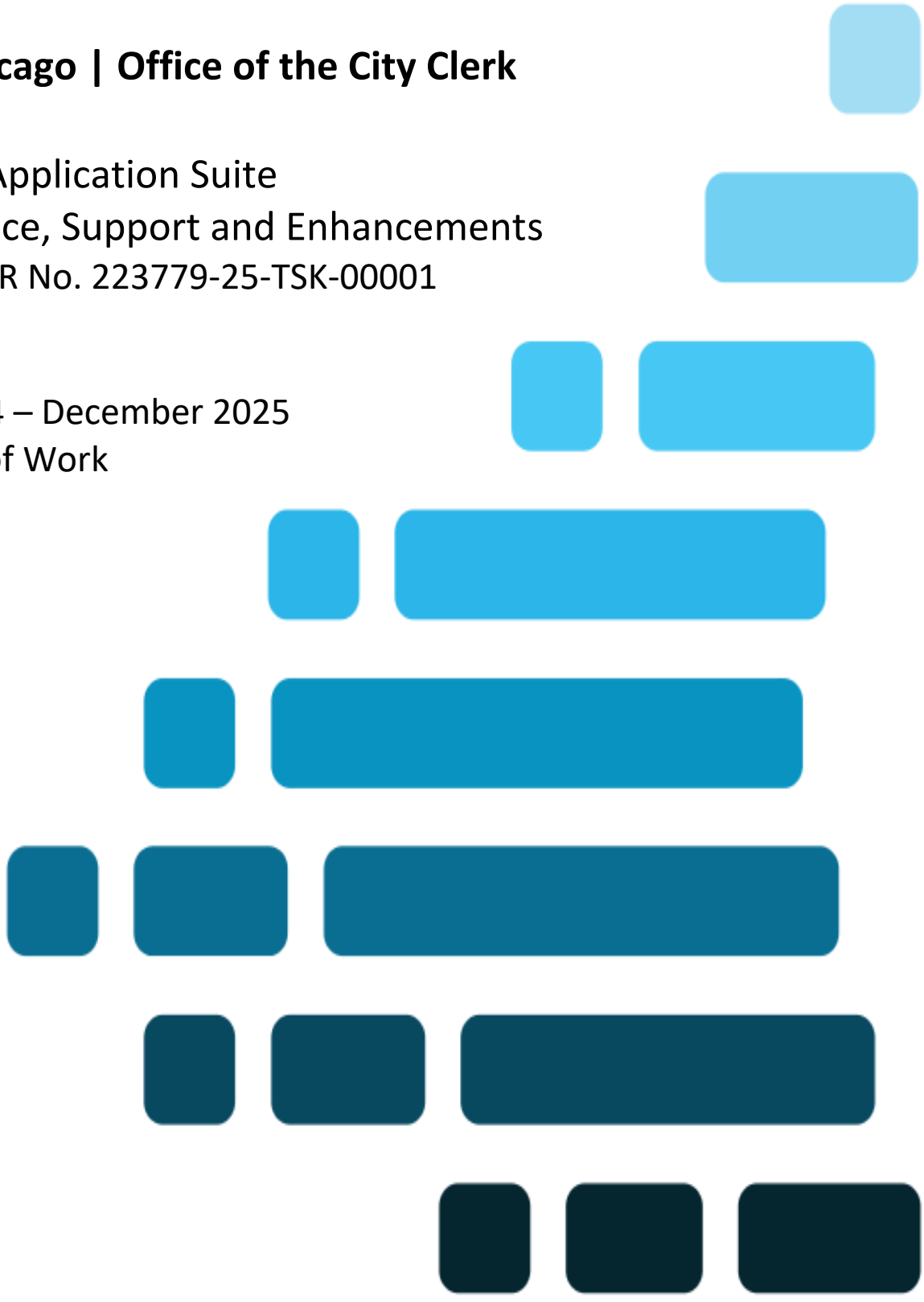
City of Chicago | Office of the City Clerk

The Sales Application Suite
Maintenance, Support and Enhancements
Directed TOR No. 223779-25-TSK-00001

August 2024 – December 2025
Statement of Work

July 2024



Contents

Section 1 – Purpose and Understanding 2
Section 2 – Scope of Services 2
New Initiatives and Special Projects 2
Required Maintenance Tasks 3
Ongoing Maintenance and Support Tasks 3
Off-Boarding and Knowledge Transfer Planning 4
Section 3 – Resource Plan 4
August through December 2024 4
January through December 2025 5
Section 4 – Price Proposal 5
Section 5 – Acceptance 6
Exhibit A - Timeline 7

Remainder of this page intentionally blank

Section 1 – Purpose and Understanding

Catalyst Consulting Group, Inc. (Catalyst) has had the privilege of partnering with the Office of the City Clerk (OCC) since 2022 to deliver mission-critical IT application support for the Sales Application Suite (SAS) (original TOR number 202107993). We have worked closely with multiple OCC stakeholders to deliver support, maintenance, enhancements, and new initiatives, which enrich the ability of the OCC to serve Chicagoans. The purpose of this Statement of Work (SOW) is to secure funding for 2024 services, for the period of August 1st – December 31st, 2024, and, to secure funding for 2025 services, for the period of January 1st – December 31st, 2025.

