

TASK ORDER PROPOSAL REQUEST
USING
MASTER CONSULTING AGREEMENT SPEC 121573

Application Development and Support Scope

Community Commission for Public Safety and Accountability Website Development

FROM: CITY OF CHICAGO
Department of Assets, Information, and Services (AIS)
Bureau of Innovation & Technology

DATE: 4/28/2023

PROJECT NAME: Community Commission for Public Safety and Accountability Website
Development

PROJECT NUMBER: PRJ0010110

REUESTION NO. 526700

A SCOPE

The City of Chicago, Department of Assets, Information, and Service (AIS), seeks Task Order Proposals for the scope of services described herein to implement the following project in accordance with the terms and conditions of the original Master Consulting Agreement.

The vendor shall perform all necessary services required to complete this project. Detailed information regarding various aspects of this project is included in this section and listed Attachments. Please read all attachments for details on this project.

A.1 PROJECT PROFILE

PROJECT INFORMATION & TIME SCHEDULE	
Sponsor:	City of Chicago
Urgency:	ASAP
Up-Time Requirements:	Once the site is live, 24/7 availability
Project Date:	Start Date: ASAP after Notice to Proceed Completion Date: To Be Determined Upon Agreement
Project Number	PRJ0010110
Project Manager	Neha Pagare, neha.pagare@cityofchicago.org 312-744-6384

The essential activities required for this project are:

- | | | | |
|-------------------------------------|------------------------------|--------------------------|---------------------------------|
| <input type="checkbox"/> | Stand-alone Application | <input type="checkbox"/> | Interface to Existing System(s) |
| <input checked="" type="checkbox"/> | Interactive Website | <input type="checkbox"/> | Integration Application |
| <input type="checkbox"/> | Business-Process Application | <input type="checkbox"/> | Enterprise Application |
| <input type="checkbox"/> | ETL-Data Application | <input type="checkbox"/> | Departmental Application |
| <input type="checkbox"/> | Mobile / Field Application | <input type="checkbox"/> | Other: |

- Development of an independent, externally hosted website
- UX/UI tested design
- Alignment with accessibility standards
- Integration with third-party applications for surveys, social media, and other feedback and engagement mechanisms
- User testing for design and functionality
- User training for content authors
- Extended maintenance and support

A.2 PURPOSE / CASE FOR ACTION

As background, in July 2021 the City of Chicago's City Council passed an ordinance creating a new model for police oversight, accountability, and public safety. The ordinance creates two bodies: a citywide Community Commission for Public Safety and Accountability, with the power to advance systemic reform; and District Councils, which will be elected in each police district and work to improve policing and public safety in the district; The Commission and District Councils will bring police officers and Chicago residents together to plan, prioritize, and build mutual trust; strengthen the police accountability system; give Chicagoans a meaningful new role in oversight; and explore and advance alternative effective approaches to public safety.

This Task Order Request (TOR) is seeking proposals to define, plan, and execute the work required to successfully launch an independent, externally hosted website for the City of Chicago's newly established Community Commission for Public Safety and Accountability ("CCPSA"). The scope of work for this project includes the design and launch of a user-friendly website that includes informational content, and community engagement features and communicates the vision and mission of CCPSA to the public. This website is to be hosted separately from the City's primary domain. The website will be updated and maintained in partnership with the in-house team of the CCPSA. This website development project should be implemented by a team well-versed in human-centered design, content strategy, and web (front and back-end) development. The quality of the content, design, and human-centered approach will be critical in evaluating responses to this request.

The high-level vision for this project:

- To create a website that provides detailed information regarding CCPSA operations, policies, goals, activities, and progress through a frequently updated website.
- To provide resources such as research, data, and reports that can be used to support CCPSA messaging, powers, and goals, and to mobilize support for CCPSA's use. This can include content related to police-community relations, departmental policies, and practices, performance assessments, meeting minutes, etc. of CCPSA and related agencies.
- To provide a platform for community engagement and feedback, through online forums, surveys, and social media.
- To provide a user-friendly and easy-to-navigate website, with clear and consistent design and messaging throughout, providing accurate and up-to-date information and resources to support the CCPSA'S goals

A.3 CURRENT ENVIRONMENT

Currently, the CCPSA has a webpage hosted on the primary City of Chicago domain with basic information about the department, its mission, and event-related content.

<https://www.chicago.gov/city/en/depts/ccpsa.html>

A.4 DETAILED SCOPE

- Define, plan, and execute the development of an independent, externally hosted website for CCPSA. The content of the website, to be provided by the City, will focus on increased transparency about CCPSA's work. The website will maintain the CCPSA's independent presence from the City of Chicago and help the department to have its own online presence and communication channel with the public.
- The website must include a home page that will provide detailed information about the CCPSA operations, policies, goals, and activities. The website design should drive the users to content that educates the public about CCPSA's mission to promote transparency and accountability.

- Design a content workflow for web authors and approvers which drives adherence to content development standards, including accessibility and consistent application of content guidelines.
- Meet or exceed the City of Chicago digital accessibility standards, which align with WCAG2.0 AA standards, and are detailed here: <https://design.chicago.gov/accessibility/>
- Provide a prototype of the website for City review and UI/UX testing to gather feedback through usability testing. The prototype (s) must have a substantial minimum viable product (MVP) of content and features.
- Provide user training to City content authors and web team for ongoing content updates and basic site design maintenance.
- The scope and requirement details provided here are high-level and subject to review based on the vendor proposals.

