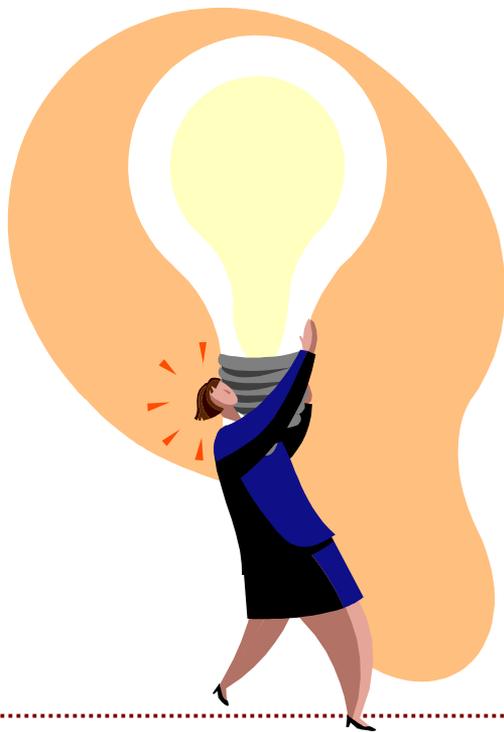


visited on 1/30/2012

Your Business Is  
**CERTIFIED**  
Now What?



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Created by the City of Chicago  
Department of Procurement Services  
For Certified Businesses

Richard M. Daley, Mayor  
Jamie L. Rhee, Chief Procurement Officer



visited on 1/30/2012  
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## Letter from the Mayor

***Dear Vendors:***

Congratulations on your recent certification and thank you for your interest in Doing Business with the City of Chicago.



Everyone involved in the City's procurement process, from the operating departments to the Department of Procurement Services, is committed to providing information, resources and tools to assist you in your efforts to compete for City of Chicago contracting opportunities.

Each year, we continue to work to become a better customer. Whether that effort involves revamping our specifications to make our requirements easier to understand, reaching out to primes and subcontractors to assist them in forging working relationships, streamlining the procurement process to get contracts in place more quickly, or improving our contract administration so that you get paid promptly and completely, we are working hard to earn your participation and trust.

We hope that you will use this Guide, and choose to become involved in the business of the City of Chicago.

Thank you in advance for your time and good work, and for helping make our city a better place to live and raise families.



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# Doing Business with the Government

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Doing business with government, whether at the federal, state or local level, is requires careful attention to detail. One reason for this is the sheer size of the agencies that are responsible for the entire country, an entire state, or a city as large as Chicago. Another reason is that, as you know, everyone in America has the right to due process of the law. The two keys to due process are notice and opportunity. Notice means that the applicable rules must be made known to all; it also means that everyone must be made aware of the opportunities that exist to do business with government. Opportunity means just what it says: you must have the chance to do business with government, and do so on essentially equal footing with anyone else that is also trying to get government business.

Enforcing your due process rights requires a lot of rules. You will need to familiarize yourself with the rules, and be careful about complying with the specific requirements that each unit of government has. Navigating your way through all of these rules can sometimes be challenging, but there are a lot of resources out there to help you through. For doing business with the City of Chicago, the Department of Procurement Services (“DPS”) has published its *“The City of Chicago Guide to Procurement Fundamentals”* and the *“2010-2011 Buying Plan and Vendor Resource Guide”*. The *Guide* will take you through the basics of the City’s rules, policies and procedures. Since many processes and rules are similar at levels of government, particularly those concerning competitive bidding, the *Guide* is a good place to begin learning the basics of doing business with government. The purpose of the *Buying Plan* is to let you know what the City will be looking for bids and proposals for over the coming year. This will help you to identify and plan for opportunities to do business with the City.

In addition to its publications, DPS holds a variety of classes and training sessions. Notice of these events is provided on the DPS website: <http://www.cityofchicago.org/city/en/depts/dps.html>. You can also sign up to receive notice of these events by e-mail by going to the DPS website and registering to receive DPS Alerts.



# Doing Business with the Government

*continued*

## State of Illinois

For the State of Illinois, you can go to the home page of the Sell2 Illinois Program offered by the Department of Central Management Services at <http://www.sell2.illinois.gov> to: 1) register and pre-qualify your company to do business with the State; 2) find eligibility requirements and submit to be certified by the State's Business Enterprise Program; and 3) register your company on the Illinois Procurement Bulletin and receive e-mail notice of bid opportunities with the State. Other State agencies, such as the Department of Transportation, will also post procurement opportunities on their own website.

