



## 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 |
| Aviation         | Gretchen Meyer   | 773-894-2005 | 5/21/2018 |                                 |
| Contract Liaison | Email Contract Liaison   | Telephone    |           |                                 |
| Lindsey Wickman  | <a href="mailto:lindsey.wickman@cityofchicago.org">lindsey.wickman@cityofchicago.org</a> | 773-894-3046 |           |                                 |

**List Name of NCRB Attendees/Department**

Gretchen Meyer, Aviation  
Aurelio Garcia, Aviation  
Lindsey Wickman, Aviation

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

Company: Heartland Human Care Service, Inc.

|                 |              |  |
|-----------------|--------------|--|
| Contact Person: | Phone:       | Email:   |
| Carlos De Jesus | 773-336-6002 | <a href="mailto:cdejesus@heartlandalliance.org">cdejesus@heartlandalliance.org</a> |

Project Description: Non-Competitive Bid Contract for social and information services provided by Heartland Human Care Services, Inc. at Chicago - O'Hare International Airport

This is a request for:

- |  |  |
|--|--|
| <input checked="" type="checkbox"/> New Contract                                   | <input type="checkbox"/> Amendment / Modification  |
| <b>Contract Type</b>   | <b>Type of Modification</b>  |
| <input checked="" type="checkbox"/> Blanket Agreement    Term: <u>60</u> (# of mo) | <input type="checkbox"/> Time Extension <input type="checkbox"/> Vendor Limit Increase <input type="checkbox"/> Scope Change |
| <input type="checkbox"/> Standard Agreement  | Contract Number: _____   |
|  | Specification Number: _____  |
|  | Modification Number: _____   |

|  |  |
|--|--|
| <p><b>Department Request Approval</b></p> <p style="text-align: center;"></p> <p>DEPARTMENT HEAD OR DESIGNEE _____ DATE <u>7-23-18</u></p> <p>PRINT NAME <u>Ginger Evans</u></p> | <p><b>Recommended Approval</b></p> <p style="text-align: center;"></p> <p>BOARD CHAIRPERSON _____ DATE <u>7-30-18</u></p> <p>PRINT NAME <u>Rich Butler</u></p> |
|--|--|

(FOR NCRB USE ONLY)

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

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

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

SY  
7/30/18

Approved     Rejected

CHIEF PROCUREMENT OFFICER \_\_\_\_\_ DATE 7-30-18



**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. Describe the requirement and how it evolved from initial planning to its present status.

The Chicago Department of Aviation (CDA) currently contracts with Heartland Human Care Services, Inc. (HHCS) to provide social and information services to the passengers of Chicago O'Hare International Airport and has done so since 1955. The current contract, which expires December 31, 2018, was done as a memorandum of understanding (MoU), purportedly pursuant to Article XVI of the old Airport Use and Lease Agreement, but the CDA is currently seeking a sole-source contract. There is no provision in the new O'Hare Use and Lease Agreement which would give the CDA authority to enter into a binding contract with Heartland Human Care Services, Inc. to provide these services. In order to enter into a contract with this vendor, CDA will be required to follow the usual City procurement process, including, as here, submitting its package for approval to the Non-Competitive Review Board. Under the terms of the new O'Hare Use and Lease Agreement, we are no longer able to contract these services by MoU. HHCS has provided professional and volunteer social service work in Chicago's transportation hubs since 1888. When O'Hare opened for commercial travel in 1955, HHCS (then Travelers and Immigrants Aid) began doing so at the Airport. As the needs of the Airport changed, HHCS assumed responsibility of the Airport's information desks and customer facing information services, in addition to continuing their long-standing tradition of providing more in-depth social services to passengers. For reasons that are set forth in more detail below, HHCS is uniquely qualified to provide such services.

2. Is this a first time requirement or a continuation of previous procurement from the same source? If so, explain the procurement history.

It is a continuation of procurement from the same source. HHCS has long-maintained an agreement with the City of Chicago to provide information and professional social services within O'Hare International Airport.

3. Explain attempts made to competitively bid the requirement (attach copy of sources contacted.)

No attempts were made to competitively bid the requirement because no other organization can offer HHCS's unique mix of social services, network of sister agencies, and established volunteer information services program. HHCS has provided to O'Hare since their airport began commercial service in 1955. The CDA, to the best of its ability, identified other airports of similar size that host agencies with a similar scope. Many of these airports contract with Travelers Aid International (TAI)-member program or a similar program. However, HHCS is the only agency in the Chicagoland area that offers the expertise in dealing with critical social service issues and in offering comprehensive customer service to passengers.

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.

Other similarly sized airports contract either a Travelers Aid International (TAI)-member program or a program of similar scope to provide informational and social services within their airports. For example, Washington Dulles, JFK, and Atlanta Hartsfield all operate comparable Travelers Aid programs, while Minneapolis-St. Paul International Airport contracts with Airport Foundation to provide these services. Per TAI President and CEO Dave Asselin, there are no other programs within the Chicagoland area that have attempted to offer or that can offer the scope of services that HHCS does.

5. Explain future procurement objectives. Is this a one-time request or will future requests be made for doing business with the same source?

This will be a recurring request. Due to the scope of HHCS's programmatic offerings within the Chicagoland area, HHCS will, barring significant change in the non-profit landscape, continue to be the only agency that can offer these services to the City at such a cost.



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6. Explain whether or not future competitive bidding is possible. If not, explain in detail.

It is not possible. As stated in item 5 above, there is no other non-profit agency that is able to offer the comprehensive experience and abilities that HHCS can offer. Should this change, the CDA will offer this contract for bid in the future.

**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?

The CDA is requesting a contract of approximately \$5,703,000 for services over a 5 year period with the option for two one-year extensions as needed. Budget for each extension year will be determined if and when it is needed. As a non-profit-organization, the services provided by Heartland Human Care Services provide the best value of assistance per passenger. Because a majority of the workforce is composed of volunteers, this contract provides a significant savings. This contract is funded through airport funds.

2. What is the estimated cost by fiscal year?

Year 1: \$1,052,192

Year 2: \$1,094,761

Year 3: \$1,137,898

Year 4: \$1,184,283

Year 5: \$1,233,187

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 estimates, etc.)

Estimated budgeted costs are based the propped budget, see attached.

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.

There is not a substantial dollar investment.

5. Explain what negotiation of price has occurred or will occur. Detail why the estimated cost is deemed reasonable.

The estimated overall cost is deemed reasonable based on HHCS's current budget and projected programmatic needs and expansions.

**SCHEDULE REQUIREMENTS**

1. Explain how the schedule was developed and at what point the specific dates were known.

HHCS as an agency will provide continuous social and information services throughout its contract. See attached scope of services for schedule.

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.

Not applicable.



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3. Outline the required schedule by delivery or completion dates and explain the reasons why the schedule is critical.

Not applicable.

4. Describe in detail what impact delays for competitive bidding would have on City operations, programs, costs and budgeted funds.

Not applicable. This is not a candidate for competitive bid. HHCS is the only known agency that can perform these services.

**EXCLUSIVE OR UNIQUE CAPABILITY**

This request is being made due to HHCS's comprehensive experience within O'Hare and its unique abilities, skills, and networks. HHCS has served the O'Hare community since the airport began commercial service in 1955. These 60+ years of experience have uniquely positioned HHCS as the leader in handling both the social services and the volume of in-person informational requests received within the Airport's terminals each year.

While other O'Hare agencies may encounter social service cases, it is to HHCS that these cases are referred. HHCS works extensively throughout the airport community to assist during these crises, often taking over cases from other entities. HHCS Social Service Supervisors work hand in hand with airline customer service representatives, US Customs and Border Protection agents, the Chicago Police Department, Haymarket Shelter, numerous Consulates, and countless Heartland Alliance programs to find solutions that meet the needs of their participants. Many other City agencies rely on HHCS and Heartland Alliance programs to assist them in their missions, including the Department of Housing, DFSS, and DCFS. These relationships allow for the cohesive execution of programs both large and small. Frequently in the case of natural disasters, like recent Hurricanes Irma and Maria, Heartland Alliance programs work hand in hand with City agencies to welcome and assist arriving refugees. A large, dynamic facility such as O'Hare creates stress and issues for travelers; HHCS uses its network to solve everything from missed connections and lost baggage to domestic abuse issues.

The language capabilities that HHCS offers are another important resource in O'Hare's ongoing work in complying with Title VI of the Civil Rights Act of 1964. Through its volunteers and staff that speak 34 different languages, HHCS is able to better help those passengers with limited English capabilities. Staffed throughout the airport, these individuals work with travelers one-on-one to ensure that O'Hare offers best-in-class service to all passengers, not only those who speak English.

HHCS also is O'Hare's premier resource for passengers with special needs. While many of those with physical disabilities can be assisted through wheelchair service, there are many passengers who possess invisible disabilities or who are from vulnerable populations, who, without the solutions and assistance that HHCS provides, would often be entirely neglected. Providing solutions such as an Airport Practice Experience (APEX) and Protective Travel Services (PTS), HHCS better educates future passengers and assists those that may be ineligible for wheelchair assistance.

