A new approval is needed from the NCRB for the extension of these services.
7. N/A. This request is for the extension of professional services to allow Vendor to complete projects that have been delayed due to resource constraints.
8. Infor is the only vendor that has the unrestricted ability to access and modify Infor-owned software products in order to provide bug fixes, updates and upgrades as part of support and maintenance.

OTHER

1. No additional supporting documentation is presented.



# 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.

# 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:**  
8/25/16

**Department Name:**  
**Innovation & Technology**

**Requisition No:** 105913      **Specification No:** 61590

**PO No:** 16761      **Modification No:** 7

**Contract Liaison:**  
Judith Mims

**Telephone:**  
x2-1817

**Email:**  
Judith.Mims@cityofchicago.org

**Project / Program Manager:**  
Carleton Nolan

**Telephone:**  
x4-3963

**Email:**  
Carleton.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 OBM; 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.*

**\*Contract Liaison Signature**



**Project Title:**  
HANSEN 8 SOFTWARE LICENSE, IMPLEMENTATION, MAINTENANCE & SUPPORT

**Project Description:**  
Vendor Limit Increase

**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	015	100	06	2005	0138	-0-	-0-	-0-	\$3,682,800.00

Check One:

New Contract Request

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

**\*Project / Program Manager Signature**



**\*Commissioner/Authorized Designee Signature**



**Purchase Order Information:**

**Contract Term (No. of Months):** 84 months

**Extension Options (Rate of Recurrence):** 3 years

**Estimated Spend/Value:** \$ 38,929,368.04

**Grant Commitment / Expiration Date:**

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

Mandatory       Site Visit

**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)

**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:** 1/31/16

**PO End Date:** 1/31/18

**Amount (Increase/Reduction):**

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

Full Compliance       Contract Specific Goals

No Stated Goals       Waiver Request

**Risk Management / EDS**

**Insurance Requirements (included)**     Yes     No

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

**Modification/Amendment Type:**

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

Vendor Limit Increase     Requisition Encumbrance Adjustment

Other (specify):

**Vendor Info:**

**Name:** Infor Public Sector, Inc.

**Contact:** David Griffin

**Address:** 380 St. Peter Street; St. Paul MN 55102

**E-mail:** d.griffin@infor.com |

**Phone:** 916-436-6644

# Scope of Work

## Specification Number 61590

The City of Chicago desires to execute a Statement of Work with the Infor Public Sector Inc., to provide post implementation support for the Hansen system as well as services for additional implementation requirements for identified projects. The scope includes providing managed services and support of the City's Hansen environments. These services include:

- Hansen 7 System support includes:
  - Application support for Hansen 7 back office permitting system for the Department of Buildings and annual inspections for the Fire Prevention Bureau.
  - Technical support for the web portal application for online building permits, annual elevator inspections, trade license renewal and vacant building registrations.
  - Support interfaces to the City's GIS system, collection systems (ARMS) and 311/CSR systems.
  - Support Hansen mobile solutions
  
- Hansen 8 System support includes:
  - Application support of Hansen 8 functionality that allows for the issuance of CDOT Public way use permits. This is a critical component of the Mayor's Paperless Initiative.
  - Application support for Hansen 8 back office permitting system for the Department of Planning, annual inspections for the Fire Prevention Bureau, and environmental permits for the Department of Health.
  - Technical support for web portal for online environmental permits for Department of Public Health.
  - Support interfaces to the City's GIS system and data portal website
  
- Hansen 7 and Hansen 8 services includes:
  - System administration and maintenance
  - User administration and password resets
  - User functional/application support
  - Reporting support
  - Product patching as required
  - Work with Infor Chicago Project team as required and be responsible for migrating any projects into the Hansen production environments.

In addition, Infor Public Sector Inc. will be providing services for additional implementation requirements for identified projects, such as:

- Annual Inspection Certification (AIC) Project – The purpose of this project is to enhance & migrate the AIC website to the Hansen 8 system and address audit functions.

- Inspection Scheduling Project – This project will allow customers (construction companies for example) to schedule inspections with City inspectors via a mobile application or website. Allows for the notification and messaging to inspectors.

The scope of services provides for the two year renewal of software support and maintenance and the implementation of the agreed upon projects:

- 2016 annual estimated cost for professional services is \$1,360,000.00, product license is \$984,000 (Hansen 7/8 license is \$742,000 and Datastream Maintenance is \$242,000), Annual Inspection Certification project is \$588,800, and Inspection Scheduling project is \$750,000.
- 2017 annual estimated cost for professional services is \$1,360,000 and product license is \$984,000 (Hansen 7/8 license is \$742,000 and Datastream Maintenance is \$242,000).