## Federal Government

The Federal Government has a number of central resources. For the rules about and opportunities for business offered in federal procurement, you can go to: <https://www.acquisition.gov/>. This website is run by the General Services Administration to provide a central source of information for all federal procurement. The links on the left side of the page include the many acquisition systems operated by the United States, and the bid opportunities presented by those systems. The links on the right side will direct you to the general rules as well as agency-specific rules and regulations of the federal agencies.

*You are always welcome to visit DPS!*

**We will be happy to speak with you, and help you learn how to make the most out of doing business with government.**

**You can call 312-744-4900, or e-mail us at**

**[dps.feedback@cityofchicago.org](mailto:dps.feedback@cityofchicago.org) to make an appointment.**

**Or attend one of our many workshops geared towards helping vendors do business with the City.**



# visited on 1/30/2012

## Target Market

The Target Market Program was designed and implemented in 1991 to promote prime contracting opportunities exclusively for Minority and Women Business Enterprises (MBEs/WBEs). Participation in the Target Market Program is limited to City-certified MBEs and WBEs and joint ventures consisting exclusively of MBEs/WBEs, or both.

The selection of contracts for inclusion in the Target Market Program is a combined effort between the user departments and the Department of Procurement Services. Contracts included in the Target Market Program can be either MBE Target Market, WBE Target Market or designated as open to all certified MBEs and WBEs. In order for a contract to be included in the Target Market Program, there must be at least three certified MBEs or WBEs in a given commodity/specialty area (based on the scope of work defined in the specification).

The prime contractor on a Target Market contract may subcontract up to 50% of the dollar value of the contract to firms that are either certified MBEs, WBEs, or non-certified firms.



# visited on 1/30/2012

## How Credit is Calculated

On an annual basis, the Chief Procurement Officer has established a goal of awarding not less than 25% to Minority Business Enterprises (MBE) and 5% to Women Business Enterprises (WBE). To achieve this goal, each specification prepared for solicitation is reviewed to determine if MBE and WBE requirements can be fulfilled.

### **A bidder/proposer can make MBE and WBE commitments on City of Chicago contracts in one of the following ways:**

1. The prime vendor is a certified MBE or WBE.
2. Joint Venturing with one or more certified MBEs or WBEs.
3. Subcontracting a portion of the work to one or more MBEs or WBEs. (Credit is not granted for work performed by brokers or non-MBE/WBE second or third-tier subcontractors).
4. Purchasing materials that are used in the performance of the contract from one or more MBEs or WBEs; or
5. The goals may be met through indirect participation by contracting with MBEs or WBEs for the provision of goods and services not directly related to the performance of this contract.

At time of submitting a BID/RFP or RFQ, the bidder/proposer must fully complete and execute a Schedule D (D-1, D-2 or D-3). The schedule will list out every MBE and WBE firm that the bidder/proposer has decided to partner with and is requesting the City to approve the utilization of those firms. The total percentage of commitment to the MBE and WBE requirement is listed on the Schedule D (D-1, D-2 or D-3).

To determine if a contractor has met its MBE and WBE commitment, MBE/WBE utilization is based on the total dollars spent by the City, **NOT** on the total estimated dollars awarded.

In 2011 all prime vendors will be required to report their MBE/WBE utilization to the City online.

# visited on 1/30/2012 Assist Agency List

**Alliance of Business  
Leaders & Entrepreneurs (ABLE)**  
150 N. Michigan Ave. Suite 2800  
Chicago, IL 60601  
Phone: 312-624-7733  
Fax: 312-624-7734  
[www.ablechicago.com](http://www.ablechicago.com)

**Alliance of  
Minority and Female Contractors**  
c/o Federation of Women Contractors  
5650 S. Archer Avenue  
Chicago, IL 60638  
Phone: 312-360-1122  
Fax: 312-360-0239

**Asian American Institute**  
4753 N. Broadway St. Suite 904  
Chicago, IL 60640  
Phone: 773-271-0899  
Fax: 773-271-1982  
[www.aaichicago.org](http://www.aaichicago.org)

**Association of  
Asian Construction Enterprises**  
333 N. Ogden Avenue  
Chicago, IL 60607  
Phone: 847-525-9693  
[nakmancorp@aol.com](mailto:nakmancorp@aol.com)

**Black Contractors United**  
400 W. 76th Street, Suite 200  
Chicago, IL 60620  
Phone: 773 483-4000  
Fax: 773-483-4150  
[www.blackcontractorsunited.com](http://www.blackcontractorsunited.com)