APEX imparts crucial knowledge to passengers with both cognitive and physical disabilities to allow them to be more independent during future travel. The Experience provides passengers a realistic preview of the air travel experience, from check-in, through security, to boarding. HHCS's relationship with various airport tenants, including multiple legacy carriers, allows them to tailor experiences to each individual participant, even interacting with airline staff and boarding actual aircraft. This program is one of HHCS's newer offerings, but it allows the airport to serve an ever-growing, yet underserved population.

The PTS program offers assistance to multiple categories of travelers - gate-to-gate assistance for passengers with cognitive disabilities, severely injured military and former military members, refugees arriving to Chicago, US citizens repatriating into the United States, and runaways. Through its relationship with Search Beyond, HHCS's gate-to-gate escort allows those with cognitive disabilities to fly when they might not otherwise be able to navigate such a chaotic environment. While IOM traditionally assists refugees from international arriving flights to connecting flights, HHCS has cultivated connections with Chicago-area resettlement agencies, allowing them to welcome those refugees who will call Chicago home and to connect them to their respective agencies. HHCS's coordination with the US Department of State allowed five US citizens to be safely repatriated from foreign countries back to the





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United States in the last year alone. This has included coordinating with multiple entities to ensure these citizens have plans in place, plans that frequently include crucial medical care.

Besides the organization's highly-qualified and experienced social service staff, volunteers have also served the passengers of O'Hare since the agency began service at the airport. While the scope of service these volunteers provide has evolved over the years, their passion and dedication for serving the passengers of O'Hare has not. Since the conclusion of the City's Customer Service Representative position in 2009, HHCS volunteers have staffed information desks throughout the airport, educating and empowering passengers and acting as a de facto face of Chicago. Today over 150 volunteers unfailingly provide travel and Chicago tourism information to over 868,000 passengers a year, streamlining information services throughout the airport and eliminating the need for paid customer service staff. HHCS's volunteer base is extremely flexible, allowing mobilization for both special events and crisis situations.

OTHER

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

All applicable supporting documents are attached.



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

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

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

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

#### PROCUREMENT HISTORY

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

#### ESTIMATED COST

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

#### SCHEDULE REQUIREMENTS

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

#### EXCLUSIVE OR UNIQUE CAPABILITY

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

#### MBE/WBE COMPLIANCE PLAN

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

#### OTHER

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

#### REVIEW AND APPROVAL


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



**CHICAGO DEPARTMENT OF AVIATION**  
**CITY OF CHICAGO**

To: Jamie L. Rhee  
Chief Procurement Officer

Attention: Richard E. Butler, III  
First Deputy Procurement Officer

From:   
Ginger S. Evans  
Commissioner

SUBJECT: NCRB Participants in Support of CDA's Request to Engage Heartland Human Care Services, Inc. for Information and Professional Social Services within Chicago O'Hare International Airport

The Chicago Department of Aviation (CDA) has submitted a request to appear before the NCRB regarding the above-referenced matter. The CDA personnel who will be attending the NCRB meeting in support of the CDA's engagement of Heartland Human Care Services for Information and Professional Social Services are as follows:

Gretchen Meyer, Director of Customer Service  
Aurelio Garcia, Attorney  
Slone Isselhard, Assistant Corporation Counsel

If you have any questions or need additional information regarding this request please contact Aurelio Garcia at 773-462-7314.

Thank you for your assistance in this matter.



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: 5/3/2018  |                          | 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.<br>Note:<br>1) <b>Funding:</b> Attach Information if multiple funding lines<br>2) <b>Individual Contract Services:</b> Include approval form signed by all parties<br>3) <b>ITGB:</b> IT project valued at \$100,000.00 or more, attach approval transmittal sheet. |      |      |      |      |         |      |                  |      |         |      |                  |  |    |     |    |      |      |      |  |  |             |
|---|--------------------------|--|------|------|------|------|---------|------|------------------|------|---------|------|------------------|--|----|-----|----|------|------|------|--|--|-------------|
| Department Name: <b>Aviation</b>  |                          |  |      |      |      |      |         |      |                  |      |         |      |                  |  |    |     |    |      |      |      |  |  |             |
| Requisition No: 220446  | Specification No: 757459 | *Contract Liaison Signature<br><br>*By signing this form, I attest that all information provided is true and accurate.   |      |      |      |      |         |      |                  |      |         |      |                  |  |    |     |    |      |      |      |  |  |             |
| PO No:  | Modification No:         |  |      |      |      |      |         |      |                  |      |         |      |                  |  |    |     |    |      |      |      |  |  |             |
| Contract Liaison: Aurelio Garcia  |                          | Project Title: Information and Professional Social Services within Chicago O'Hare International Airport  |      |      |      |      |         |      |                  |      |         |      |                  |  |    |     |    |      |      |      |  |  |             |
| Telephone: 773 462-7314   |                          | Project Description: Information and Professional Social Services within Chicago O'Hare International Airport  |      |      |      |      |         |      |                  |      |         |      |                  |  |    |     |    |      |      |      |  |  |             |
| Email:  |                          |  |      |      |      |      |         |      |                  |      |         |      |                  |  |    |     |    |      |      |      |  |  |             |
| Project / Program Manager: Gretchen Meyer   |                          |  |      |      |      |      |         |      |                  |      |         |      |                  |  |    |     |    |      |      |      |  |  |             |
| Telephone: 773 894-2005   |                          |  |      |      |      |      |         |      |                  |      |         |      |                  |  |    |     |    |      |      |      |  |  |             |
| Email:  |                          |  |      |      |      |      |         |      |                  |      |         |      |                  |  |    |     |    |      |      |      |  |  |             |
| Check One:<br><input checked="" type="checkbox"/> <b>New Contract Request</b>   |                          | <b>Funding:</b><br><input type="checkbox"/> Corporate <input type="checkbox"/> Bond <input checked="" type="checkbox"/> Enterprise <input type="checkbox"/> Grant <input type="checkbox"/> Other:<br><input type="checkbox"/> IDOT/Transit <input type="checkbox"/> IDOT/Highway <input type="checkbox"/> FHWA <input type="checkbox"/> FTA <input type="checkbox"/> FAA   |      |      |      |      |         |      |                  |      |         |      |                  |  |    |     |    |      |      |      |  |  |             |
| *By signing below, I attest the estimates provided for this contract are true and accurate.   |                          | <table border="1" style="width:100%; border-collapse: collapse;"> <thead> <tr> <th>LINE</th> <th>FY</th> <th>FUND</th> <th>DEPT</th> <th>ORGN</th> <th>APPR</th> <th>ACTV</th> <th>PROJECT</th> <th>RPTG</th> <th>ESTDOLLAR AMOUNT</th> </tr> </thead> <tbody> <tr> <td></td> <td>18</td> <td>740</td> <td>85</td> <td>4010</td> <td>0140</td> <td>0140</td> <td></td> <td></td> <td>\$5,700,000</td> </tr> </tbody> </table>  |      | LINE | FY   | FUND | DEPT    | ORGN | APPR             | ACTV | PROJECT | RPTG | ESTDOLLAR AMOUNT |  | 18 | 740 | 85 | 4010 | 0140 | 0140 |  |  | \$5,700,000 |
| LINE  | FY                       | FUND   | DEPT | ORGN | APPR | ACTV | PROJECT | RPTG | ESTDOLLAR AMOUNT |      |         |      |                  |  |    |     |    |      |      |      |  |  |             |
|   | 18                       | 740  | 85   | 4010 | 0140 | 0140 |         |      | \$5,700,000      |      |         |      |                  |  |    |     |    |      |      |      |  |  |             |
| *Project / Program Manager Signature<br><br>*Commissioner/Authorized Designee Signature<br>   |                          | <b>Purchase Order Type:</b><br><input checked="" type="checkbox"/> Blanket/Purchase Order (DUR)<br><input type="checkbox"/> Master Consultant Agreement (Task Order)<br><input type="checkbox"/> Standard/One-Time Purchase  |      |      |      |      |         |      |                  |      |         |      |                  |  |    |     |    |      |      |      |  |  |             |
| <b>Purchase Order Information:</b><br>Contract Term (No. of Months): 60<br>Extension Options (Rate of Recurrence): 0<br>Estimated Spend/Value: \$ 5700000<br>Grant Commitment / Expiration Date:  |                          | <b>Special Approvals Required:</b><br><input type="checkbox"/> Emergency<br><input checked="" type="checkbox"/> Non-Competitive Review Board (NCRB)<br><input type="checkbox"/> Request for Individual Contract Services<br><input type="checkbox"/> Information Technology Governance Board (ITGB)<br><input type="checkbox"/> IDOT Concurrence   |      |      |      |      |         |      |                  |      |         |      |                  |  |    |     |    |      |      |      |  |  |             |
| Pre-Bid/Submittal Conference: <input type="checkbox"/> Yes <input type="checkbox"/> No<br><input type="checkbox"/> Mandatory <input type="checkbox"/> Site Visit  |                          | <b>Procurement Method:</b><br><input type="checkbox"/> Bid <input type="checkbox"/> RFP <input type="checkbox"/> RFQ <input type="checkbox"/> RFI<br><input type="checkbox"/> Small Order  |      |      |      |      |         |      |                  |      |         |      |                  |  |    |     |    |      |      |      |  |  |             |
| <input type="checkbox"/> <b>Modification or Amendment</b><br>Modification Information:<br>PO Start Date: _____<br>PO End Date: _____<br>Amount (Increase/Reduction): _____  |                          | <b>Contract Type:</b><br><input type="checkbox"/> Architect Engineering <input type="checkbox"/> Commodity <input type="checkbox"/> Construction <input type="checkbox"/> JOC <input type="checkbox"/> SBI<br><input checked="" type="checkbox"/> Professional Services <input type="checkbox"/> Revenue Generating <input type="checkbox"/> Vehicle & Heavy Equipment<br><input type="checkbox"/> Work Service <input type="checkbox"/> Joint Procurement <input type="checkbox"/> Reference Contract                         |      |      |      |      |         |      |                  |      |         |      |                  |  |    |     |    |      |      |      |  |  |             |
| <b>MBE/WBE/DBE Analysis:</b> (Attach MBE/WBE/DBE Goal Setting Memo)<br><input type="checkbox"/> Full Compliance <input type="checkbox"/> Contract Specific Goals<br><input checked="" type="checkbox"/> No Stated Goals <input type="checkbox"/> Waiver Request   |                          | <b>Safety Enhancing Vehicle Equipment (MCC 2-92-597) Yes ___ No ___</b><br><b>Modification/Amendment Type:</b><br><input type="checkbox"/> Time Extension <input type="checkbox"/> Scope Change/Price Increase /Additional Line Item(s)<br><input type="checkbox"/> Vendor Limit Increase <input type="checkbox"/> Requisition Encumbrance Adjustment<br><input type="checkbox"/> Other (specify): _____   |      |      |      |      |         |      |                  |      |         |      |                  |  |    |     |    |      |      |      |  |  |             |
| <input type="checkbox"/> <b>Risk Management / EDS / IDOT</b><br>Insurance Requirements (included) <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No<br>EDS Certification of Filing (included) <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No<br>IDOT Concurrence (required) <input type="checkbox"/> Yes <input type="checkbox"/> No |                          | <b>Vendor Information</b><br>Name: Heartland Human Care Services, Inc.<br>Contact: Carlos R. DeJesus-Rivera<br>Address: 208 S. LaSalle St., Suite 1818, Chicago, IL 60604<br>E-mail: cdejesus@heartlandalliance.org<br>Phone: 773 336-6002   |      |      |      |      |         |      |                  |      |         |      |                  |  |    |     |    |      |      |      |  |  |             |