Sincerely,



Carleton Nolan, I.T. Director

Department of Innovation and Technology



DEPARTMENT OF INNOVATION AND TECHNOLOGY  
CITY OF CHICAGO  
MEMORANDUM

Date: August 25, 2016

To: Jamie Rhee  
Chief Procurement Officer  
Procurement Services

Attention: Richard Butler  
First Deputy Procurement Officer  
Procurement Services

From: Brenna Berman   
Chief Information Officer  
Information and Technology

Re: HANSEN 8 SOFTWARE LICENSE, IMPLEMENTATION, MAINTENANCE & SUPPORT  
**Vendor Limit Increase**  
**Req.: 105913 Specification: 61590**  
**PO 16761 / Infor Public Sector Inc.**  
**Current/Expiring Contract Number (if applicable): n/a**  
**Expiring Specification Number (if applicable): n/a**  
**Original Start Date (if applicable): 01/01/2009**  
**Original End Date (if applicable): 12/31/2013**  
**Current End Date (if applicable): 01/31/2017**

The Department of Innovation & Technology (DOIT) is requesting the NCRB's consideration and approval of a vendor limit increase to **Contract (PO) Number 16761** for the continued technical support, professional services and maintenance of the Hansen systems. This **\$3,682,800.00** increase to the contract limit is for Hansen 7 and Hansen 8 System support and maintenance, as well as, the projects specified in this memo. This would allow for the continuation of post implementation support for the deployed Hansen system as well as additional implementation services currently provided by Infor Public Sector Inc on identified projects.

Infor Public Sector Inc. maintains and supports the Hansen 7 and Hansen 8 Systems. The Hansen 7 and Hansen 8 Systems are utilized by various City Departments, such as the Department of Buildings and the Fire Prevention Bureau. These systems provide critical

functionality such as permitting, inspection services, fee payments, online web portals and mobile solutions.

The Hansen system supports the property services business function for the Inspection & Permitting Initiative (IPI). The departments responsible for this business function include the Department of Buildings, Fire Department – Fire Prevention Bureau, Department of Public Health – Permitting and Inspection group, and the Department of Housing and Economic Development. Business processes included in the property services function relate to:

1. Applying, reviewing and issuing building and sign permits
  - Web purchase of permits not requiring plans
  - Web intake of applications for permits requiring plans (new construction, renovation)
2. Applying and renewing trade licenses for general contractors and the various trades
  - Validation of trade licenses when a permit application is taken
3. Tracking, scheduling, and recording results of inspections
  - Permit inspections
  - Certificate of Occupancy inspections
  - Annual inspections
  - Business License inspections
  - Complaint inspections
  - Re-inspections
4. Billing of annual inspections and elevator permit inspections
5. Tracking violations recorded in the inspection results
  - Creates a case that will be sent to Administrative Hearing or the Department of Law for prosecution in the Circuit Court
6. Tracking the status of vacant building complaints and displaying the action the City has taken as authorized by ordinance to remedy the complaint of the vacant building
7. Providing a website to register vacant buildings as required by ordinance

In addition, DoIT, working closely with the Infor team, has successfully migrated permitting and inspection functions for the Department of Transportation and Department

of Buildings to Hansen 8. This project is a critical component of the Mayor's Paperless Permitting Initiative.

Due to a lack of resources and expertise, Infor Public Sector Inc. is being requested to assist in the maintenance and support of the Hansen systems as well as the projects specified in this letter.

Included with this request are the required project summary, project requisition, and project checklist documents.

Thank you for your consideration to DoIT's request for an additional one year extension. If additional information is required, please contact Carleton Nolan at x4-3963 and [Carleton.Nolan@cityofchicago.org](mailto:Carleton.Nolan@cityofchicago.org); and Judy Mims at x2-17817 and [Judith.Mims@cityofchicago.org](mailto:Judith.Mims@cityofchicago.org).

attachments

cc: J. O'Brien/DPS  
J. Chan/DPS  
C. Nolan/DoIT  
J. Mims/DoIT

### **Purchase Request Summary**

Procurement Type: Sole Source

Purpose of Request: Vendor Limit Increase

Project Description: HANSEN 8 SOFTWARE LICENSE,  
IMPLEMENTATION, MAINTENANCE & SUPPORT