**Chicago Area Gay & Lesbian  
Chamber of Commerce**  
3656 N. Halsted  
Chicago, IL 60613  
Phone: 773-303-0167  
Fax: 773-303-0168  
[www.glchamber.org](http://www.glchamber.org)

**Chatham Business Association  
Small Business Development, Inc.**  
8441 S. Cottage Grove Avenue  
Chicago, IL 60619  
Phone: 773-994-5006  
Fax: 773-994-9871  
[www.cbaworks.org](http://www.cbaworks.org)

**Chicago Minority  
Supplier Development Council, Inc.**  
105 W. Adams, Suite 2300  
Chicago, IL 60603-6233  
Phone: 312-755-8880  
Fax: 312-755-8890  
[www.cmbdc.org](http://www.cmbdc.org)

**Chicago Urban League**  
4510 S. Michigan Ave.  
Chicago, IL 60653  
Phone: 773-285-5800  
Fax: 773-285-7772  
[www.cul-chicago.org](http://www.cul-chicago.org)

**Chicago Women in Trades  
(CWIT)**  
4425 S. Western Blvd.  
Chicago, IL 60609-3032  
Phone: 773-376-1450  
Fax: 312-942-0802  
[www.chicagowomenintrades.org](http://www.chicagowomenintrades.org)

**Coalition for  
United Community Labor Force**  
1253 W. 63rd Street  
Chicago, IL 60636  
Phone: 773-863-0283

**Cosmopolitan  
Chamber of Commerce**  
203 N. Wabash  
Suite 518  
Chicago, IL 60601  
Phone: 312-499-0611  
Fax: 312-332-2688  
[www.cosmochamber.org](http://www.cosmochamber.org)

**Hispanic American  
Construction Industry Association  
(HACIA)**  
901 West Jackson Boulevard  
Suite 205  
Chicago, IL 60607  
Phone: 312-666-5910  
Fax: 312-666-5692  
[www.haciaworks.org](http://www.haciaworks.org)

visited on 1/30/2012  
Assist Agency List *continued*

**Illinois Hispanic  
Chamber of Commerce**  
855 W. Adams, Suite 100  
Chicago, IL 60607  
Phone: 312-425-9500  
Fax: 312-425-9510  
[www.ihccbusiness.net](http://www.ihccbusiness.net)

**Latin American  
Chamber of Commerce**  
3512 West Fullerton Avenue  
Chicago, IL 60647  
Phone: 773-252-5211  
Fax: 773-252-7065  
[www.latinamericanchamberofcommerce.com](http://www.latinamericanchamberofcommerce.com)

**Englewood Black  
Chamber of Commerce**  
P.O. Box 21453  
Chicago, IL 60621

**Federation of Women Contractors**  
5650 S. Archer Avenue  
Chicago, IL 60638  
Phone: 312-360-1122  
Fax: 312-360-0239  
[www.fwcchicago.com](http://www.fwcchicago.com)

**National Association of  
Women Business Owners**  
Chicago Chapter  
230 E. Ohio, Suite 400  
Chicago, IL 60611  
Phone: 312-224-2605  
Fax: 312-6448557  
[www.nawbochicago.org](http://www.nawbochicago.org)

**South Shore Chamber, Incorporated**  
Black United Funds Bldg.  
1813 E. 71st Street  
Chicago, IL 60649-2000  
Phone: 773-955- 9508

**Rainbow/PUSH Coalition**  
International Trade Bureau  
930 E. 50th Street  
Chicago, IL 60615  
Phone: 773-256-2781  
Fax: 773-373-4104  
[www.rainbowpush.org](http://www.rainbowpush.org)

**Suburban Minority Contractors  
Association**  
1250 Grove Ave. Suite 200  
Barrington, IL 60010  
Phone: 847-852-5010  
Fax: 847-382-1787  
[www.suburbanblackcontractors.org](http://www.suburbanblackcontractors.org)

**United Neighborhood Organization  
(UNO)**  
954 W. Washington Blvd., 3rd Floor  
Chicago, IL 60607  
Phone: 312-432-6301  
Fax: 312-432-0077  
[www.uno-online.org](http://www.uno-online.org)

**Uptown Center Hull House**  
4520 N. Beacon Street  
Chicago, IL 60640  
Phone: 773-561-3500  
Fax: 773-561-3507  
[www.hullhouse.org](http://www.hullhouse.org)