Website Structure:

The basic proposed structure of the website will include the following:

- Home Page
- Categories
- Sub-categories
- Individual posts and pages

Out of Scope:

- Maintenance of the current CCPSA webpage on the main city domain.
- Content (text, images, videos, etc.) to be provided by the City.

A.5 PLATFORM & SYSTEM REQUIREMENTS

WordPress is CCPSA's preferred content management system; however, alternative CMS system proposals will be considered.

Any personal, private, or sensitive information to be gathered or collected via any feedback tools or other functionality on the website are subject to the [City of Chicago Information Security and Technology Policies](#)

City of Chicago Hardware and Software Standards are available upon request.

A.6 QUALITY CONTROL REQUIREMENTS

The selected vendor must use a methodology that incorporates techniques and checkpoints for web development assurance across the entire process. At predetermined project milestones, explicit Quality Review checkpoints are necessary, and continuing QA activities, such as formal reviews and signoffs of important project deliverables, are necessary at all stages of the Project. Website development and UI/UX testing must be rigorous and thorough, throughout the project, and testing phases must include Functionality Testing, Usability Testing, Interface Testing, Quality Assurance Testing, Security Testing, and User Acceptance Testing prior to go-live of the website.

These testing and QA requirements are not meant to imply that the selected vendor must follow a traditional "waterfall" methodology. The project delivery method may take the form of a waterfall process, an iterative "Agile" process, or some hybrid. Whatever delivery method is used, these levels of testing must be incorporated into that process.

Please include a section in your response that explicitly addresses quality control and quality assurance.

A.7 STAFFING SKILL REQUIREMENTS

The following staffing skill requirements are the City's recommendation, but respondents are invited to offer an alternative staffing model that achieves the noted deliverables.

Role	Minimum Requirements
Project Manager	<p>Charged with assuring the delivery of deliverables up until City acceptance. Must routinely be accessible for on-site, in-person meetings and working sessions. Experience with formal project management methodologies. Accountable for, but not limited to, project plan development, risk/issue log and mitigation, sprint planning, deliverable timelines, and retrospectives</p> <p>Requirements:</p> <ul style="list-style-type: none"> • Project management experience, with a track record of successfully leading and overseeing initiatives with a comparable scope, scale, and complexity. • Expertise in managing web development projects. • PMP and/or related technical certification preferred.
Web Developer (Back-end / Front-End)	<p>Responsible for providing development timeline estimates, writing code, and building the website; communicating progress to the project manager; and incorporating iterative changes based on City client feedback and user testing.</p> <p>Development must align with Chicago Design System and accessibility requirements.</p> <p>Provides documentation sufficient for knowledge transfer to City client.</p> <p>Requirements:</p> <ul style="list-style-type: none"> • Significant experience in modern web development/design
Web Designer (UX/ UI)	<p>Responsible for the design and implementation of all the experiences a user has when interacting with the website. Iterates and includes user testing feedback.</p> <p>Requirements:</p> <ul style="list-style-type: none"> • Significant experience in modern UX / UI design
Quality Tester	<p>Responsible for the performance of all necessary technical testing of the website. Specify, design, and execute test cases to verify and validate product quality. Designs writes, and tests codes for the website.</p> <p>Requirements:</p> <ul style="list-style-type: none"> • Significant experience in QA / QC testing

A.8 COMPLETION CRITERIA

All completed deliverables for the CCPSA Website Project shall be reviewed by the City project team and communicated in writing to the CCPSA project manager for acceptance, using the agreed-upon completion acceptance form and following agreed-upon deliverable review procedures. All deliverables must be approved in writing by CCPSA-designated staff.

- The project must be completed on the target delivery date (based on the award date)
- The project should be completed within budget (as agreed upon at award)
- The website should meet the requirements as described in this document
- All testing activities are completed successfully
- All training activities are completed successfully
- All project deliverables are completed and signed off by City
- All open issues are documented and communicated to stakeholders
- All remaining risks and their associated mitigation activities have been documented and communicated to stakeholders
- All known defects/issues categorized as “Critical” or “High” have been closed.
- All maintenance and support procedures and tools have been documented and transitioned to designated personnel

A.9 CITY OF CHICAGO RESOURCES

The City shall provide the following resources to support this project:

- Project Sponsor / Business Owner: CCPSA as a primary business owner and final approver. The project sponsor will provide the relevant content to be populated to the website.
- Project Manager: IT Project Manager to oversee and manage all project activities from the City’s perspective
- Business Users: City end users to conduct testing, receive training, and provide content related to the requirements of this project.
- Subject Matter Experts: City staff to inform on requirements and other project elements, as needed.

B. PROJECT INFORMATION

All communications regarding this Task Order Proposal should reference the following Project and Requisition numbers and project name, and be formatted as follows:

PROJECT NO.: **PRJ0010110**

PROJECT NAME: **Community Commission for Public Safety and Accountability Website Development**

The city will follow the defined schedule outlined in the solicitation to respond to inquiries. Once you are ready to submit your proposal, please do by submitting your proposals in eProcurement through your Supplier account, open the solicitation for review, and accept the disclaimer at which time the city will receive your proposals on the proposals due date. To receive notice of clarifications and addenda, the

respondent must submit the solicitation for review and accept the clarification and addenda by accepting all changes.