Vendor Name: INFOR PUBLIC SECTOR INC

Lead Department: Innovation and Technology

User Department: Innovation and Technology

User Contact: Carlton Nolan, 312.744.3963

Contract Start/End Date: 01/01/2009- 01/31/2017

Estimated Cost/Contract Value: \$38,929,368.04

Duration of Term (months): 96 months

Extension Options; Three 1 (one) year extension

Exercised Extension Term: Three 1 (one) year extension

Price Adjustment/VLI (Include supporting details): \$3,682,800.00

Funding Source: N/A

Need By Date: Upon NCRB Approval



380 St. Peter Street  
St. Paul, MN 55102  
651-767-7000  
www.infor.com

August 18, 2016

City of Chicago  
ATTN: Ms. Brenna Berman  
50 West Washington  
Chicago, IL 60602

Dear Ms. Berman:

Infor has received your request for a justification to single source the support and maintenance of the Infor-owned software products that you have licensed from Infor.

Infor is the copyright owner for the vast majority of these software products, and as such, Infor is the only vendor that has the unrestricted ability to access and modify such Infor-owned software products in order to provide bug fixes, updates and upgrades to you as part of support and maintenance.

Please don't hesitate to contact Antonio Figueroa, the Client Partner for your account, at [Antonio.Figueroa@infor.com](mailto:Antonio.Figueroa@infor.com) or 770-625-2015, if you have additional questions on this matter.

Sincerely,

A handwritten signature in black ink that reads "Brad Steiner". The signature is written in a cursive style with a horizontal line extending to the right.

Brad Steiner  
VP & Deputy General Counsel



380 St. Peter Street  
St. Paul, MN 55102  
651-767-7000  
infor.com

August 18, 2016

Brenna Berman  
Commissioner and Chief Information Officer  
Department of Innovation and Technology  
50 W. Washington  
Chicago, IL 60602

Commissioner Berman,

As requested by Mr. Joseph Chan, please accept this letter as a request for waiver for our MBE/WBE commitment for the Annual Maintenance and License component of agreement. The challenge in providing MBE/WBE commitment for this portion is due to the fact that the scope of the maintenance and license do not include a human service aspect therefore do not offer an opportunity for direct minority and women participation.

Infor Public Sector continues to support City of Chicago's commitment to minority and women owned businesses.

As you will see in the attached, we have submitted a plan to spend \$809,640.00 over the next year with City of Chicago certified MBE/WBE firms: Sofbang LLC (MBE), AAR & Associates (MBE) and 606Digital (WBE). At the proposed not to exceed total contract value amount of \$2,698,800.00, this will allow us to meet our goal of 25% MBE and 5% WBE participation for the term of the agreement.

Thank you for your time and consideration of this request for the waiver on the annual maintenance and licensing. We look forward to hearing your decision. In the interim, please feel free to contact me with any questions or concerns.

With Best Regards,

A handwritten signature in black ink that reads "Brad Steiner".

Brad Steiner  
VP & Deputy General Counsel

cc: Jamie Rhee – CPO  
- include D1 as attachment



DEPARTMENT OF INNOVATION AND TECHNOLOGY  
CITY OF CHICAGO

MEMORANDUM

**To:** Jamie Rhee  
Chief Procurement Officer  
Procurement Services

**From:** Brenna Berman  
Chief Information Officer  
Innovation and Technology 

**Date:** August 24, 2016

**Re:** Partial MBE/WBE Waiver Concurrence  
Infor Public Sector  
PO 16761/ Spec. 61590  
Requisition No. 105913

I have reviewed the attached request from Infor Public Sector for a partial waiver to the Annual Maintenance and License component of the amendment to PO 16761 and concur with their justification to apply the full compliance goals of 25%MBE and 5% WBE to the entire services portion of the requisitioned amendment.

The assistance and direction provided by your staff is greatly appreciated. I thank you for your consideration in your review of this request.

attachment

cc: NCRB  
J. Himenez/DPS  
C. Nolan/DoIT  
J. Mims/DoIT



**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: Hansen 8 Software Implementation, Maintenance and Support

Specification No.: 61590

In connection with the above captioned contract, I HEREBY DECLARE AND AFFIRM that I am a duly authorized representative of Infor Public Sector, 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: A. Alva Rosales and Associates, Ltd.