**CHICAGO DEPARTMENT OF AVIATION**  
**CITY OF CHICAGO**

To: Jamie L. Rhee  
Chief Procurement Officer

Attention: Richard E. Butler, III  
First Deputy Procurement Officer

From:   
Ginger S. Evans  
Commissioner

SUBJECT: Request for new Non-Competitive Bid Contract with Heartland  
Human Care Services, Inc. for Information and Professional Social  
Services within Chicago O'Hare International Airport

We are requesting that the City enter into a new non-competitive bid contract with Heartland Human Care Services, Inc. (HHCS) to provide certain services, as described in the attached Scope of Services, in accordance with applicable professional standards, on behalf of the Chicago Department of Aviation (CDA). The CDA currently contracts HHCS to provide information and professional social services to the passengers of Chicago O'Hare International Airport and has done so since 1955. HHCS has provided professional and volunteer social service work in Chicago's transportation hubs since 1888. When O'Hare opened for commercial travel in 1955, HHCS (then Travelers and Immigrants Aid) began doing so at the Airport. As the needs of the Airport changed, HHCS assumed responsibility of the Airport's information desks and customer facing information services, in addition to continuing their long-standing tradition of providing more in-depth social services to passengers. For reasons that are set forth in more detail below, HHCS is uniquely qualified to provide such services.

HHCS offers comprehensive experience within O'Hare and as well as unique abilities, skills, and networks. HHCS has served the O'Hare community since the airport began commercial service in 1955. These 60+ years of experience have uniquely positioned HHCS as the leader in handling both the social services and the volume of in-person informational requests received within the Airport's terminals each year.

While other O'Hare agencies may encounter social service cases, it is to HHCS that these cases are referred. HHCS works extensively throughout the airport community to assist during these crises, often taking over cases from other entities. HHCS Social Service Supervisors work hand in hand with airline customer service representatives, US Customs and Border Protection agents, the Chicago Police Department, Haymarket Shelter, numerous Consulates, and countless Heartland Alliance programs to find solutions that meet the needs of their participants. Many other City agencies rely on HHCS and Heartland Alliance programs to assist them in their missions, including the Department of Housing, DFSS, and DCFS. These relationships allow for the cohesive execution of programs both large and small. Frequently in the case of natural disasters, like recent Hurricanes Irma and Maria, Heartland Alliance programs work hand in hand with City agencies to welcome and assist arriving refugees. A large, dynamic facility such as O'Hare creates stress and issues for travelers; HHCS uses its network to solve everything from missed connections and lost baggage to domestic abuse issues.

The language capabilities that HHCS offers are another important resource in O'Hare's ongoing work in complying with Title VI of the Civil Rights Act of 1964. Through its volunteers and staff that speak 34 different languages, HHCS is able to better help those passengers with limited English capabilities. Staffed throughout the airport, these individuals work with travelers one-on-one to ensure that O'Hare offers best-in-class service to all passengers, not only those who speak English.

HHCS also is O'Hare's premier resource for passengers with special needs. While many of those with physical disabilities can be assisted through wheelchair service, there are many passengers who possess invisible disabilities or who are from vulnerable populations, who, without the solutions and assistance that HHCS provides, would often be entirely neglected. Providing solutions such as an Airport Practice Experience (APEX) and Protective Travel Services (PTS), HHCS better educates future passengers and assists those that may be ineligible for wheelchair assistance.

APEX imparts crucial knowledge to passengers with both cognitive and physical disabilities to allow them to be more independent during future travel. The Experience provides passengers a realistic preview of the air travel experience, from check-in, through security, to boarding. HHCS's relationship with various airport tenants, including multiple legacy carriers, allows them to tailor experiences to each individual participant, even interacting with airline staff and boarding actual aircraft. This program is one of HHCS's newer offerings, but it allows the airport to serve an ever-growing, yet underserved population.

The PTS program offers assistance to multiple categories of travelers - gate-to-gate assistance for passengers with cognitive disabilities, severely injured military and former military members, refugees arriving to Chicago, US citizens repatriating into the United States, and runaways. Through its relationship with Search Beyond,

HHCS's gate-to-gate escort allows those with cognitive disabilities to fly when they might not otherwise be able to navigate such a chaotic environment. While IOM traditionally assists refugees from international arriving flights to connecting flights, HHCS has cultivated connections with Chicago-area resettlement agencies, allowing them to welcome those refugees who will call Chicago home and to connect them to their respective agencies. HHCS's coordination with the US Department of State allowed five US citizens to be safely repatriated from foreign countries back to the United States in the last year alone. This has included coordinating with multiple entities to ensure these citizens have plans in place, plans that frequently include crucial medical care.

Besides the organization's highly-qualified and experienced social service staff, volunteers have also served the passengers of O'Hare since the agency began service at the airport. While the scope of service these volunteers provide has evolved over the years, their passion and dedication for serving the passengers of O'Hare has not. Since the conclusion of the City's Customer Service Representative position in 2009, HHCS volunteers have staffed information desks throughout the airport, educating and empowering passengers and acting as a de facto face of Chicago. Today over 150 volunteers unfailingly provide travel and Chicago tourism information to over 868,000 passengers a year, streamlining information services throughout the airport and eliminating the need for paid customer service staff. HHCS's volunteer base is extremely flexible, allowing mobilization for both special events and crisis situations.

The CDA has attached the following items in support of this request:

- Completed DPS checklist;
- Justification for Non-Competitive Procurement Form;
- Scope of Services;
- CDA employees attending NCRB meeting;
- CDA's no stated goals request memorandum;
- Letter from Heartland Human Care Services detailing the reasons why it is the exclusive provider of these services;
- Letter from Travelers Aid International detailing the reasons why Heartland Human Care Services is the exclusive provider of these services;
- Letter from Heartland Human Care Services requesting no stated goals.
- Insurance Certificate from Heartland Human Care Services;
- EDS from Heartland Human Care Services; and

If you have any questions or need additional information regarding this request please contact Lindsey Wickman at 773-894-3046

Thank you for your assistance in this matter.

Duration: 5 year new contract with option for two one-year extensions

Estimated Total Cost: \$5,703,000.00 for initial 5 year contract. Budget for extensions will be determined as needed.