Section 2 – Scope of Services

Catalyst will continue to provide and expand on the scope of the following services included in the original TOR. The scope for the period of this SOW is outlined below.

New Initiatives and Special Projects

Catalyst remains available to execute work on new special projects. At present we are working to deliver multiple specific projects and as outlined below, but additional initiatives can be addressed throughout the remainder of 2024 and 2025 calendar years as needed.

EzBuy Guest Online Sales

Phase I

This phase is near entry of a public BETA testing period ahead of fully launching to replace the legacy EzBuy website. Customers will be able to purchase vehicle stickers, residential daily passes and dog licenses using the unique renewal, customer or emblem codes assigned to them. The site will pull the data associated to each code from the OTC application allowing the customer to verify their data and complete their purchase without a profile login. The Guest Form will provide a modern, sleek, simplified workflow for a better user experience and better data integrity than the current EzBuy site.

Phase II

This phase of the EzBuy Guest initiative includes both front and back-end enhancements to further improve the customer experience and overall management of the site, deprecation of the legacy eCommerce project, migration of the required article pages from the legacy EzBuy website and deprecation of the legacy site.

Phase III

This final dedicated phase for the implementation of the EzBuy Guest initiative includes adding cart functionality to allow customers to purchase multiple products on the same transaction, and other enhancements to provide continuous improvement for the customer experience including items of feedback received during public BETA testing and post go live.

SMS Renewal Reminders

This service will provide an option for customers to opt-in to receiving text messages to remind them to renew their vehicle sticker with the intent to compliment the email renewal reminders and replace the paper reminders.

Digital Residential Daily Passes
At a high level, Digital Residential Daily Passes (DRDP) will allow for residents to have on-demand access to purchase and activate guest daily parking passes without waiting for a physical sticker to be printed and shipped. It will be integrated with Enforcement so upon the scan of a license plate they are provided with all necessary information to determine if someone has a valid daily pass or not. A mechanism will be put in place to provide notifications to an email and/or text a cell phone with notice of activated daily pass, expiration date/time and a soon to expire message.

Additional Initiatives
For additional initiatives and projects, we will scope these out separately for approval by the OCC.

Required Maintenance Tasks

Notable maintenance items that require completion during this SOW period are outlined below.

DataOne API Upgrade
DataOne provides a critical integration VIN de-coding service that the Over The Counter (OTC) and WebServices API for Third Party Sales utilize in processing Vehicle Sticker sales. The current API is due to sunset in October of 2024, therefore, both applications require an upgrade to the VINBasic HD API.

Vehicle Make/Model Assignment Upgrade
The DataOne API upgrade will allow the applications to leverage real time, VIN matching data to assign the appropriate vehicle type for each sticker purchased resulting in improved data integrity and ordinance compliance. Related scheduled jobs will be updated as part of this upgrade to improve the OCC's data integrity and processing. This upgrade is expected to provide a significant increase in revenue for the City of Chicago.

Ongoing Maintenance and Support Tasks

The OCC's substantial backlog of maintenance and support tasks includes sizable enhancements, new features, bug fixes, administrative tasks, system stability and security related updates. Backlog items will be prioritized based on impact and capacity to complete.

Maintenance
Catalyst will continue to provide the following forms of maintenance as capacity allows:

- Corrective and Emergency Maintenance
- Preventative Maintenance
- Adaptive Maintenance
- Perfective Maintenance

End User Support
Catalyst will continue to provide end user support in the form of responsive direct communication to end users to ensure a quick response to any problems.

System Training
Training opportunities will remain available to OCC users to ensure any new users are comfortable with the system, and to ensure that new features can be confidently used and understood by all users. Catalyst proposes a train the trainer method for OCC system trainers to include a quick reference guide supported by an end user manual.

System Documentation
Catalyst has already provided multiple forms of documentation for existing updates, diagrams, and key artifacts. As the project continues, we will further provide documentation for future updates and deliverables as needed so that OCC staff will have accessible and consistent records throughout the life of the project.