Address: 431 West Pershing Road, Second Floor, Chicago, IL 60609

Contact Person: Margarita Rodriguez

Phone Number: 773-733-7140

Dollar Value of Participation \$ 485,784.00

Percentage of Participation % 18%

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

**Total Participation %** 18%

2. Name of MBE/WBE: Sofbang, LLC

Address: 145 Tower Drive, #1, Burr Ridge, IL 60527

Contact Person: Allen Pomerantz

<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: 630-995-0059

Dollar Value of Participation \$ 188,916.00

Percentage of Participation % 7%

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

**Total Participation %** 7%

3. Name of MBE/WBE: 606 Digital, Inc.

Address: 818 West Aldine Avenue, #1, Chicago, IL 60657

Contact Person: Jessica Plopper

Phone Number: 312-545-3413

Dollar Value of Participation \$ 134,940.00

Percentage of Participation % 5%

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

**Total Participation %** 5%

4. Name of MBE/WBE: --

Address: --

Contact Person: --

Phone Number: --

Dollar Value of Participation \$ --

Percentage of Participation % --

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

**Total Participation %** --

5. Attach Additional Sheets as Needed

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

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

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

1. Name of MBE/WBE: --

Address: --

Contact Person: --

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

5. Attach Additional Sheets as Needed

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

**III. Summary of MBE/WBE Proposal**

**A. MBE Proposal (Direct & Indirect)**

1. MBE Direct Participation

<b>MBE Firm Name</b>	<b>Dollar Amount Participation (\$)</b>	<b>Percent Amount Participation (%)</b>
A. Alva Rosales and Associates	\$485,784.00	18%
Sofbang, LLC	\$188,916.00	7%
<b>Total Direct MBE Participation</b>	<b>\$674,700.00</b>	<b>25%</b>

2. MBE Indirect Participation

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

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

1. WBE Direct Participation

<b>WBE Firm Name</b>	<b>Dollar Amount Participation (\$)</b>	<b>Percent Amount Participation (%)</b>
606 Digital, Inc.	\$134,940.00	5%
<b>Total Direct WBE Participation</b>	<b>\$134,940.00</b>	<b>5%</b>

2. WBE Indirect Participation

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

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

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

Antonio Figueroa

(Name- Please Print or Type)

770-625-2015

(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.

Infor Public Sector, Inc.

(Name of Prime Contractor – Print or Type)

State of: Commonwealth of Massachusetts

Bradford E. Steiner  
(Signature)

County of: Middlesex

Bradford E. Steiner, VP & Deputy General Counsel

(Name/Title of Affiant – Print or Type)

August 18, 2016

(Date)

On this 18<sup>th</sup> day of August, 2016, the above signed officer Bradford E. Steiner

(Name of Affiant)

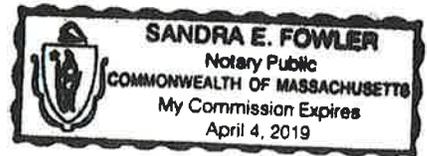
personally appeared and, known by me to be the person described in the foregoing Affidavit, acknowledged that (s)he executed the same in the capacity stated therein and for the purposes therein contained.

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

Sandra E. Fowler  
(Notary Public Signature)

Commission Expires: April 4, 2019

SEAL:





FOR  
NON-CONSTRUCTION  
PROJECTS ONLY

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

Project Name: Hansen 8 Software Implementation, Maintenance and Support Specification No.: 61590

From: A. Alva Rosales & Associates  
(Name of MBE/WBE Firm)

To: Infor Public Sector, 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:  
Project Support Services for deployment and technical support

The above described performance is offered for the following price and described terms of payment:  
\$485,784.00 - For the duration of the contract with the City of Chicago as per the contract agreement and  
payment by City prior to Subcontractor payments.

**SUB-SUBCONTRACTING LEVELS**

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

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

0 % of the dollar value of the MBE or WBE subcontract that will be subcontracted to MBE or WBE contractors.

**NOTICE:** If any of the MBE or WBE scope of work will be subcontracted, list the name of the vendor and attach a brief explanation, description and pay item number of the work that will be subcontracted. MBE/WBE credit will not be given for work subcontracted to Non-MBE/WBE contractors, except for as allowed in the Special Conditions Regarding Minority Business Enterprise Commitment and Women Business Enterprise Commitment.

The undersigned will enter into a formal written agreement for the above work with you as a Prime Contractor, conditioned upon your execution of a contract with the City of Chicago, within three (3) business days of your receipt of a signed contract from the City of Chicago.