Funding: ORD: 30336 0740 085 4005 0140 0140





# CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

1/29/2018

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

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

|  |  |                                      |               |
|--|--|--------------------------------------|---------------|
| <b>PRODUCER</b><br>Assurance Agency, Ltd<br>1750 E Golf Road<br>Suite 1100<br>Schaumburg IL 60173  | <b>CONTACT NAME:</b> Katie Kemp<br><b>PHONE (A/C, No, Ext):</b> (847) 463-7227<br><b>E-MAIL ADDRESS:</b> kkemp@assuranceagency.com | <b>FAX (A/C, No):</b> (847) 440-9116 |               |
|  | <b>INSURER(S) AFFORDING COVERAGE</b>   |                                      | <b>NAIC #</b> |
| <b>INSURED</b><br>HEARALL-01<br>Heartland Human Care Services<br>Heartland Alliance for Human Needs & Human Rights<br>208 S. LaSalle St.<br>Suite 1300<br>Chicago IL 60604 | <b>INSURER A :</b> Philadelphia Indemnity Ins Co   |                                      | 18058         |
|  | <b>INSURER B :</b> Summit Point Insurance Company  |                                      |               |
|  | <b>INSURER C :</b>   |                                      |               |
|  | <b>INSURER D :</b>   |                                      |               |
|  | <b>INSURER E :</b>   |                                      |               |
|  | <b>INSURER F :</b>   |                                      |               |

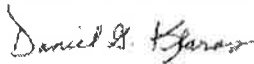
**COVERAGES**                      **CERTIFICATE NUMBER:** 614169042                      **REVISION NUMBER:**

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

| INSR LTR | TYPE OF INSURANCE   | ADDL INSR | SUBR WVD | POLICY NUMBER | POLICY EFF (MM/DD/YYYY) | POLICY EXP (MM/DD/YYYY) | LIMITS   |
|----------|---|-----------|----------|---------------|-------------------------|-------------------------|--|
| A        | <b>GENERAL LIABILITY</b><br><input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY<br><input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR<br><br>GEN'L AGGREGATE LIMIT APPLIES PER:<br><input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC |           |          | PHPK1769968   | 2/1/2018                | 2/1/2019                | EACH OCCURRENCE \$ 1,000,000<br>DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 100,000<br>MED EXP (Any one person) \$ 5,000<br>PERSONAL & ADV INJURY \$ 1,000,000<br>GENERAL AGGREGATE \$ 3,000,000<br>PRODUCTS - COMP/OP AGG \$ 3,000,000<br>\$ |
| A        | <b>AUTOMOBILE LIABILITY</b><br><input checked="" type="checkbox"/> ANY AUTO ALL OWNED AUTOS<br><input checked="" type="checkbox"/> HIRED AUTOS <input checked="" type="checkbox"/> SCHEDULED AUTOS NON-OWNED AUTOS  |           |          | PHPK1769968   | 2/1/2018                | 2/1/2019                | COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000<br>BODILY INJURY (Per person) \$<br>BODILY INJURY (Per accident) \$<br>PROPERTY DAMAGE (Per accident) \$<br>\$  |
| A        | <input checked="" type="checkbox"/> <b>UMBRELLA LIAB</b> <input checked="" type="checkbox"/> OCCUR<br><input type="checkbox"/> <b>EXCESS LIAB</b> <input type="checkbox"/> CLAIMS-MADE<br>DED <input checked="" type="checkbox"/> RETENTION \$ 10,000   |           |          | PHUB615935    | 2/1/2018                | 2/1/2019                | EACH OCCURRENCE \$ 10,000,000<br>AGGREGATE \$ 10,000,000<br>\$   |
| B        | <b>WORKERS COMPENSATION AND EMPLOYERS' LIABILITY</b><br>ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH)<br>If yes, describe under DESCRIPTION OF OPERATIONS below   |           |          | WCS3001207    | 1/1/2018                | 1/1/2019                | <input checked="" type="checkbox"/> WC STATUTORY LIMITS <input type="checkbox"/> OTHER<br>E.L. EACH ACCIDENT \$ 500,000<br>E.L. DISEASE - EA EMPLOYEE \$ 500,000<br>E.L. DISEASE - POLICY LIMIT \$ 500,000                                     |
| A        | Professional Liability<br>Sexual Abuse & Molestation  |           |          | PHPK1769968   | 2/1/2018                | 2/1/2019                | Each Claim \$ 1,000,000<br>Each Claim \$ 1,000,000   |

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, if more space is required)

It is agreed that the City of Chicago is Additional Insured on the General Liability.

|  |  |
|--|--|
| <b>CERTIFICATE HOLDER</b><br><br>City of Chicago<br>Comptroller's Office, Federal Funds Insurance Unit<br>Attn: Maria Santiago<br>121 N. LaSalle, Room 700<br>Chicago IL 60602 | <b>CANCELLATION</b><br><br>SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.<br><br>AUTHORIZED REPRESENTATIVE<br> |
|--|--|

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CERTIFICATE OF FILING FOR

CITY OF CHICAGO ECONOMIC DISCLOSURE STATEMENT

EDS Number: 122178

Date of This Filing:02/01/2018 09:16 AM

Certificate Printed on: 02/01/2018

Original Filing Date:02/01/2018 09:16 AM

Disclosing Party: Heartland Human Care  
Services, Inc.

Title:Executive Director

Filed by: Mr. David Sinski

Matter: Travelers Aid Chicago

Applicant: Heartland Human Care Services,  
Inc.

Specification #: 118566

Contract #: 28432

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

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

## Scope of Services

Travelers Aid Chicago (TAC), a program of Heartland Human Care Services, Inc. (HHCS) shall provide assistance to travelers and visitors to Chicago O'Hare International Airport (O'Hare) under the direction of the Commissioner of Aviation or his/her designee. This assistance shall include, but not be limited to, the following:

- A. Staff offices at O'Hare for the purpose of being the non-sectarian provider of social work services to travelers and visitors of O'Hare within the context of the comprehensive network of human service providers. International travelers will receive needed support for crisis intervention, social services and travel planning from experienced Travelers Aid staff. The office shall be easily accessible to the traveling public and hours shall consist of:

### Terminal 2 Main Office

Monday – Friday: 8:00 am – 9:00 pm  
Saturday – Sunday: 10:00 am – 9:00 pm

- B. In addition to staffing the Travelers Aid office in Terminal 2, TAC shall provide 100+ volunteers and paid staff to provide information, directions and referral services from Information Desks located in each terminal. Information Desks are located both airside and landside throughout the airport. These desks shall be staffed and operational:

### Airside and Landside Information Desks

Monday – Friday: 8:00 am – 8:00 pm  
Saturday – Sunday: 10:00 am – 7:00 pm

- C. All office and information desk hours will be extended during peak travel days as needed, based on projections received in advance from the Chicago Department of Aviation. The Commissioner reserves the right to change all hours as needed.
- D. Volunteers supervised by TAC will be charged with roving the busiest points in the terminals including, but not limited to:
- Terminal 1 – concourses B and C
  - Terminal 2 – concourses E and F
  - Rotunda
  - Terminal 3 – concourses G, H, K and L
  - Terminal 5 – concourse M

Locations may be changed to meet the areas of greatest demand as directed by the Chicago Department of Aviation.

- E. Serve as an ombudsperson to distressed passengers and visitors and advocate for the resolution of the immediate needs to travelers experiencing travel-related crises.

- F. Assist travelers in making alternate travel plans, housing accommodations and other personal/professional arrangements due to trip interruptions or other crises.
- G. Receive referrals from airlines, the Chicago Police Department, Aviation Security, CDA personnel, UIC Medical Center, the USO of Illinois, the O'Hare Interfaith Chapel, TSA and the airport community at large. Assist these referrals with social work, crisis intervention and/or advocacy services.
- H. Provide referrals to these entities for passengers in need of the respective service.
- I. Provide professional casework services for geographically separated families in conjunction with more than 50 Travelers Aid International sites throughout the world, International Social Services and its international bureaus, and with U.S. based embassies and consulates as needed.
- J. Provide crisis intervention and counseling with support from local government agencies, private human service organizations, national human service networks, local hospitals and treatment facilities, and Heartland Human Care Services' legal, social service and refugee departments.
- K. Provide language support to non-English speaking travelers and visitors through CDA provided translation services and through HHCS staff language capabilities as available. Assist CDA in all aspects of Title VI compliance as mandated by the FAA.
- L. Assist local and surrounding police personnel in transportation and supportive assistance of travelers in crisis.
- M. Provide limited protective services for travelers including, but not limited to, immigrants, refugees and travelers requiring extensive services beyond the scope of routine airport services.
- N. Provide protective lounge services for travelers needing private room assistance.
- O. Attend meetings, trainings and conferences as requested by the Commissioner of Aviation or designee.



- P. Provide volunteers to the CDA for special projects including, but not limited to:
  - Special Meet & Greet
  - Welcome for conventions, city sponsored events and festivals
  - Entertainment in the Terminals
  - Comfort/Therapy Animals
  - Emergency responses
- Q. Assist in monitoring the condition of Airport amenities including, but not limited to exhibit areas, escalators and restrooms.
- R. Attend regular meetings with CDA Staff to ensure continuity of service and compliance with CDA service delivery expectations.
- S. Coordinate the activities of all 100+ volunteers to support activities included in the scope of services.
- T. Distribute information, maps and tourism materials from each Information Desk. Maintain supply of materials at each location and in main office.
- U. Provide resources and assistance to passengers during major events at O'Hare including, but not limited to major weather delays, the passenger assistance program, unplanned excessive delays, diversions and emergencies.
- V. Conduct Airport Practice Experience for travelers with special needs.
- W. Attend ADA compliance training as requested by the CDA and assist with all aspects of the FAA's Airport Disability Compliance Program.

### **SPACE**

The CDA agrees to make available to TAC, a program of HHCS, space at O'Hare as the Commissioner shall assign. Office space in Terminal 2 will be made available and such space will be used only for purposes described herein and for no other purposes. In the event that the Commissioner determines the space occupied by TAC is needed for other purposes, HHCS shall vacate the space with airport support within thirty (30) days. The Commissioner will make available the HHCS alternate space as determined to enable HHCS to perform the services herein described and the airport shall negotiate relocation costs.