**Women Construction Owners &  
Executives (WCOE)**  
Chicago Caucus  
308 Circle Avenue  
Forest Park, IL 60130  
Phone: 708-366-1250  
Fax: 708-366-5418  
[www.wcoeusa.org](http://www.wcoeusa.org)

**Women's Business  
Development Center**  
8 South Michigan Ave., Suite 400  
Chicago, IL 60603  
Phone: 312-853-3477  
Fax: 312-853-0145  
[www.wbdc.org](http://www.wbdc.org)

**DID YOU KNOW?**

The City has a 12 month  
buying forecast which is updated  
quarterly and made available online at  
[www.cityofchicago.org/procurement](http://www.cityofchicago.org/procurement)

# visited on 1/30/2012

# 2011 Workshop Schedule

The Department of Procurement Services partners with the Chicago Department of Business Affairs and Consumer Protection to provide monthly workshops to assist business owners in doing business with the City of Chicago.

**All workshops are free!**

### ***Doing Business with the City of Chicago***

Information designed to outline the role and responsibility of the Department of Procurement Services, and how the City's purchasing process works. Ideal for companies looking to do business with the City of Chicago.

**Workshop Time: 3:15pm – 4:15pm,  
City Hall, 121 N. LaSalle, Room 805**

**Please reserve your attendance by calling 312.744.5344**

January 26, 2011  
February 23, 2011  
March 30, 2011  
April 27, 2011  
May 25, 2011  
June 29, 2011  
July 27, 2011  
August 31, 2011  
September 28, 2011  
October 26, 2011  
November 30, 2011  
December – NO CLASS

### ***Contracting 101:***

#### ***How to Respond to a Request for Proposal (RFP)***

This class is designed to teach business owners how to respond to a City of Chicago RFP. Learn what evaluators look for in a RFP and how to avoid common mistakes! Learn helpful tips on how to navigate RFP specifications!

**Workshop Time: 2:00pm – 4:00pm  
City Hall, 121 N. LaSalle, Room 805**

**Please reserve your attendance by calling 312.744.5344**

February 16, 2011  
May 18, 2011  
August 17, 2011  
November 16, 2011

**For more information on these workshops and the Department of Procurement Services, please visit us at [www.cityofchicago.org](http://www.cityofchicago.org) or call 312.744.4900.**

# 2011 Workshop Schedule *continued*

## ***Meet the Department of Procurement Services***

Do you have questions about how to become a successful bidder on City of Chicago contracting opportunities? Do you have questions about contract and bid specification language? Come and ask your questions to the City's Procurement Staff. You will be able to speak directly to procurement staff who are eager to assist you in learning about the City's Procurement Department.

**Workshop Time: 2:30pm – 3:45pm**

**City Hall, 121 N. LaSalle, Bid and Bond Room, 3rd Floor**

**Please reserve your attendance by calling 312.744.6394**

February 9, 2011

May 11, 2011

August 10, 2011

November 9, 2011

## ***Introduction to City Bonding Requirements***

Learn valuable information about City required bid, payment and performance bonds. Professionals will be on hand to discuss the legal basis for the City bonds, the nuts and bolts of compliance and circumstances under which the City might make claims on a bond.

**Workshop Time: 2:30pm – 4:00pm**

**City Hall, 121 N. LaSalle, Bid and Bond Room, 3rd Floor**

**Please reserve your attendance by calling 312.744.6394**

January 19, 2011

April 20, 2011

July 20, 2011

October 19, 2011

## ***Compliance Documentation 101***

This workshop will provide vendors with an overview of the City's Minority and Women-owned Business Enterprise (M/WBE), Equal Employment Opportunity and Chicago Residency Ordinance contracting requirements. Learn helpful tips on how to complete bid submittal compliance documentation and also gain insight on laws, rules and regulations governing compliance.

**Workshop Time: 2:30pm – 4:00pm**

**City Hall, 121 N. LaSalle, Bid and Bond Room, 3rd Floor**

**Please reserve your attendance by calling 312.744.6394**

March 23, 2011

June 15, 2011

September 14, 2011

# visited on 1/30/2012

# 2011 Workshop Schedule *continued*

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## ***The JOC Informational Seminar***

This workshop provides a summary of the City's JOC Program, benefits of JOC for the Prime Contractor and Subcontractors, How to Bid a JOC as a Prime Contractor and Subcontracting Opportunities with JOC. This session is ideal for construction and construction related business owners, small businesses, minority and women owned businesses (M/WBEs).