The undersigned has entered into a formal written mentor protégé agreement as a subcontractor/protégé with you as a Prime Contractor/mentor: ( ) Yes (X) No

**NOTICE: THIS SCHEDULE AND ATTACHMENTS REQUIRE ORIGINAL SIGNATURES.**

[Signature] Jan 22, 2016  
(Signature of President/Owner/CEO or Authorized Agent of MBE/WBE) (Date)

Arabel Alva Rosales / President & CEO  
(Name/Title-Please Print)

Arabel AR@AlvaRosales.com 773.865.7313  
(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: Hansen 8 Software Implementation, Maintenance and Support Specification No.: 61590

From: 606 Digital, Inc.  
(Name of MBE/WBE Firm)

To: Infor Public Sector, 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:  
Project Support Services for deployment and technical support

The above described performance is offered for the following price and described terms of payment:  
\$134,940.00 - For the duration of the contract with the City of Chicago as per the contract agreement and payment by City prior to Subcontractor payments.

**SUB-SUBCONTRACTING LEVELS**

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

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

0 % of the dollar value of the MBE or WBE subcontract that will be subcontracted to MBE or WBE contractors.

**NOTICE: If any of the MBE or WBE scope of work will be subcontracted, list the name of the vendor and attach a brief explanation, description and pay item number of the work that will be subcontracted. MBE/WBE credit will not be given for work subcontracted to Non-MBE/WBE contractors, except for as allowed in the Special Conditions Regarding Minority Business Enterprise Commitment and Women Business Enterprise Commitment.**

The undersigned will enter into a formal written agreement for the above work with you as a Prime Contractor, conditioned upon your execution of a contract with the City of Chicago, within three (3) business days of your receipt of a signed contract from the City of Chicago.

The undersigned has entered into a formal written mentor protégé agreement as a subcontractor/protégé with you as a Prime Contractor/mentor: ( ) Yes (X) No

**NOTICE: THIS SCHEDULE AND ATTACHMENTS REQUIRE ORIGINAL SIGNATURES.**

[Signature] 1/22/16  
(Signature of President/Owner/CEO or Authorized Agent of MBE/WBE) (Date)

Jessica Plopper  
(Name/Title-Please Print)

jplopper@606digital.com 312-545-3413  
(Email & Phone Number)



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

FOR  
NON-CONSTRUCTION  
PROJECTS ONLY

Hansen 8 Software Implementation,  
Project Name: Maintenance and Support  
Specification No. 61590

From: Sofbang, LLC

(Name of MBE/WBE Firm)

To: Infor Public Sector, 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;  
Project Support Services for deployment and technical support

The above described performance is offered for the following price and described terms of payment:  
\$188,916.00 - For the duration of the contract with the City of Chicago as per the contract agreement and  
payment by City prior to Subcontractor payments

**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/protege agreement as a subcontractor/protege with you as a  
Prime Contractor/mentor ( ) Yes (X) No

**NOTICE: THIS SCHEDULE AND ATTACHMENTS REQUIRE ORIGINAL SIGNATURES.**

(Signature of President/Owner/CEO or Authorized Agent of MBE/WBE)

1/22/2016  
(Date)

ALEX POMERANTZ  
GENERAL MANAGER

(Name/Title-Please Print)

A.L.POMERANTZ@SOFBANG.COM

(Email & Phone Number)

312.279.0430 x 2001



## Certificate of Insurance (Con't)

### OTHER Coverage

INSR LTR	TYPE OF INSURANCE	ADDL INSR	WVD SUBR	POLICY NUMBER	EFFECTIVE DATE (MM/DD/YY)	EXPIRATION DATE (MM/DD/YY)	LIMIT
C	E&O/Prof Liab			V146EA140201	11/30/2015	11/30/2016	\$3,000,000 USD per claim limit liability
	Retro Date:02/01/04						\$3,000,000 USD annual aggregate limit of liability
	Technology E&O						\$1,000,000 USD Deductible per claim

## Additional Remarks Schedule (Continued from Page 1)

offsite, faulty workmanship or materials, testing and mechanical-electrical breakdown. City of Chicago is included as Additional Insured and loss payee as their interest may appear, per the terms and conditions of the policies.



**CERTIFICATE OF FILING FOR**  
**CITY OF CHICAGO ECONOMIC DISCLOSURE STATEMENT**

EDS Number: 66692

Certificate Printed on: 11/18/2015

Date of This Filing:07/22/2015 09:08 AM

Original Filing Date:04/28/2015 01:51 PM

Disclosing Party: Infor Public Sector, Inc.