## SCHEDULE

The TAC program of HHCS shall provide the services described hereof from 8:00 am until 9:00 pm Monday through Friday and from 10:00 am until 9:00 pm on Saturday and Sunday during the terms of this agreement. If services are needed which require TAC personnel to remain available beyond the agreed upon schedule of work hours, such services will be rendered at no additional cost to the City.

TAC shall provide services at O'Hare every day of the year.

A handwritten signature in blue ink, reading "Gretchen Meyer", written over a horizontal line.

Gretchen Meyer  
Director of Customer Service

May 17, 2018

Ms. Ginger S. Evans  
Commissioner  
Chicago Department of Aviation  
10510 West Zemke Road  
Chicago, Illinois 60666

RE: Non-Competitive Procurement Application Letter, Travelers Aid Chicago (TAC)

Dear Commissioner Evans:

Please accept this letter as part of the Travelers Aid Chicago (TAC) Non-Competitive Procurement Application (in addition to 2017 TAC Reports, Certificate of Insurance, EDS Certificate, and 501c3 Tax Exempt Letter). TAC is a key program of Heartland Human Care Services, Inc. (HHCS), the human services partner of Heartland Alliance. This letter provides a brief overview of TAC's impressive history, unique capabilities and capacities of the 175+ person TAC team at O'Hare, and additional aspects of the program that truly set TAC apart. **The purpose of this letter is to affirm why TAC is the only entity that can fully provide wrap-around customer services and social services to the passengers and visitors of Chicago's O'Hare International Airport.**

No other organization or business entity at the local, state or national level has the proven expertise and the partnerships that are essential to provide the full range of services required by this contract. The following highlights serve to summarize TAC's attributes that are discussed in much more detail in the balance of the letter:

- TAC has developed and implements customized, cost-effective systems to successfully manage volunteers, to meet travelers' myriad needs, and to identify and communicate new ways of improving the airport experience;
- TAC has long-standing partnerships with the Chicago Department of Aviation, Travelers Aid International, the US Department of State and numerous international consulates—all key for Protective Travel Service (PTS), a critical component of the services provided for identified travelers-in-need;
- TAC has nurtured close relationships with HHCS's other programs and the larger Heartland Alliance, giving travelers-in-need ready access to an expansive breadth of programs and services;and
- TAC has also built and maintains essential relationships with other agencies, organizations and companies that serve the O'Hare airport community. These include all the commercial airline companies, Customs/Border Protection (CBP), Transportation Security Administration (TSA), among many others,

#### **History of Service, and TAC Today**

Since 1851, Travelers Aid (now known as Travelers Aid International or TAI) has worked tirelessly to help passengers in crisis. Starting in St. Louis, and opening in Chicago in 1888, Travelers Aid is the oldest, non-sectarian, social welfare organization in the United States. In the beginning, TAC provided assistance and support at Chicago's downtown train stations; then, when O'Hare became a commercial airport in the 1950's, the TAC O'Hare airport office was established to bring these essential services to passengers at the airport. **For over 60 years, dedicated TAC staff and volunteers have assisted vulnerable travelers at ORD and through these efforts have improved the airport experience and the lives of millions of people.**

Today, TAC provides a comprehensive continuum of assistance to ORD travelers and visitors in three broad categories: crisis intervention/prevention, help desk information, and skilled social services. TAC has evolved to meet changing needs and expanded to serve more travelers in one of the world's busiest and most well-known airports. As an example, TAC has grown from providing customer services and social services to nearly 500,000 passengers in 2013, to assisting almost 903,000 passengers this past year (2017) – expanding to serve almost 81% more people in just five short years. TAC is excited to grow responsively alongside O'Hare International Airport in the years to come, and hopes very soon to proudly celebrate the first year of "Over One Million Served!"

### **TAC is Uniquely Equipped to Serve Passengers at O'Hare**

**Travelers Aid Chicago is in the best position to continue to serve passengers at O'Hare because it has developed customized, cost-effective systems to successfully manage volunteers, to meet travelers' myriad needs, and to identify and communicate new ways of improving the airport experience.**

TAC relies on its 157 volunteers to fill almost 5,000 shifts annually across 9 information desks at O'Hare. TAC has found that the recipe for success with this large volunteer program is the right mixture of continuous recruitment, a focus on training and mentorship, and a liberal amount of volunteer appreciation. While many new volunteers are referred through word-of-mouth (from current volunteers), TAC also finds volunteers through websites like [volunteer.com](http://volunteer.com), [volunteermatch.org](http://volunteermatch.org) (Northwest Suburban Chicago), and [www.heartlandalliance.org/directory/travelers-aid-chicago](http://www.heartlandalliance.org/directory/travelers-aid-chicago) (TAC's own webpage). These efforts resulted in 25 new volunteers in 2017. Currently, two student interns from Cultural Vistas Korea West also work as volunteers during their 6 month placement with TAC. However, the majority of TAC's volunteers, who are ages 18—94, are from Chicago and the Chicago suburbs, and are as diverse as the City itself – with people who have lived their entire lives in the Windy City, to those who came to Chicago as immigrants or refugees and whose families now call it home. New volunteers learn about the airport and how to answer diverse questions through extensive training (including scavenger hunts!) and a "buddy" system that pairs them with a senior volunteer for mentorship across multiple shifts. Existing volunteers continue to learn about changes happening at the airport and important new topics and populations through ongoing, in-person trainings at TAC as well as an information-packed, monthly volunteer newsletter. TAC has 3 dedicated staff members (a Volunteer Manager and 2 Volunteer Coordinators) that are focused full-time on TAC's volunteers; and, volunteers also receive support from the Social Services staff and TAC Leadership. And for the past 5 years, TAC has found the "Volgistics" volunteer management software to be extremely helpful for managing volunteer information, hours and shifts. Finally, thoughtful volunteer appreciation efforts and well-planned appreciation events have resulted in a fantastic volunteer retention rate: about two-thirds of TAC volunteers have worked at the airport for 3 or more years, and 23 have each been helping O'Hare passengers through TAC for over 10 years.

TAC, a program of Heartland Human Care Services, has been providing travel services and meeting travelers' needs in the Chicago metropolitan area since 1888. With 130 years' experience, HHCS is a leader in developing and managing efficient, innovative, and effective programs like TAC. This extensive history enables HHCS to serve passengers successfully today, and allows TAC to adapt services to understand and meet those needs as they change. HHCS continues to employ and retain a diverse, multicultural team of staff and volunteers, who are able to provide services in 34 distinct languages. In the 27,455 hours worked by over 150 TAC volunteers in 2017 alone, O'Hare passengers at 9 information desks were helped with questions ranging from, "Where's the bathroom?" to "How do I find a shelter?" TAC staff are on hand 359 days per year for more urgent needs, like emergency material needs (baby formula, toiletries, etc.), food vouchers, assistance and support with navigating airline changes in scheduling, and other forms of crisis prevention and intervention, social support and safety planning. Many of these passengers include people inexperienced with airports, stranded travelers, folks who have lost or had important items stolen, people who lack monetary resources, and persons with stressful life circumstances. TAC is there and available to help these travelers in person, or when they contact TAC prior to coming through O'Hare (over the phone or via e-mail or Facebook messenger). Finally, TAC is rapidly growing its "Airport Practice Experience (APEX)" for travelers with special needs (e.g. young people with Autism), to help address a current gap. Everybody wants and deserves the chance to travel and to



do it safely and comfortably, and programs like APEX help to ensure these travelers and their families can enjoy a trip together.

Finally, TAC has helped and continues to help O'Hare to improve the airport experience and to be mindful of trending traveler needs and expectations, as passengers compare amenities and services available across various airports. Before the lactation room for nursing moms was established at ORD, the TAC office often functioned as a comfortable, discreet place for mothers to pump or breastfeed. Through this experience, and through reports sent to and meetings held with the Chicago Department of Aviation, TAC helped ensure that an unmet need at O'Hare could be recognized and addressed. Similarly, TAC's position on the front lines has allowed the team to learn and talk about the need at O'Hare for:

- more "Simulated Flight Experience" opportunities for travelers with special needs,
- an emergency cash system for travelers (e.g. Western Union or Money Gram)
- a centralized Lost-and-Found
- a multi-sensory room for travelers with Autism Spectrum Disorder
- more animal relief areas at the airport (for Service and Emotional Support Animals)

TAC would be excited to support these and other areas of growth at O'Hare in the coming renewal period.

### **What Sets TAC Apart**

In addition to its impressive history, longevity of service and unique capacity to serve ORD travelers and visitors, **TAC is truly distinguished by its long-standing relationships: the relationship to and position within Travelers Aid International, the relationship to HHCS and the larger Heartland Alliance, its airport relationships, and relationships in place for Protective Travel Service (PTS).**

Travelers Aid Chicago (TAC) is a founding member of Travelers Aid International (TAI), and the sole member of the TAI network in Illinois. Through this connection, TAC has established relationships and regularly partners with 43 other TAI member agencies across 32 cities and 16 other airport locations. As a result of this collective experience, O'Hare Airport passengers continuously benefit from TAC's expertise on airport and airline services and policies. TAC maintains up-to-date knowledge of connecting airport systems, best practices in serving travelers, and the ability to recommend resources to passengers at other airport destinations. This collaboration creates a continuity of service and provides the passenger with a better experience at O'Hare. And, TAC is proud to play a pivotal role in planning this year's TAI Annual Conference, which will take place in Chicago in June.