Each Respondent must complete and return all attachments including the solicitation in the requirements section and submit them as attachments in eProcurement through your Supplier account, all proposals must be submitted by the time stated on task order proposal solicitation, or any addendum issued by the city to change such solicitation opening date. Once the city has evaluated all proposals you will receive a notification from the city regarding the outcome by the scheduled response date.

All Respondents are responsible for obtaining all RFP materials. The city accepts no responsibility for the timely delivery of materials.

Proposal content must be clear, concise, and well-organized. Respondent is strongly discouraged from including marketing or promotional materials not related specifically to the focus of this TOR. Respondents are advised to adhere to the submittal requirements of the TOR. Failure to comply with the instructions of this TOR may be cause for rejection of the non-compliant proposal. The respondent must provide information in the appropriate areas throughout the tor. By submitting a response to this TOR, you are acknowledging that if your proposal is accepted by the city, your proposal and related submittals may become part of the contract.

C. PROJECT TIME SCHEDULE

The City intends to begin this project the week of June 9, 2023. The preferred time of completion of the project is August 30 2023. All aspects of the project are outlined in the Project Timeline below and are estimated based on current expectations.

PROJECT SUBMITTAL AND TIMELINE

Task Order Proposal Request Issued:	April 28, 2023
Pre-submittal Conference:	May 3, 2023
Questions to City, if any *:	May 4, 2023, by 4:00 P.M. Central Standard Time
Answers from City Due:	May 10, 2023
Task Order Proposal Due:	May 22, 2023, by 4:00 P.M. Central Standard Time
Proposal Review Completed:	June 9, 2023
Notice to Proceed Issued:	To be determined
Work Start Date:	Upon Notice to Proceed
Full Project Completion:	Preferred project completion within 6 weeks from the Notice to Proceed

All questions or requests for clarification must be submitted via eProcurement through your iSupplier account, no later than the date and time stated above in the project timeline.

The subject line must clearly indicate that the contents are “Questions and Request for Clarification” about the TOR and “Not a Proposal”. No telephone calls will be accepted unless the questions are general in nature to be assured of consideration.

Questions or requests for clarification should be sent, in writing, via online discussion in eProcurement. Questions asked via a phone call will not be answered unless general in nature. Please make sure all e-mails are addressed to the above name and are clearly labeled as “Questions for Project # PRJ0010110 Project Name: **Community Commission for Public Safety and Accountability Website Development**. All questions and answers will be sent via e-mail in the form of a written Addendum to all solicited consultants in the Master Consulting Agreement pool.

PRESUBMITTAL CONFERENCE

The City will hold a PreSubmittal Conference at the designated as specified in this Solicitation. All parties interested in responding to this TOR are urged to attend the Virtual Teams Meeting and must register in advance with an email to Bernie.Harges@cityofcicago.org no later than 12:00 pm on May 2, 2023. The email subject line must read as follows: Pre-Submittal Attendee: Specification 121573. The Pre-Submittal email must list the name and contact information with job titles for each attendee.

The City will answer questions and clarify the terms of the Solicitation at the Pre-Proposal Conference. Same day registration is not allowed. The City may respond both to questions posed on the day of the conference and to questions submitted through online discussion during the conference. Anything stated

at this Pre-Submittal Conference is not intended to change the solicitation document. Any changes will be in writing in the form of an addendum in via iSupplier.

A pre-submittal conference for project orientation will be held as indicated below to familiarize interested firms with the scope of work and to answer project-specific questions:

Date:	May 3, 2023
Time:	2:00 pm– 3:00 pm, Central Standard Time
Platform:	Virtual Teams Meeting Meeting ID: 249 399 540 833 Passcode: 5TngQK Or call in (audio only) +1 872-222-6918,,808706785# United States, Chicago Phone Conference ID: 808 706 785#
Contact Person:	Bernie Harges Bernie.Harges@cityofchicago.org; Phone Number: 312-744-7535

D. TASK ORDER PROPOSAL SUBMITTAL - REQUIRED CONTENT

The Task Order Proposal (“Proposal”) submittal must be submitted electronically via eProcurement through your iSupplier account by the Task Order Due Date as specified in Section C Project Time Schedule above, to the department contact on the first page of this TOR in PDF format and include all components required in this section. Please submit all items combined to one PDF if possible or as an individual attachment with name convention as ‘Proposal for Specification #121573, Project #PRJ0010110 Community Commission for Public Safety and Accountable Website Development’.

A table of contents or tabs with the same sections and numbering scheme as listed below should be utilized to organize the response. The submittal shall contain the following information at a minimum. Proposals not containing the information requested in this section may be deemed incomplete.

1. **Cover Letter** - A letter of commitment signed by an authorized representative of the company committing to provide the Services in accordance with all terms and conditions of the Master Consulting Agreement Spec Number 121573, The cover letter should be directed to:

Commissioner, Attn: Sandra Blakemore City of Chicago, Department of Assets Info & Services, 2 N. LaSalle St, Chicago, IL 60602.

Acknowledge receipt of Addendum, if any, issued with clarifications and/or revisions to this Task Order Proposal Request.

2. **Proposal** - Provide a detailed proposal for this project and address the following items in this section. Below is a list of expected deliverables for this project (see items marked “required”. Depending on the vendor's proposed solution, the type, and format of the deliverable may change. All changes in deliverables (the reduction or increase in the number of deliverables) will be discussed with the vendor during the initial project meeting and subsequent project meetings.

Provide detailed statement of work that includes, but is not limited to, the following components:

- > Requirements Definition
- > Implementation Work Plan
- > Milestone Deliverables By Phase, As Applicable.