Filed by: Mr. David Griffin

Title:Project Director

Matter: HANSEN 8 SOFTWARE LICENSE,  
IMPLEMENTATION, MAINTENANCE &  
SUPPORT

Applicant: Infor Public Sector, Inc.

Specification #: 61590

Contract #: 16761

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.



## SERVICES WORK ORDER

### INTRODUCTION

This Services Work Order ("Work Order or SOW") is subject to all terms and conditions of the Contract (PO) Number 167610 between Hansen Information Technologies (now Infor Public Sector, Inc.), an Infor company ("Consultant") and City of Chicago ("City") with an Effective Date of January 1, 2009, as amended (the "Agreement"). All terms of the Agreement are incorporated herein by this reference. Capitalized terms not defined in this Work Order are defined in the Agreement. In the event of a conflict, the terms of this Work Order control over the terms of the Agreement.

In the event the capitalized terms in this Work Order differ from the terminology used in the Services Agreement, references herein to: "Affiliate" means any entity, directly or indirectly, controlling, controlled by, or under common control with, Infor; "Licensed Software" means the generally available computer software programs licensed by Infor or its Affiliate to Licensee under a separate license agreement (a "License Agreement"); "Project" means the Services project described in this Work Order; and "Support" means the maintenance and/or support services offered by Infor or its Affiliate pursuant to a separate License Agreement and/or maintenance and support agreement with Infor or its Affiliate.

<b>Effective date of this Work Order:</b>	February 1, 2016
<b>Work Order Number:</b>	n/a
<b>Prepared By:</b>	Antonio Figueroa
<b>Approved By:</b>	Paul Davis
<b>Project Name:</b>	City of Chicago Staff Augmentation

### PROJECT OVERVIEW:

<b>Project Name:</b>	<b>City of Chicago - Hansen Application Support and Project Staff Augmentation</b>
<b>Objective:</b>	<p>This Work Order addresses staff augmentation for the City of Chicago, to support three areas:</p> <ul style="list-style-type: none"><li>(1) Inspection Scheduling Project</li><li>(2) Annual Inspection Certification (AIC) Project</li><li>(3) Managed Services</li></ul> <p>This Work Order is for one year, starting February 1, 2016 and ending January 31, 2017, for an estimated \$2,698,800.00.</p> <p>This service and support proposal is in response to the Department of Innovation and Technology (DoIT) request for Hansen to provide recommendations to meet the City's service and support requirements as listed below.</p>
<b>Project Scope</b>	
1. The City is seeking assistance from Consultant in providing post implementation support for their deployed	

Hansen system as well as services for additional implementation requirements for identified projects.

- Inspection Scheduling Project:
    - Project not started yet
    - Allows customers (construction companies for example) to schedule inspections with city inspectors
    - Can schedule and update via mobile app or web site
    - Available slots based on inspector availability (including PTO and associated rescheduling)
    - Notifications and messaging to inspectors
  - Annual Inspection Certification (AIC) Project:
    - Project started but put on hold until other project has gone live (customer resource constraint)
    - Currently in the Construction phase, conference room pilots completed
    - Work to complete is Hansen 8 configuration and web portal development
2. In addition to supporting the above projects, the City is requesting allocation of resources to provide managed services and support of the City's Hansen environments. The scope of services is as follows:
- Production Change Review Management for Hansen Production systems:
    - Participate in scheduled PCR meetings with the City to prioritize PCR's to be worked on
    - System administration and maintenance (Hansen 7 / Hansen 8)
    - Proactive tasks such as log clearing, company copies, menu reviews, batch jobs, etc.
    - User administration and password resets:
    - User maintenance such as password reset, deletion, amendment, creation, etc.:
    - Up to 1600 hours of Hansen user functional/application support per year
    - Report support services – up to 425 hours per year
    - Product Patching: Applying patches as required
    - Change Control: AMS team will be the gatekeeper of the City's Hansen 7 and Hansen 8 production environments - all production changes will be via AMS and subject to pre-study of impact, execution, verification and documentation
    - Liaise with Infor Chicago Project team as required and be responsible for migrating any projects into the Hansen production environments, AMS will need to be part of the Project team

## Deliverables

1. The current software applications to be supported by the Onsite Hansen project team include:
  - Hansen CDR – Building Permits
  - Hansen CDR – Use permits
  - Hansen CDR – Planning
  - Hansen CDR – Projects
  - Hansen CDR – Code Enforcement / Case Management
  - Hansen Customer Services / Complaint Management
  - Hansen – Buildings/Equipment
  - Hansen – Dynamic Portal for Permits
  - Hansen Mobile Solutions
2. Provide staff on-site to support approved DoIT work projects in support of the Hansen application, as agreed upon by City and Infor project management, including, but not limited to the following projects for the calendar year 2016:
  - Inspection Scheduling Project
  - Annual Inspection Certification (AIC) Project
3. Provide staff on-site and off shore (COE) to support the City of Chicago request that Infor manage its Hansen environments for a period of one (1) year.