As a program of Heartland Human Care Services (HHCS), the human services partner of Heartland Alliance, TAC also enjoys unique, internal access to a continuum of care that naturally lends itself to supporting vulnerable and at-risk travelers. HHCS and other Heartland companies (Heartland Housing, Heartland Alliance – Health, the National Immigration Justice Center and Heartland Alliance International) have unique and well-respected experience providing housing, support, healthcare, mental health services, education, jobs and justice to the most vulnerable. Some of these populations include the homeless, Veterans, refugees and immigrants, the disabled, survivors of human trafficking and domestic violence, seniors and unaccompanied children. Through TAC's Heartland Alliance relationships, travelers in need are connected to a wide range of comprehensive supportive services that further empower their ability to move past crisis and toward long-term success.

TAC has also worked over 60 years to build and maintain essential relationships with other agencies, organizations and companies that serve the O'Hare airport community. These include all the commercial airline companies, Customs/Border Protection (CBP), Transportation Security Administration (TSA), Prospect, United Ground Express (UGE), United Service Organizations (USO), UIC Medical Center, Haymarket Center, the O'Hare Chapel, and the Centers for Disease Control and Prevention (CDC). Additionally, TAC staff and volunteers regularly interact with Airport

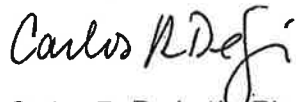
Police, particularly around Observed Suspicious Activity. TAC also partners with dedicated staff at other City of Chicago agencies like the Chicago Police Department (CPD), the Chicago Department of Public Health (CDPH) and the Chicago Department of Family and Support Services (DFSS). Also, TAC has maintained important relationships within the Chicago Consular community – most notably and frequently with the British and Canadian Consulates. TAC Staff have been frequent speakers at annual consulate seminars sponsored by the Canadian Consulate, and the consular community was well represented at TAC's recent Open House event (including members new to Chicago eager to learn how TAC can assist their citizens during travel emergencies). Interpersonal relationships like these are a critical reason that TAC is able to successfully assist travelers in crisis, and help to prevent crises from occurring or escalating. TAC has also continued to serve as an emergency services provider in partnership with the Department of Aviation, responding to community disaster relief efforts, triage and local service navigation for evacuees from Hurricane Maria and other natural disasters.

Finally, during this current contract period, TAC continued its partnership with many agencies to provide effective, targeted Protective Travel Services (PTS) to at-risk and vulnerable populations. These agencies include:

- International Social Services: repatriation cases
- U.S. Department of State: repatriation cases (via International Social Services) as well as International Visitors Leadership Program (via Travelers Aid International)
- Illinois Department of Juvenile Justice/Interstate Compact: teenage runaways being returned home
- Various Refugee Resettlement Organizations: refugee resettlements in Chicago as well as when they connect through ORD to another US destination. These include HHCS' Refugee and Immigrant Community Services (RICS), Catholic Charities, Asian Community Services, World Relief, Refugee One, Ethiopian Community Services, and others.
- Special Needs Organizations including various Autism groups, Search Beyond Adventures (travel agency specializing in group travel for persons with developmental delays), and Children In Need International
- Wounded Warriors Project (via Transportation Security Administration): Military Severely Injured
- Other Travelers Aid programs in the U.S., Canada and Australia: participants who have been served by these organizations and need further assistance when they arrive at or connect through ORD

As a result of this impressive history, a track record of success, the unique capacities and systems outlined, and the strong relationships discussed, the dedicated and highly experienced TAC team of over 175 volunteers and staff continue to provide exceptional personal attention to ORD passengers, reducing and preventing chaos and confusion and improving the overall experience of O'Hare for all its passengers and visitors. TAC is grateful for the opportunity to serve, and the team looks forward to many more years of providing assistance and information to travelers at ORD.

Sincerely,



Carlos R. DeJesus-Rivera  
Senior Director, Housing and Health Initiatives  
Heartland Human Care Services

cc: Gretchen Meyer, Emily Thompson, Angie Kocerka, David Sinski, Carol King

**HEARTLAND  
ALLIANCE**  
HUMAN CARE



June 20, 2018

Ms. Ginger S. Evans  
Commissioner  
Chicago Department of Aviation  
10510 West Zemke Road  
Chicago, Illinois 60666

RE: Non-Competitive Procurement Application Supplement, Budget Affirmation - Travelers Aid Chicago (TAC)

Dear Commissioner Evans:

The purpose of this letter is to affirm that the 5 years of budgets we submitted are forecasted as close to actual expenditures as possible. These budgets are referred to in our application process for a Non-Competitive Procurement contract.

In past contracts, we have submitted 5 years of budgets, looking at line item by line item to determine operation costs for Travelers Aid Chicago's Scope of Services. In this current request for Non-Competitive Procurement Application and subsequent budgets, we have followed the same process. Our goal is to forecast the most cost-efficient expenditures possible while ensuring our services to the traveling public at O'Hare International Airport continue to be "best in class".

In our 130 year trajectory providing aid to travelers, we have become adept at being effective and efficient. The total cost of running the program has increased slightly from year to year in spite of the inexorable rise in personnel cost, the cost of health insurance and other benefits, and the cost-of-living. We are continually looking for new efficiencies in order to stay within the contracted budgets. This is evidenced in our ability to provide needed services that are beyond the contracted scope of our work. Last year we initiated our Airport Practice Experience (APEX). This is a supportive experience where first time and infrequent travelers are able to do a mock run through of all the components of air travel. APEX is designed as a form of exposure therapy to make participants more comfortable with flying and help them make informed future travel decisions. Some of the populations we serve with the APEX program include families who have a child on the autism spectrum and individuals with high levels of aviophobia. The CDA team has so appreciated the value of APEX that it has incorporated this service into the Scope of Services for the next five years.

In order to maintain high quality staff and to attract high quality candidates for the occasional vacant position, we commissioned a market study of comparable positions in comparable non-profit organizations in the region and in the nation. The study was undertaken by the Compensation Consulting Consortium (3C). We found that while many of our positions were at or near market salaries, a significant number were considerably below market. We raised all of our staff salaries to market minimums this past year and used company reserves to do so. Our new budgets are based on those minimums and on maintaining salaries at market rates for the next five years. The budgets also reflect an additional staff person to take APEX to scale, and the additional operational cost of increasing our hours and days of service as specified in the CDA's new Scope of Services for this contact.

I look forward to our continued collaboration.

Sincerely,

Handwritten signature of Carlos R. DeJesus-Rivera in black ink.

Carlos R. DeJesus-Rivera  
Senior Director, Housing and Health Initiatives  
Heartland Human Care Services