Deliverable	Explanation
Project Plan	This schedule must include a work breakdown structure, timeline, and milestones that include all project phases and resources. This project schedule must be created and maintained throughout the project. Changes and impacts to the schedule are to be documented and discussed at status meetings.
Team Contact list, Roles, and Responsibilities	This list will identify team members to assure seamless communication between the Task order vendor and the CCPSA project team.
Workflow Analysis	This will provide detail on how a website will function, including click paths and any application integrations or tools.
Functional Design	This will show the user interface and front-end user experience.
Technical Design	This should detail the backend infrastructure and tie into the front end with an emphasis on site performance, function, and administration
Prototype / Wireframe	An initial sample of a website design: theme, appearance, and layouts. Should indicate connectivity between site layers and navigation.
Documentation	The User manual of the site and administration, including a site map. Should include all themes, plugins, and proprietary information used and indicate any ongoing, licensing/support terms for any included software.
Support for updating the website	Define support for enhancements, ongoing updates (security and functionality), and site issues as they arise. Include minimum of one year of ongoing support and maintenance of site plus additional support hours for future services.
Training	Knowledge transfer and basic user training for the website content and design will be provided to the CCPSA team.
Final Website	Completed website with approved design; live and accessible 24/7.

3. Cost Proposal - Use the specified compensation method marked below. Costs to complete the proposed work and a proposed payment schedule should be submitted using [Attachment I](#), the *attached Schedule of Compensation table, as applicable, if you seek an itemized cost breakdown for equitable comparisons.*

- Lump Sum
- Time and Materials not to exceed [N/A]
- Other: [specify:]

Use of another method or failure to use an allowable compensation method as outlined in the Master Consulting Agreement will be grounds for rejection of your Proposal.

4. Executive Summary

- a. ***Project Approach and Methodology*** - Include a summary or brief narrative of project objectives; understanding of the project and the approach proposed to complete the project. Each phase of the project should be described, with an emphasis on providing the required deliverables within the proposed schedule and budget for the project.
- b. ***Quality Control Process*** - Include details of the Quality Control/Quality Assurance (QC/QA) process used for this project; listing any tools, technologies, sub-contractors, etc., for QC. The process for acceptance testing each deliverable and correction procedures should be detailed.
- c. ***Acceptance Testing Criteria and Methodology*** - Include a detailed description of proposed acceptance testing criteria for deliverables and methodology for acceptance testing and corrective action procedures.
- d. ***Qualifications Summary*** - Include a summary of your team and how they would contribute to the project.

5. Project Management- Describe the approach for managing the project schedule and budget. Also, the proposed status meeting frequency and planned reports to City project team. Define the change order process (which would include changes in scope, schedule, or cost due to unforeseen circumstances during the project period).

At a minimum, the project schedule provided by the vendor should support all required deliverables and include the elements listed below. The time duration for each task (in days) should also be noted. Because some tasks can happen simultaneously, please ensure that the time frames in [Attachment I](#) COST PROPOSAL AND PAYMENT SCHEDULE are addressed. Currently, a Gantt format is acceptable. State any assumptions made in estimating days and dependencies, including those for City staff.

A fully detailed project schedule and frequency for providing updates to that schedule will be determined during contract negotiations and will depend partly on the overall project duration.

Required Project Schedule Elements

- Project Phase
- Project Task
- Scheduled Dates (From/To)

- Person Days
- Resources (Vendor and City)
- Dependencies
- Deliverable Milestones
- Risk log
- Assumption

6. Deliverable Milestones

- **Communication Plan** – including status meeting frequency and status reports.
- **Change Management Plan** – addressing your method of evaluation and implementation of changes to scope, schedule, resources, or cost.
- **Testing plan**- Test the project's objective and means to achieve them.
- **Quality Control Process** Include details of the Quality Control/Quality Assurance (QC/QA) process used for this project, listing any tools, technologies, sub-contractors, etc., for QC.

At a minimum, the project plan provided by the vendor should support all required deliverables and include the elements listed above. The time duration for each task (in days) should also be noted. Because some tasks can happen simultaneously, please ensure that the timeframes in [Attachment I](#) are addressed. State any assumptions made in estimating days and dependencies related to the use of City staff.

A fully detailed project schedule and frequency for providing updates to that schedule will be determined during contract negotiations and will depend partly on the overall project duration.

7. Project Staffing Plan/Facilities – Provide professional qualifications of the key personnel committed to this project, including a dedicated project manager and the time he/she is dedicated to this project, in the form of resumes and project role information. Prime and subcontractor personnel must have direct expertise in the area or technology proposed. Any consultants or subcontractors who will be performing work on this project as well as whether they are employed by Consultant or City of Chicago certified MBE/WBE firms must be listed in [Attachment II – Proposed Staffing for Project](#). In addition, to the extent applicable, a subcontractor profile ([Attachment III](#)) must be completed for each subcontractor.

- Indicate any requirements for space, equipment, licenses, access, and other logistics at City locations. It is expected that the Consultant will observe the City's normal business hours of operation: [Indicate days of the week and hours here]. If this will not be the case, please explain. Requirements for City personnel to work outside of standard business hours must be identified.
- If the proposed project personnel are located outside of the Chicago area, please note that **travel costs are not reimbursed**.
- Compensation for work performed outside of standard business hours is not allowable, there will be no compensation or overtime/holiday pay.