## Project Assumptions

### Assumptions for Level of Effort

These assumptions represent operation guidelines intended to protect the interests of both the City and Consultant and to minimize costs. If these assumptions are not met it could increase the cost of this project.

1. The complexity of the process was not miscommunicated and understated in the discussions that led to the creation of this Work Order.
2. Appropriate 'process experts' will be available for interview with reasonable notice and will have adequate knowledge of the process to provide answers regarding the process and associated business rules.
3. Process owners (department heads, managers, supervisors) will be available with reasonable notice to confirm and validate the results of the process interviews.
4. In the event questions arise regarding the correct policy or process, the question will be resolved within 24 hours with a definitive answer from an appropriate 'authority' within the City organization.
5. City personnel will attend and be on time for all scheduled process interviews, technical 'side bars', question resolution sessions and 'sign-off' meetings. City personnel will remain available throughout the scheduled time period.
6. The City will provide qualified personnel for testing process setups within Hansen when requested. Issues or problems that are identified during testing will be documented in an approved format.
7. The City will complete testing in a reasonable amount of time (as per the estimated effort) and correctly identify and document all problems present during that 'round' of testing.
8. Following revisions to the setup by Infor, the City will promptly retest and provide written verification either that the requested change has been completed and accepted or that the change is in error and provide clarification regarding the proper correction.
9. No changes are needed to the process after final approval.

Any software change request will be evaluated on any individual basis and are not a part of any cost estimate in this task order. The City will assign a Project Manager, counterpart to the Consultant Project Manager, who will be responsible for the timely management and follow-up of tasks assigned to City personnel.

## Project Exclusions

None

## Consultant Responsibilities

### Description of Work

#### Project Manager

- Single point of contact for all project related issues – technical, financial, organizational, Management
- Develops and manages the Project Plan milestones
- Day-to-day management of project deliverables and communication including allocation of resources, guidance and support for project staff, resolution of project scheduling and delays
- Completes and delivers the Executive Monthly Status Report and Weekly Status Report
- Assists team members as needed with assigned tasks

#### PM Lead

- Provide Hansen production support to address documented defects and provide enhancements as directed by City Steering Committee in conjunction with the City's IT Director and Consultant Project Manager.
- Assists team members and Project Manager as needed with assigned tasks
- Key point of contact when Project Manager is not on site

#### Application Consultant(s) (Business Analyst/Configurator)

- Provide Hansen production support to address documented defects and provide enhancements as directed by City Steering Committee in conjunction with the City's IT Director and Consultant Project Manager.
- Review and analyze the "as-is" business process to formulate the "to-be" process
- The "to-be" process will be documented in the SDD that consists of Visio's, Tabular Data and Word Document
- Work in partnership with DoIT and DOB to identify business process improvement opportunities
- Collaborate with Consultant team members, DoIT and DOB to help ensure all system design requirements adequately reflect the defined business processes and fully support all components of the functional business requirements
- Configure Hansen 8 Workflows
- Develop Test Scripts and support Testing

#### Technical Consultant – Conversions

- Provide Hansen production support to address documented defects and provide enhancements as directed by City Steering Committee in conjunction with the City's IT Director and Consultant Project Manager.
- Evaluate databases and metadata files submitted for Hansen 8 Conversion
- Provide recommendations on conversion approach

#### Technical Consultant – Interfaces

- Provide Hansen production support to address documented defects and provide enhancements as directed by City Steering Committee in conjunction with the City's IT Director and Consultant Project Manager.
- Evaluate sample data and external systems
- Provide recommendations on interface approach

#### Application Consultant – Crystal Reports

- Provide Hansen production support to address documented defects and provide enhancements as directed by City Steering Committee in conjunction with the City's IT Director and Consultant Project Manager.
- Evaluate reports
- Provide recommendations on the implementation of the reports.