cc: Gretchen Meyer, Emily Thompson, Angie Kocerka, David Sinski, Carol King

# HEARTLAND ALLIANCE

Heartland Human Care Services

January 1, 2019 - December 31, 2023

Proposed Budget

|  | 2018 January<br>2018 -<br>December<br>2018 | Year 1<br>January 2019 -<br>December 2019 | Justification   | Year 2<br>January 2020 -<br>December 2020 | Year 3<br>January 2021 -<br>December 2021 | Year 4<br>January 2022 -<br>December 2022 | Year 5<br>January 2023 -<br>December 2023 |
|--|--|---|---|---|---|---|---|
| <b>REVENUE</b>   |  |   |   |   |   |   |   |
| Chicago Department of Aviation   | 982,498                                    | 1,052,192                                 | Revenue based on actual anticipated expenses only.  | 1,094,761                                 | 1,137,898                                 | 1,184,283                                 | 1,233,187                                 |
| <b>TOTAL REVENUE</b>   | 982,498                                    | 1,052,192                                 |   | 1,094,761                                 | 1,137,898                                 | 1,184,283                                 | 1,233,187                                 |
| <b>EXPENSES</b>  |  |   |   |   |   |   |   |
| <b>Personnel</b>   |  |   |   |   |   |   |   |
| Senior Manager, Carol King   | 75,986                                     | -   | Carol will retire at the end of calendar year, 2018, and Senior Manager will be replaced with Associate Director.   | -   | -   | -   | -   |
| Associate Director, John Ishu  | -  | 66,055                                    | John Ishu will be promoted to Associate Director  | 68,036                                    | 70,078                                    | 72,180                                    | 74,345                                    |
| Program Manager, John Ishu   | 61,077                                     | -   | John Ishu will be promoted to Associate Director  | -   | -   | -   | -   |
| Program Manager  | -  | 50,750                                    | Replacement to be determined  | 52,273                                    | 53,841                                    | 55,456                                    | 57,120                                    |
| Volunteer Manager  | 53,990                                     | 55,609                                    | Proposed budget based on current actual salary.   | 57,278                                    | 58,996                                    | 60,766                                    | 62,589                                    |
| Volunteer Coordinator, Kaifei Linda Zheng  | 36,735                                     | 36,735                                    | Proposed budget based on current actual salary.   | 37,837                                    | 38,972                                    | 40,141                                    | 41,345                                    |
| Volunteer Coordinator, Mazin Shaban  | 38,593                                     | 39,751                                    | Proposed budget based on current actual salary.   | 40,943                                    | 42,171                                    | 43,436                                    | 44,740                                    |
| Lead Supervisor, Bryan Van Rees  | 43,723                                     | 45,035                                    | Proposed budget based on current actual salary.   | 46,386                                    | 47,777                                    | 49,211                                    | 50,687                                    |
| Social Service Supervisor, Sandra Castaneda  | 40,155                                     | 36,735                                    | Proposed budget based on current actual salary, and replacing Liliana De La Cruz  | 37,837                                    | 38,972                                    | 40,141                                    | 41,345                                    |
| Social Service Supervisor, TBH   | 40,218                                     | 40,155                                    | Proposed budget based on current actual salary, and replacing Roshaynae Hammond   | 41,360                                    | 42,600                                    | 43,878                                    | 45,195                                    |
| Social Service Supervisor, TBH   | -  | 40,155                                    | New position to expand APEX   | 41,360                                    | 42,600                                    | 43,878                                    | 45,195                                    |
| Social Service Supervisor, Noora Mure  | 35,136                                     | 36,190                                    | Proposed budget based on current actual salary.   | 37,275                                    | 38,394                                    | 39,545                                    | 40,732                                    |
| Social Service Supervisor, Paul Obbagy   | 21,827                                     | 22,481                                    | Proposed budget based on current actual salary.   | 23,156                                    | 23,851                                    | 24,566                                    | 25,303                                    |
| Social Service Supervisor, Eiffel Yap  | 19,884                                     | 20,481                                    | Proposed budget based on current actual salary.   | 21,095                                    | 21,728                                    | 22,380                                    | 23,051                                    |
| Social Service Supervisor, Kalliopei Heotis  | 20,483                                     | 21,730                                    | Proposed budget based on current actual salary.   | 22,382                                    | 23,054                                    | 23,745                                    | 24,458                                    |
| Social Service Supervisor, Phillip Nightingale   | 19,341                                     | 20,538                                    | Proposed budget based on current actual salary.   | 21,154                                    | 21,789                                    | 22,443                                    | 23,116                                    |
| Resource Pool Supervisor (as needed) - Virginia Koch, Liliana De La Cruz, Roshaynae C. Hammond, Clariza Saint George | 29,082                                     | 39,248                                    | Proposed budget based on current actual salary. Increase is due to proposed holiday to be open, prior were not open and extended office hours.            | 40,425                                    | 41,327                                    | 42,567                                    | 43,844                                    |
| Associate Director - Strategic Development, Daniel Pohl  | 6,443                                      | 6,636                                     | Proposed budget based on current actual salary.   | 6,835                                     | 7,040                                     | 7,252                                     | 7,469                                     |
| Senior Director, Carlos DeJesus  | 49,854                                     | 51,349                                    | Proposed budget based on current actual salary, which has increased based on merit and changing role.   | 52,890                                    | 54,477                                    | 56,111                                    | 57,794                                    |
| Executive Director, David Sinski   | 20,533                                     | 21,149                                    | Executive Director has consistently provided support and oversight to the contract and operations. The proposed budget is based on current actual salary. | 21,784                                    | 22,437                                    | 23,110                                    | 23,804                                    |
| <b>Sub-Total Salary Expenses</b>   | 613,059                                    | 650,783                                   | \$37,724 increase due to additional new position, Social Service Supervisor   | 670,306                                   | 690,104                                   | 710,808                                   | 732,132                                   |
| <b>Fringes</b>   |  |   |   |   |   |   |   |
| FICA   | 34,938                                     | 45,902                                    | Proposed based on current actuals.  | 47,280                                    | 48,674                                    | 50,134                                    | 51,638                                    |
| SUTA   | 2,778                                      | 4,013                                     | Proposed based on current actuals.  | 4,093                                     | 4,175                                     | 4,258                                     | 4,344                                     |
| Workers Comp.  | 5,583                                      | 8,066                                     | Proposed based on current actuals.  | 8,227                                     | 8,392                                     | 8,559                                     | 8,731                                     |
| Long Term Disability   | 1,522                                      | 2,184                                     | Proposed based on current actuals.  | 2,250                                     | 2,316                                     | 2,385                                     | 2,457                                     |
| Health Insurance   | 103,966                                    | 114,363                                   | Proposed based on current actuals.  | 125,799                                   | 138,379                                   | 152,217                                   | 167,439                                   |
| Life Insurance   | 502  | 720                                       | Proposed based on current actuals.  | 742                                       | 764                                       | 786                                       | 810                                       |
| Pension  | 13,701                                     | 18,001                                    | Proposed based on current actuals.  | 18,541                                    | 19,088                                    | 19,661                                    | 20,250                                    |
| Short Term Disability  | 745  | 1,068                                     | Proposed based on current actuals.  | 1,100                                     | 1,133                                     | 1,167                                     | 1,202                                     |
| <b>Sub-Total Fringes</b>   | 163,734                                    | 194,317                                   |   | 208,031                                   | 222,920                                   | 239,168                                   | 256,870                                   |

Signature

Print Title

Date

# HEARTLAND ALLIANCE

Heartland Human Care Services  
January 1, 2019 - December 31, 2023  
Proposed Budget

|  | 2018 January - December 2018 | Year 1 January 2019 - December 2019 | Justification   | Year 2 January 2020 - December 2020 | Year 3 January 2021 - December 2021 | Year 4 January 2022 - December 2022 | Year 5 January 2023 - December 2023 |
|--|------------------------------|-------------------------------------|---|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|
| <b>Total Personnel Expenses</b>            | 776,793                      | 845,100                             |   | 878,337                             | 913,024                             | 949,976                             | 989,002                             |
| <b>Staff/Volunteer Expenses</b>            |                              |                                     |   |                                     |                                     |                                     |                                     |
| Employee Business Expenses                 | 1,126                        | 1,000                               | This line item includes staff EBEs for their commute to the Administration building, to obtain supplies as needed, to attend volunteer events, etc.   | 1,100                               | 1,210                               | 1,331                               | 1,464                               |
| Staff Development                          | 1,043                        | 3,540                               | Estimated staff reimbursement of up to \$200 per FTE (17.7) for staff training and education.   | 3,894                               | 4,283                               | 4,711.74                            | 5,183                               |
| Volunteer Appreciation & Recruitment       | 35,152                       | 23,700                              | Based on current year actuals with a focus on retention of 100+ volunteers, and recruitment of more volunteers. Includes Voigt's database costs, volunteer incentives, annual volunteer luncheon, retention events, and appreciation gifts. | 25,000                              | 26,300                              | 27,600                              | 28,900                              |
| Events                                     | -                            | 1,200                               |   | 1,320                               | 1,452                               | 1,597                               | 1,757                               |
| Professional Liability Insurance           | 1,812                        | 2,655                               | Based on current agency costs for professional liability insurance coverage of all staff, which is allocated based on FTE.  | 2,735                               | 2,817                               | 2,901                               | 2,988                               |
| <b>Total Staff/Volunteer Expenses</b>      | 39,132                       | 32,095                              |   | 34,049                              | 36,082                              | 38,141                              | 40,292                              |
| <b>Operating Expenses</b>                  |                              |                                     |   |                                     |                                     |                                     |                                     |
| Office Supplies and postage                | 21,206                       | 7,800                               | Majority of supplies and postage are related to volunteer needs and resources.  | 8,100                               | 8,400                               | 8,700                               | 9,000                               |
| Communications Expense                     | 4,903                        | 5,200                               | Based on current actuals. Includes cost of fax, landlines, and internet, as well as business cell phones used by managers.  | 5,460                               | 5,733                               | 6,020                               | 6,321                               |
| Property Liability Insurance               | 336                          | 386                                 | Based on current agency costs for property liability insurance coverage of the site.  | 444                                 | 510                                 | 587                                 | 675                                 |
| <b>Total Operating Expenses</b>            | 26,446                       | 13,386                              |   | 14,004                              | 14,643                              | 15,307                              | 15,996                              |
| <b>Professional Services Expense</b>       |                              |                                     |   |                                     |                                     |                                     |                                     |
| TAI Membership Dues                        | 2,532                        | 2,950                               | Based on actual membership rate anticipating an increase in year 3  | 2,950                               | 3,000                               | 3,000                               | 3,000                               |
| Audit Fees                                 | 1,351                        | 1,405                               | Required agency audit costs, which are allocated based on this contract's proportion of total agency expenses.  | 1,381                               | 1,437                               | 1,495                               | 1,557                               |
| Payroll processing                         | 1,103                        | 11,682                              | Fees for payroll processing and other benefit service provision for employees, which is allocated based on FTE.   | 12,032                              | 12,393                              | 12,765                              | 13,148                              |
| <b>Total Professional Services Expense</b> | 4,986                        | 16,037                              |   | 16,364                              | 16,830                              | 17,260                              | 17,705                              |
| <b>Occupancy Expenses</b>                  |                              |                                     |   |                                     |                                     |                                     |                                     |
| Janitorial                                 | 4,500                        | 3,744                               | Year 1, January 1st through June 30th monthly rate from Scrub is \$294/month. July 1st and onward we have \$330 as a monthly fee. Vendor to be determined for future years, anticipating a price increase                                   | 3,960                               | 4,000                               | 4,040                               | 4,080                               |
| <b>Total Occupancy Expenses</b>            | 4,500                        | 3,744                               |   | 3,960                               | 4,000                               | 4,040                               | 4,080                               |