8. Project Experience/References – Two references that demonstrate the skills required for this project should be provided. The emphasis is on the **quality and relevance** of the references provided, not on the number of references. Only one reference can be a City of Chicago project. Referenced projects should have been completed within the last two years. Project information should include the precise role(s) performed by the firm, results, key personnel assigned and their role and duties, and any subcontractor(s) involved as well as their role/duties. If

any of these projects can be seen online, please include the URL. [Attachment VII](#) provides a format to list references for those projects similar in scope to the one in this TOR. Please forward the actual Reference form in that attachment to those named references for direct return to the City. If using a subcontractor, at least two references must be provided that illustrate performance in the types of duties that the firm is proposed to perform in this project.

9. Compliance Plan

SPECIAL CONDITIONS REGARDING MINORITY BUSINESS ENTERPRISE COMMITMENT AND WOMEN BUSINESS ENTERPRISE COMMITMENT FOR TARGET MARKET CONTRACTS

1.1. Policy and Terms

It is the policy of the City of Chicago that Local Businesses certified as Minority Owned Business Enterprises (MBE) and Women Owned Business Enterprises (WBE) in accordance with Section 2-92-420 et seq. of the Municipal Code of Chicago and Regulations Governing Certification of Minority and Women-owned Businesses and all other Regulations promulgated under the aforementioned sections of the Municipal Code, as well as MBEs and WBEs certified by Cook County, Illinois, will have full and fair opportunities to participate fully in the performance of this contract. Therefore, the Contractor will not discriminate against any person or business on the basis of race, color, sex, gender identity, age, religion, disability, national origin, ancestry, sexual orientation, marital status, parental status, military discharge status or source of income and will take affirmative action to ensure that women and minority businesses will have the maximum opportunity to compete for and perform subcontracts for supplies or services.

Pursuant to Section 2-92-430 of the Municipal Code of Chicago, the Chief Procurement Officer has established a goal of awarding not less than 25% of the annual dollar value of all non-construction contracts to certified MBEs and 5% of the annual dollar value of all non-construction contracts to certified WBEs.

Pursuant to Section 2-92-460 of the Municipal Code of Chicago, the Chief Procurement Officer has implemented the Target Market Program that seeks to award competitively or on a negotiated bid process to certified MBEs the established goal of 10% of the annual dollar value of all non-construction contracts and to certified WBEs 1% of the annual dollar value of all non-construction contracts.

Pursuant to MCC 2-92-535, the prime contractor may apply to be awarded an additional 0.5 percent credit, up to a maximum of a total of 5 percent additional credit, for every 1 percent of the value of a contract self-performed by MBEs or WBEs, or combination thereof, that have entered into a mentoring agreement with the contractor or subcontractor-to-subcontractor mentoring agreement. This up to 5% may be applied to the Contract Specific Goals, or it may be in addition to the Contract Specific Goals. Procedure to Determine Bid Compliance

Only compliance plans utilizing MBE and WBE firms that meet BOTH the Commercially Useful Function and Area of Specialty requirements will be counted toward the Contract Specific Goals.

1.1.1. Schedule D-2

Bidders must submit, together with the bid, a completed Schedule D-2 committing them to the utilization of each listed firm. The City encourages bidders to utilize the electronic fillable format Schedule D-2, which is available at the Department of Procurement Services website, <http://cityofchicago.org/forms>. All commitments made by the bidder's Schedule D-2 must conform to those presented in the submitted Schedule C-2(s).

1.1.2. Schedule C-2

The bidder must submit the appropriate Schedule C-2 with its bid for each MBE and WBE subcontractor included on the Schedule D-2. The City encourages subcontractors to utilize the

electronic fillable format Schedule C-2, which is available at the Department of Procurement Services website, <http://cityofchicago.org/forms>. Each Schedule C-2 must be executed by each MBE and WBE and accurately detail the work to be performed by the MBE or WBE subcontractor and the agreed upon rates/prices. Each Schedule C-2 must also include a separate sheet as an attachment on which the MBE or WBE fully describes its proposed scope of work, including a description of the commercially useful function being performed by the MBE or WBE in its Area of Specialty. If a facsimile copy of the Schedule C-2 has been submitted with the bid, an executed original Schedule C-2 must be submitted by the bidder for each MBE and WBE included on the Schedule D-2 within five (5) business days after the date of the bid opening.

In the event the bidder fails to submit any Schedule C-2s with its bid/proposal, the City will presume that no subcontractors are performing services related to the contract absent evidence to the contrary.

1.1.3. Letters of Certification

A copy of each proposed MBE/WBE firm's current Letter of Certification from the City of Chicago or Cook County, Illinois, must be submitted with the bid/proposal. All Letters of Certification issued by the City of Chicago and Cook County include a statement of the MBE/WBE firm's Area of Specialty. The MBE/WBE firm's scope of work, as detailed by their Schedule C-2, must conform to their stated Area of Specialty. Letters of Certification for firms that the City or Cook County has found ineligible or has decertified will not be accepted.

1.1.4. Target Market Joint Venture Agreements

If the bidder is a Target Market Joint Venture, the bidder must provide a copy of the Joint Venture agreement and a Schedule B-2. In order to demonstrate the MBE/WBE partner's share in the ownership and control of the joint venture, the joint venture agreement must include specific details, related to: (1) contributions of capital and equipment; (2) work responsibilities or other activities to be undertaken by the MBE/WBE; and (3) the commitment of management, supervisory, and operative personnel employed by the MBE/WBE to be dedicated to the performance of the contract. The joint venture agreement must also clearly define each partner's authority to contractually obligate the joint venture and each partner's authority to expend joint venture funds (e.g. check signing authority).