#### Application Consultant – Dynamic Portal

- Provide Hansen production support to address documented defects and provide enhancements as directed by City Steering Committee in conjunction with the City's IT Director and Consultant Project Manager.
- Discuss and analyze business process and recommend an implementation strategy



<b>Licensee Responsibilities</b>
<p>Licensee shall have the following responsibilities under this Work Order:</p> <ul style="list-style-type: none"> <li>▪ Licensee will provide a Project Manager</li> <li>▪ Licensee will provide designated internal resources as required to complete project activities</li> <li>▪ Licensee will maintain the project plan for all requested consulting services</li> <li>▪ Licensee will provide the proper infrastructure for the execution of outlined project</li> </ul>

<b>Services Fee Estimates</b>			
Resource Role	Estimated Hours	Hourly Rate (US Dollar)	Estimated Fee (US Dollar)
ICS Consultant	4,390	164.00	\$719,960.00
ICS Consultant, Sr.	7,313	172.40	\$1,260,760.00
ICS Project Manager	2,208	196.00	\$432,768.00
ICS Project Director	192	196.00	\$37,632.00
COE Sr. Consultant Offshore	3,440	72.00	\$247,680.00
<b>Services Total</b>	<b>17,543</b>		<b>2,698,800.00</b>

Estimated time, fees and costs listed in this Work Order represent an estimate only. Actual project time, fees and costs may vary from the estimates provided. Where a substantial variation from this Work Order is foreseen, both parties must agree in writing to the additional work and amend this Work Order accordingly. All services are provided on a time and materials basis and are billed monthly. Travel and living expenses are included in the estimated fees stated herein. Overtime rates of 150% of the quoted rate apply for after hours and weekend work. "After hours work" is defined as services performed between 8:00 p.m. and 6:00 a.m. "Weekend work" is defined as services performed between 8:00 p.m. Friday and 6:00 a.m. Monday. Holiday rates of 200% of the quoted rate apply for all holiday work.

**LOCATIONS:** Services may be provided at the facilities of Consultant or its Subcontractors, or at the City sites listed below. A minimum of 1/2 day (4 hours) will be charged for all work at City's facilities. Remote services provided via phone, facsimile or remote access to City's site will be charged at the standard hourly rate.

**PAYMENT:** Consultant will invoice City for all services and applicable charges on a monthly basis, as Consultant renders the services or the City incurs the charges, as applicable. Services fees related to training are payable in advance, and the City will be invoiced by Consultant for such training upon receipt of this Work Order. City will pay each Consultant invoice within sixty (60) days of the date of invoice.

THE PARTIES have executed this Work Order through the signatures of their respective authorized representatives.

**Infor Public Sector, Inc.**

Signature: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Title: \_\_\_\_\_

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

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

Signature Date: \_\_\_\_\_

**City of Chicago**

Signature: \_\_\_\_\_

Printed Name: Carleton Nolan

Title: IT Director

Address: 333 S. State Street, Suite LL30

Address: Chicago, IL 60604

Signature Date: \_\_\_\_\_



**City Contact Information:**

**Contact Person:** Carleton Nolan

**Contact Person Address:**

Department of Innovation & Technology, City of Chicago  
333 S State Street, Suite LL30  
Chicago, IL 60604

**Contact Person Phone Number:** 312-744-3963

**Contact Person Fax Number:** 312-744-9004

**Contact Person Email:** carleton.nolan@cityofchicago.org

**Site Addresses:**

121 North Racine, Chicago \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

30 N. LaSalle Street, Chicago, IL \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

121 N. LaSalle Street, Chicago, IL \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

SERVICES ENGAGEMENT SET UP – INTERNAL USE ONLY	
<b>Engagement Manager:</b>	
<b>Time Approver:</b>	<b>Alternate Approver:</b>
<b>Item Class:</b>	<b>Product:</b>



## Maintenance and Support Renewal

The following is a quote for Maintenance and Support of your Infor Software. The benefits of renewing your product support with Infor includes,

- Maintenance help desk 24 hours a day 5 days a week
- Ability to view and update your support incident history and status
- Product knowledge base
- Access to the latest product information about new releases
- Ability to download product upgrades and documentation
- Ability to submit feedback on Infor products and service

Maintenance and Support Renewal Fees						
Year	Part #	Component system	User Restriction		Support level	License Fee
			Quantity	Type		
2016	H7/8SSA	Hansen 7 & 8 Maintenance (Base Contract)	1	SSA	XT	\$742,000
2016	EAMSSA	Datastream Maintenance - (Water Dept.)	1	SSA	XT	\$242,000
					<b>Total</b>	<b>\$984,000</b>