Print Title

Unit

Signature

# HEARTLAND ALLIANCE

Heartland Human Care Services  
 January 1, 2019 - December 31, 2023  
 Proposed Budget

|   | 2018 January<br>2018 -<br>December<br>2018 | Year 1<br>January 2019 -<br>December 2019 | Justification   | Year 2<br>January 2020 -<br>December 2020 | Year 3<br>January 2021 -<br>December 2021 | Year 4<br>January 2022 -<br>December 2022 | Year 5<br>January 2023 -<br>December 2023 |
|---|--|---|---|---|---|---|---|
| <b>Equipment Expenses</b>                         |  |   |   |   |   |   |   |
| Office Equip. Purchases/Lease (non-capital)       | 3,005                                      | -   | Cost based on replacing fax/scanning machine in year 2          | 500                                       |   |   |   |
| Total Equipment Expenses                          | 3,005                                      | -   |   | 500                                       |   |   |   |
| <b>Client Support Expenses</b>                    |  |   |   |   |   |   |   |
| Food, Emergency Supplies, Transportation, Clothes | 6,978                                      | 3,000                                     | Amount based historic averages and anticipated passenger needs. | 3,100                                     | 3,200                                     | 3,300                                     | 3,400                                     |
| Total Client Support Expenses                     | 6,978                                      | 3,000                                     |   | 3,100                                     | 3,200                                     | 3,300                                     | 3,400                                     |
| <b>SUBTOTAL EXPENSES</b>                          | 861,840                                    | 913,361                                   |   | 950,313                                   | 987,759                                   | 1,028,023                                 | 1,070,475                                 |
| Management, General, & Admin. Expense (15.2%)     | 120,658                                    | 138,831                                   |   | 144,448                                   | 150,139                                   | 156,260                                   | 162,712                                   |
| <b>TOTAL EXPENSES</b>                             | 982,498                                    | 1,052,192                                 |   | 1,094,761                                 | 1,137,898                                 | 1,184,283                                 | 1,233,187                                 |
| <b>NET SURPLUS/(DEFICIT) \$ -</b>                 | 0  | -   |   | -   | -   | -   | -   |

*Carolyn Dineen*  
 Signature

Senior Director of Housing and Health  
 Print Title

July 17, 2018  
 Date





May 1, 2018

Ms. Ginger Evans  
Commissioner  
Chicago Department of Aviation  
10510 West Zemke Road  
Chicago, Illinois 60666

Dear Commissioner Evans,

Travelers Aid Chicago (TAC) and its parent organization Heartland Alliance is a very unique organization. Not only has TAC had a relationship with the City of Chicago for 130 years but it is also the only organization in Chicago that is focused on travel, transportation and social services. Heartland Alliance grew out of TAC and expands on the original mission by helping the homeless and other less fortunate populations throughout Chicago and its surrounding environs. At O'Hare Airport, TAC has the expanded resources of Heartland Alliance to make an even greater impact.

Travelers Aid International is a dues-based membership organization. Currently there are 42 members in the Travelers Aid network. Each is an independent organization with its own unique specialties they bring to the network. The relationship between TAC and Travelers Aid International (TAI) is a strong one and has existed now for over 100 years. TAC is one of the original founding TAI members and still practices the same values and principles that TAI was found on... helping and assisting vulnerable travelers in their time of need. TAI continues to support its members, produces an annual conference and facilitates the sharing of best practices. According to our records, there has never been another organization in the greater Chicago area that has been a member of TAI.

Some of the other airports in the TAI network that have similar programs are at JFK International Airport, Newark Liberty International Airport, Dulles International Airport and Hartsfield Jackson Atlanta International Airport. All of these, like TAC, are international airports and have volunteer-based programs at their airports. All three also work with social services agencies and social workers. In Atlanta, the airport program is part of HOPE Atlanta, a similar situation to TAC and Heartland Alliance. HOPE works throughout the greater Atlanta area to provide social services to those in need. Together, they are working to reduce homelessness in Atlanta and at the airport. At both IAD, EWR and JFK, we have social workers on staff.

With TAC's ever growing volunteer numbers (currently at 157 active volunteers), they are able to respond to the needs of travelers at O'Hare airport. The TAC volunteers are on the front line and they are the ones that alert the airport to any issues that need to be resolved.

Please feel free to contact me if you have any further questions.

Sincerely,

A handwritten signature in blue ink, appearing to read "DA Asselin".

David A. Asselin  
President & CEO

May 1, 2018

Ms. Ginger S. Evans  
Commissioner  
Chicago Department of Aviation  
10510 West Zemke Road  
Chicago, Illinois 60666

RE: MBE/WBE Requirements

Dear Commissioner Evans:

This letter addresses the issue of MBE and WBE requirements for a sole source contract with the Chicago Department of Aviation and the Travelers Aid Chicago program of Heartland Human Care Services.

Heartland Human Care Services, an affiliated partner of Heartland Alliance for Human Needs and Human Rights, is a 501c3 not-for-profit agency. While we understand the requirement of 25% for MBEs and 5% for WBEs, the nature of the services associated with this contract require us to request a waiver from these requirements.

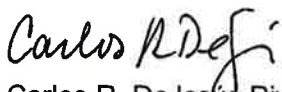
The Chicago Department of Aviation contracts with Travelers Aid at O'Hare International Airport to provide social services to stranded and distressed passengers. The nature of our work dictates that 90% of the budget is devoted to personnel expenses. As a result, other remaining expenses dedicated to the program do not provide opportunities for issuing subcontracts to outside vendors.

Heartland Alliance and its affiliates are committed to ensuring compliance with M/WBE requirements.

Our current efforts to encourage MBEs and WBEs include the issuance of a letter to all vendors in our financial system requiring them to complete a Vendor Information Form which includes designations for M/W/DBEs. We also required vendors to submit their certification letters to us. We updated our financial system to include vendors who had a City of Chicago M/W/DBE designation. In addition, we have been working with Chicago Minority Business Development Council to assist us with the recruitment of City certified M/W/DBEs. Our goal is to increase M/W/DBE participation by the end of 2018.

If you have any questions or concerns, please contact me at (773) 336-6002. Thank you for your consideration.

Sincerely,



Carlos R. DeJesus Rivera  
Senior Director of Housing and Health  
Heartland Human Care Services


cc: Gretchen Meyer, Emily Thompson



**CHICAGO DEPARTMENT OF AVIATION  
CITY OF CHICAGO**

To: Jamie L. Rhee  
Chief Procurement Officer

Attention: Richard E. Butler, III  
First Deputy Procurement Officer

From:   
Ginger S. Evans  
Commissioner

SUBJECT: Request for No Stated Goals for Contract with Heartland Human Care Services, Inc. for Information and Professional Social Services within Chicago O'Hare International Airport

The Chicago Department of Aviation (CDA) respectfully requests that the above-referenced contract have no stated goals due to the specialized nature of the services and the unique knowledge and expertise that can only be provided by Heartland Human Care Services (HHCS). This severely limits the opportunity for MBE or WBE participation. HHCS will commit to seeking MBE and/or WBE participation in any subcontracting opportunities that may arise, but such opportunities are not anticipated at this time.

The CDA currently contracts HHCS to provide information and professional social services to the passengers of Chicago O'Hare International Airport and has done so since 1955. HHCS has provided professional and volunteer social service work in Chicago's transportation hubs since 1888. When O'Hare opened for commercial travel in 1955, HHCS (then Travelers and Immigrants Aid) began doing so at the Airport. As the needs of the Airport changed, HHCS assumed responsibility of the Airport's information desks and customer facing information services, in addition to continuing their long-standing tradition of providing more in-depth social services to passengers. For reasons that are set forth in more detail below, HHCS is uniquely qualified to provide such services.

HHCS offers comprehensive experience within O'Hare and as well as unique abilities, skills, and networks. HHCS has served the O'Hare community since the

airport began commercial service in 1955. These 60+ years of experience have uniquely positioned HHCS as the leader in handling both the social services and the volume of in-person informational requests received within the Airport's terminals each year.

Besides the organization's highly-qualified and experienced social service staff, volunteers have also served the passengers of O'Hare since the agency began service at the airport. While the scope of service these volunteers provide has evolved over the years, their passion and dedication for serving the passengers of O'Hare has not. Since the conclusion of the City's Customer Service Representative position in 2009, HHCS volunteers have staffed information desks throughout the airport, educating and empowering passengers and acting as a de facto face of Chicago. Today over 150 volunteers unfailingly provide travel and Chicago tourism information to over 868,000 passengers a year, streamlining information services throughout the airport and eliminating the need for paid customer service staff. HHCS's volunteer base is extremely flexible, allowing mobilization for both special events and crisis situations.

Due to the circumstances described herein, the CDA requires the specialized expertise of Heartland Human Care Services Chicago and does not anticipate there being subcontracting opportunities under this contract. As a result, the CDA is requesting that no stated goals be approved for this contract request.

If you have any questions or need additional information regarding this request please contact Aurelio Garcia at 773-462-7314.

Thank you for your assistance in this matter.