1.2. Reporting Requirements During The Term Of The Contract

- A. The Contractor will, not later than thirty (30) calendar days from the award of a contract by the City, execute formal contracts or purchase orders with the MBE and WBE subcontractors listed on its Schedule D-2 form. These written agreements will be made available to the Chief Procurement Officer upon request.
- B. The Contractor will be responsible for reporting payments to all subcontractors on a monthly basis in the form of an electronic report. Upon the first payment issued by the City of Chicago to the Contractor for services performed, on the first day of each month and every month thereafter, email and or fax notifications will be sent out to the Contractor with instructions to report payments that have been made in the prior month to each subcontractor. The reporting of payments to all subcontractors must be entered into the Certification and Compliance Monitoring System (C2), or whatever reporting system is currently in place, on or before the fifteenth (15th) day of each month.
- C. Once the prime Contractor has reported payments made to each subcontractor, including zero dollar amount payments, the subcontractor will receive an email and or fax notification requesting them to log into the system and confirm payments received. All monthly confirmations must be reported on or before the 20th day of each month. Contractor and subcontractor reporting to the C2 system must be completed by the 25th of each month or payments may be withheld.

- D. All subcontract agreements between the Contractor and MBE/WBE subcontractors or any first-tier non-certified subcontractor and lower tier MBE/WBE firms must contain language requiring the MBE/WBE to respond to email and/or fax notifications from the City of Chicago requiring them to report payments received for the prime or the non-certified firm.

Access to the Certification and Compliance Monitoring System (C2), which is a web based reporting system, can be found at: <https://chicago.mwdbe.com>

- E. The Chief Procurement Officer or any party designated by the Chief Procurement Officer, shall have access to the contractor's books and records, including without limitation payroll records, tax returns and records and books of account, to determine the contractor's compliance with its commitment to MBE and WBE participation and the status of any MBE or WBE performing any portion of the Contract. This provision shall be in addition to, and not a substitute for, any other provision allowing inspection of the Contractor's records by any officer or official of the City for any purpose.
- F. The Contractor shall maintain records of all relevant data with respect to the utilization of MBEs and WBEs, retaining these records for a period of at least five years after project closeout. Full access to these records shall be granted to City, federal, or state authorities or other authorized persons.

Additional Information- Any- additional information deemed necessary by the vendor to ensure the success of the project or any exceptions that the vendor would like to have for this project must be identified in this section.

- 10. Task Order Proposal Execution Acceptance** – The Vendor must sign and return the Task Order Proposal Execution Acceptance Page, which is the last page of this TOR before the Index of Attachments acknowledge that the Vendor is willing and able to perform all Services and to be bound by all terms and conditions of the Master Consulting Agreement with the City of Chicago Spec number 121573. In addition, Vendor agrees to be bound by the service requirements established in this Task Order Request and Proposal response if accepted by the City. As this needs to be notarized, please send this separately in hardcopy to the contact in section B above. Be sure to fill in the vendor's name at the top of the page.

E. PROPOSAL SUBMITTAL

This Task Order Request is being issued by the City of Chicago, Department of Assets, Information, and Service (AIS) pursuant to Master Consulting Agreement Spec No. 121573 and should be submitted per the instructions in [section D](#) above.

F. PROPOSAL SUBMISSION DUE DATE AND TIME

The proposal is due no later than 4:00 p.m. Central Standard Time, May 22, 2023. The proposal must be delivered to the contact indicated in section B above. **Fax submittals are not acceptable.**

G. EVALUATION AND SELECTION

The Task Order Proposal will be reviewed by representative(s) from the CCPSA. The City may choose to conduct interviews, oral presentations, and/or seek clarification from the Vendor. The evaluation Committee will evaluate the Proposal based on key evaluation factors as stated below and determine if it

satisfactorily meets all requirements. If approved, the Chief Information Officer will request concurrence and Task Order approval from the Chief Procurement Officer.

Key evaluation factors will be:

1. Overall quality and thoroughness of the proposal.
2. Clarity, organization, and demonstrated comprehensive understanding of the services that are required and the work that will be performed; inclusive of a description of the services that will be provided in the various categories listed, along with any additions, subtractions, or qualifications that may be pertinent.
3. The staffing roles and staffing levels proposed for the engagement.
4. The qualifications and experience of the proposed staff. Include the capabilities, experience, and education of the resources proposed for the engagement, and their expertise in the technologies detailed in this TOR.
5. The quality, thoroughness, and maturity of the Practices, Processes, and Methods that will be employed for this project.
 - o The City requires a vendor with both discipline and flexibility. Discipline is necessary in order to create and maintain order, achieve efficiencies and productivity benefits that derive from defined and structured processes.
6. References from similar engagements with similar scopes of work.

This Task Order Proposal Request does not commit the City to proceed with the project or to pay any costs incurred in the preparation of a response to this request or to procure or contract for further services. The City reserves the right to accept or reject any response received because of this solicitation or to cancel this solicitation in part or in its entirety.

Notwithstanding any provision in this solicitation, all provisions of the existing Master Consulting Agreement, Specification No. 121573 shall be in full force and effect during the performance of contemplated services and are incorporated herein by reference.