Information Security Compliance
Catalyst will enforce an information security strategy, framework, policies, and procedures that align with the City of Chicago's business needs, legislative and regulatory requirements, and industry best practices.

Off-Boarding and Knowledge Transfer Planning

Catalyst will prepare to off-board as the OCC's SAS technical vendor and provide knowledge transfer sessions to the incoming development support team including monthly administrative task support training. Supporting artifacts for this process include, but are not limited to, updated user and technical manuals, architectural diagrams and workflows, updated database schema and process workflows.

Section 3 – Resource Plan

August through December 2024

Catalyst is proposing the following resources for support during the remainder of 2024.

Name	MCA Title/Actual Role	Estimated Number of Hours	Rate
Paul Cook	Delivery Executive	5.00	$250.00
Teri Patterson	Project Manager	700.00	$170.00
Omer Yazir	Software Engineer	650.00	$175.00
John Marshall	Software Engineer	401.14285	$175.00
Andrew Smith	Software Engineer	330.00	$155.00
James Dempsey	Software Engineer	330.00	$155.00
Bekim Mustafa	Business Analyst	330.00	$155.00
Maya Rosenbloom	Business Objects & Reporting	10.00	$195.00
Henry Nguyen	AWS Support	20.00	$170.00

January through December 2025

Catalyst is proposing the following resources for support in 2025.

Name	MCA Title/Actual Role	Estimated Number of Hours	Rate
Paul Cook	Delivery Executive	12.00	$255.00
Teri Patterson	Project Manager	1470.00	$175.00
Omer Yazir	Software Engineer	1500.00	$180.00
John Marshall	Software Engineer	1500.00	$180.00
Andrew Smith	Software Engineer	1200.00	$160.00
James Dempsey	Software Engineer	1200.00	$160.00
Bekim Mustafa	Business Analyst	1502.75	$160.00
Maya Rosenbloom	Business Objects & Reporting	100.00	$200.00
Henry Nguyen	AWS Support	30.00	$175.00

Section 4 – Price Proposal

Service	Price
August 1st – December 31st 2024	
Services	**$ 463,000.00**
Technology	**$ 10,000.00**
AWS – EzBuy	*$ 4,166.67 ($833.33/month)*
AWS – SMS Registration & Infrastructure	*$ 5,500.00 ($1,100.00/month)*
*AWS – SMS Per Text Renewals**	*$ 333.33 ($66.67/month)*
January 1st – December 31st 2025	
Services	**$1,450,000.00**
Technology	**$ 31,400.00**
AWS – EzBuy	*$ 5,000.00 ($416.67/month)*
AWS – SMS Registration & Infrastructure	*$ 13,200.00 ($1,100.00/month)*
*AWS – SMS Per Text Renewals**	*$ 5,100.00 ($425.00/month)*
*AWS – SMS Per Text DRDP**	*$ 8,100.00 ($675.00/month)*
SOW Total – Not to Exceed Under this SOW	**$ 1,954,400.00**

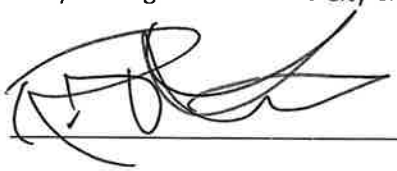
**Estimated - variable based on usage*

Section 5 – Acceptance

Catalyst appreciates the confidence that the City Clerk's Office has shown in our firm. If you would like to accept this quote and the services described above, please execute within the signature line below.

Accepted and agreed to by the following parties:

Name: Kathryn O'Connell, Chief of Staff
Date:
Party: Chicago Office of the City Clerk



Name: Roberto Lopez, Chief Innovation Officer
Date:
Party: Chicago Office of the City Clerk

Name: Riley Bowlin, Chief Operating Officer
Date:
Party: Chicago Office of the City Clerk

Name: Timothy Smith, Managing Principal and COO
Date:
Party: Catalyst Consulting Group, Inc.

Exhibit A – Targeted Completion Dates for Key Inititives

Below outlines the project deliverable plan as of August 2024, when this Statement of Work is being submitted.

Initiative	Targeted Completion Date
2024	
EzBuy Guest Phase I	August
EzBuy Guest Phase II	November
DataOne API Upgrade for OTC & WebServices	September
SMS Renewal Reminders – through UAT	December
2025	
SMS Renewal Reminders – Go Live	January
EzBuy Guest Phase III	April
Vehicle Make/Model Assignment Upgrade	April
Digital Daily Passes	October
Maintenance & Support Items	December
Off-Board Planning and Documentation	December