H. METHOD OF COMPENSATION AND PAYMENT

Payments will be made based on invoices received for actual work completed and deliverables accepted by City project team in accordance with the method of compensation shown in Attachment II.

Invoices must be submitted to: *City of Chicago*
Attn: *Department of Assets, Information, and Service (AIS)*
https://www.chicago.gov/city/en/depts/fin/supp_info/CIP.html

In the Subject line, please include the project name and project number.

The prime vendor is responsible for timely payments to all subcontractors.

TASK ORDER PROPOSAL EXECUTION ACCEPTANCE PAGE

Project Number: PRJ0010110
Specification Number: 121573
Requisition Number: 526700
Project Name: Community Commission for Public Safety and Accountability
Website Development

Vendor Company Name: _____

By signing this Task Order Proposal Execution Acceptance Page on behalf of [Vendor Company Name] ("Vendor"), the undersigned acknowledges that the Vendor is willing and able to perform all Services and to be bound by all terms and conditions of the Master Consulting Agreement with the City of Chicago Spec number 121573. In addition, Vendor agrees to be bound by the requirements of the service established in this Task Order Request and Proposal response if accepted by the City.

Order of Precedence:

In the event of a conflict between the body of this Task Order and any exhibit or attachment to this Task Order, the language of the body of the Task Order will prevail. In the event of a conflict between this Task Order and the Agreement, about specifically identified services approved under this Task Order, the language of the body of the Task Order will prevail. In event of a conflict between provisions in this Task Order and the provisions of the Master Consulting Agreement, the terms and conditions of the Master Consulting Agreement will prevail.

Signature:

[_____] Consultant Authorized Officer Signature

Date: [_____]

[_____] Print Name of Authorized Officer

[_____] Title of Authorized Officer

County of [_____] State of [_____]

This instrument was acknowledged before me this day [___] of [_____], 200[___] by [_____] as President (or another authorized officer) and [_____] as Secretary of [_____] (Corporation Name)

Seal

[_____] Notary Public Signature

My Commission expires: [_____]

Index of Attachments

Attachment No. I:	<u>COST PROPOSAL AND PAYMENT SCHEDULE</u>
Attachment No. II:	<u>PROPOSED STAFFING FOR PROJECT</u>
Attachment No. III:	<u>SUBCONTRACTOR PROFILE</u>
Attachment No. IV:	<u>MBE/WBE or DBE PARTICIPATION PLAN FOR THIS TASK ORDER PROPOSAL</u>
Attachment No. V:	<u>PRIMARY VENDOR REFERENCES</u>
Attachment No. VI:	<u>SUBCONTRACTOR REFERENCES</u>
Attachment No. VII:	<u>REFERENCE QUESTIONNAIRES</u>

ATTACHMENT I. COST PROPOSAL AND PAYMENT SCHEDULE

Total Cost

Please ensure every cost for successful project completion, as stated in the previous sections, is provided in this table.

#	ITEM (please describe)	COST
1		
2		
3		
Etc.		
	TOTAL	

Proposed Payment Schedule

Include a proposed payment schedule by project phase, including specific deliverables. The total should match the above Total Cost. This may be refined based on contract negotiations, if accepted.

	Project Deliverable	Hourly Rates of each Deliverable*	Estimated Hours	Cost
1				
2				
3				
Etc.				
	Total cost in this section should match the above total cost:			

* List all hourly rates applied to each deliverable (if more than one).

ATTACHMENT II. PROPOSED STAFFING FOR PROJECT

Use this form to list all key personnel and staff, including Subcontractors, proposed for the project.

Name	Role? (e.g. Project Manager, Engineer, Programmer)	Hourly Rate	Estimated Project Hours	If not employed by the Consultant, indicate the Subcontractor.

Note: Subcontractor Payments

The Consultant will be responsible for reporting payments to all Subcontractors on a monthly basis in the form of an electronic audit. Upon the first payment issued by the City of Chicago to the Consultant for services performed, on the first day of each month and every month thereafter, e-mail and/or fax audit notifications will be sent out to the Consultant with instructions to report payments that have been made in the prior month to each Subcontractor. The reporting of payments to all Subcontractors must be entered into the Certification and Compliance Monitoring System (C2), or whatever reporting system is currently in place, on or before the fifteenth (15th) day of each month.

Once the Consultant has reported payments made to each MBE and WBE, including zero dollar amount payments, the MBE and WBE will receive an e-mail and/or fax notification requesting them to log onto the system and confirm payments received. All monthly confirmations must be reported on or before the 20th day of each month. Consultant and Subcontractor reporting to the C2 system must be completed by the 25th of each month or payments may be withheld.

ACCESS TO THE CERTIFICATION AND COMPLIANCE MONITORING SYSTEM (C2), WHICH IS A WEB BASED REPORTING SYSTEM, CAN BE FOUND AT [HTTPS://CHICAGO.MWDBE.COM](https://chicago.mwdbe.com).

ATTACHMENT III. SUBCONTRACTOR PROFILE

This subcontractor profile must be completed for all subcontractors.

Specific Duties to be performed on this project	
Number of personnel from this firm proposed for this project	
Firm name	
Headquarters location	
Web Site, if applicable	
Names of Principals	
Contact Name	
Contact telephone number, fax number, and email address	
Length of time in business	
Total number of full-time technical staff	
Total number of full-time support staff	
Is there an office in the greater Chicagoland area? If so, please complete the following:	
Local office address	
Number of full-time technical staff in the local office	
Number of full-time support staff in the local office	
Primary Strength(s)	
Licensed to do business in the State of Illinois?	
Is the firm certified as an MBE or WBE with the City of Chicago?	
Have similar services to the ones in this TOR response been performed for a government agency before? If so, provide the name of the agency and dates of recently completed projects.	

ATTACHMENT IV. MBE/WBE OR DBE PARTICIPATION PLAN FOR THIS TASK ORDER PROPOSAL

Consultant must list all MBE/WBE or DBE subcontractors, as applicable, to be utilized in performance of Services under this Task Order. All MBE/WBE or DBE firms should be listed in the space below by business name and MBE, WBE or DBE designation. Please note that approved MBE/WBE or DBE percentages must be met for each project. If there are questions regarding the use of an MBE/WBE or DBE firms on this project, please contact the Department of Procurement Services Contract Administrator/Negotiator.

For more information regarding the status of MBE/WBE or DBE firms certified by the City of Chicago and the City's MBE/WBE or DBE program, go to the Department of Procurement Services website: <http://www.cityofchicago.org/Procurement>.

Company Name	City of Chicago Certified MBE or WBE or DBE?	Role on this Task Order	% Participation on this Task Order	\$ Participation of Total Task Order Project Cost
				\$
				\$
				\$
				\$
				\$
				\$
				\$
				\$
				\$

ATTACHMENT V. PRIMARY VENDOR REFERENCES

Please provide a minimum of 2 references for projects **of a similar nature to the one in this TOR** and that your firm has completed within the last two years.

Reference #1

PROJECT NAME: _____
Project Description: _____
Services Provided: _____
Client Contact Name: _____
Company Name and address: _____
Phone number: _____ **E-Mail Address:** _____
Project Start Date: _____ **Project End Date:** _____
Project Budget: _____
Role within the project: _____ **Prime or Sub?** _____
Length of time with the company: _____
Length of time with the reference project: _____
Key Staff and Roles: _____
Platform and Technologies Used: _____
Software Used: _____
Subcontractors Used: _____
URL (if applicable): _____
TOR NUMBER (if City of Chicago) _____

Reference #2

PROJECT NAME: _____
Project Description: _____
Services Provided: _____
Client Contact Name: _____
Company Name and address: _____
Phone number: _____ **E-Mail Address:** _____
Project Start Date: _____ **Project End Date:** _____
Project Budget: _____
Role within the project: _____ **Prime or Sub?** _____
Length of time with the company: _____
Length of time with the reference project: _____
Key Staff and Roles: _____
Platform and Technologies Used: _____
Software Used: _____
Subcontractors Used: _____
URL (if applicable): _____
TOR NUMBER (if City of Chicago) _____

ATTACHMENT VI SUBCONTRACTOR REFERENCES

Please duplicate and complete the subcontractor vendor reference information **for each subcontractor** you have aligned with for this proposal. As for the primary vendor, provide a minimum of 2 references for projects of a similar nature to the one in this TOR that have been completed by that firm within the last two years.

Subcontractor Reference #1

PROJECT NAME: _____
Project Description: _____
Services Provided: _____
Client Contact Name: _____
Company Name and address: _____
Phone number: _____ **E-Mail Address:** _____
Project Start Date: _____ **Project End Date:** _____
Project Budget: _____
Role within the project: _____ **Prime or Sub?** _____
Length of time with the company: _____
Length of time with the reference project: _____
Key Staff and Roles: _____
Platform and Technologies Used: _____
Software Used: _____
Subcontractors Used: _____
URL (if applicable): _____
TOR NUMBER (if City of Chicago) _____

Subcontractor Reference #2

PROJECT NAME: _____
Project Description: _____
Services Provided: _____
Client Contact Name: _____
Company Name and address: _____
Phone number: _____ **E-Mail Address:** _____
Project Start Date: _____ **Project End Date:** _____
Project Budget: _____
Role within the project: _____ **Prime or Sub?** _____
Length of time with the company: _____
Length of time with the reference project: _____
Key Staff and Roles: _____
Platform and Technologies Used: _____
Software Used: _____
Subcontractors Used: _____
URL (if applicable): _____
TOR NUMBER (if City of Chicago) _____

VII REFERENCE_QUESTIONNAIRES

Instructions to the Reference Contact: Please complete this form with your submittal.

PROJECT NAME	
TOR NUMBER	
Vendor Name	
Reference Company Name and address	
Reference Contact Name and phone number	
Due date for response	
Role with project that used the vendor	
Length of time with the company	
Length of time with the reference project	

SPECIFIC QUESTIONS

How have you used the results of the project the vendor performed?	
What caused you to select that vendor?	
Was the project smooth? Was it completed on-time and in budget?	
How long did the project take?	
How well did the vendor work with your tech staff and users?	
What was the implementation process?	
What was the size of the project team – please provide numbers of vendor, company tech, and company user staff.	
What do you like best about the vendor?	
What do you <u>not</u> like about the vendor? What would they change?	
Are you happy with the vendor? What would drive you to consider changing (if you are using for ongoing support)?	

Please provide a rating for the following categories as they applied to your project (check one)

Category	N/A	Below Average	Average	Above Average	Exceptional
Platform experience					
Communication skills					
Project management skills					
“People” skills					
User training					
Documentation					
User support					
Knowledge transfer					
Any general comments? <i>Use additional pages if needed</i>					
Date completed					