**Workshop Time: 2:00pm – 4:00pm**

**City Hall, 121 N. LaSalle, Room 805**

**Please reserve your attendance by calling 312.744.5344**

February 2, 2011

April 20, 2011

July 20, 2011

October 19, 2011

## **New Workshops:**

### ***Certified: Now What?***

This class will provide newly M/W/DBE and BEPD firms valuable information on how to compete for City contracts in addition to providing information on resources available to firms.

**Workshop Time: 2:30pm – 4:00pm**

**City Hall, 121 N. LaSalle, Bid and Bond Room, 3<sup>rd</sup> Floor**

**Please reserve your attendance by calling 312.744.6394**

March 16, 2011

April 13, 2011

July 13, 2011

September 7, 2011

### ***City of Chicago Procurement Fundamentals***

This workshop teaches vendors about the laws, policies, rules and regulations which govern the procurement process. Attendees will be afforded an opportunity to discuss how these various elements impact the bidding process.

**Workshop Time: 2:30pm – 4:00pm**

**City Hall, 121 N. LaSalle, Bid and Bond Room, 3<sup>rd</sup> Floor**

**Please reserve your attendance by calling 312.744.6394**

March 9, 2011

June 8, 2011

October 12, 2011

December 7, 2011

# visited on 1/30/2012

# Helpful Tips

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## ***Please read Instructions for Bidders, Requests for Proposals and Requests for Qualifications carefully***

We understand that government solicitations for bids, proposals and qualifications contain a lot of information and may have mandatory forms to complete. However, non-responsive bids must be rejected. Rejected bids increase the cost of work to the City and may result in your firm not getting the contract. In the coming months, with input from the vendor community, we look forward to releasing new solicitation documents that will be straightforward and user-friendly. We will notify all vendors and offer a series of training classes when the documents are finalized.

## ***Errors and omissions in your bids, proposals and qualifications cost both you and the City time and money***

While you may think that you have seen the same document many times before, **details matter**. A missing signature, a math error or the failure to complete a portion of a disclosure document may result in your bid or proposal being rejected. You lose out on an opportunity, and the City may have to pay more for the same goods or services from the next low bidder.

## ***Please make sure you have the facts before submitting a bid!***

The telephone number and e-mail address of the individual from the Department of Procurement Services (“DPS”) who is responsible for the solicitation that you are interested in is stated on the cover page of that solicitation. If you are unable to get an answer to your questions, the telephone number and e-mail address for all of the management personnel in DPS is listed on our website: [www.cityofchicago.org/procurement](http://www.cityofchicago.org/procurement). Call or write us, we are here to assist you. However, please keep in mind that in regards to bid solicitations, we must communicate answers to anything but the most general questions to all firms in the vendor pool. This is usually done via an addendum.

## ***Supplier Diversity/Compliance***

The City remains committed to the development and utilization of small, minority, women and disadvantaged owned businesses. In each bid solicitation, you receive a list of DPS Assist Agencies. Please utilize them whenever you have contracting needs. They have members holding certification in a variety of disciplines.

## ***Communication is the key***

One of the areas the City and vendors can work together is on the bid documents and submittals. We offer training and are available to answer your questions. We will be reaching out to our vendors as we undertake a number of efforts to improve our documents and processes. We encourage feedback from vendors to assist us in this process. Please email us your thoughts and comments at [dps.feedback@cityofchicago.org](mailto:dps.feedback@cityofchicago.org). Our goal is to have a dialogue that will help DPS and the City conduct its business in a way that yields wins for everyone involved.

# visited on 1/30/2012

# Government Resources

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## **City**

### **Office of the City Treasurer**

City Hall  
121 North LaSalle Street, Room 106  
Chicago, Illinois 60602  
Phone: 312-744-3356 Fax: 312-742-0981  
TTY/TDD: 312-744-6920

<http://www.chicagocitytreasurer.com/>

The Treasurer's Office manages a number of programs that promote economic development in Chicago including The Small Business Loan Program provides the incentive for Chicago banks to make loans to support businesses without directly putting taxpayer dollars at risk.

### **Department of Business Affairs and Consumer Protection (BACP)**

City Hall  
121 N. La Salle Street, Room 800  
Chicago, IL 60602  
Phone: 312-744-6060 Fax: 312-744-0254

<http://www.cityofchicago.org/city/en/depts/bacp.html>

BACP ensures a fair and vibrant market place for both businesses and consumers. BACP licenses businesses and public vehicles, provides business education and access to resources, enforces the Municipal Code, and protects consumers from fraud.

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## **State**

### **Illinois Department of Commerce and Economic Opportunity**

James R. Thompson Center  
100 W. Randolph  
Chicago, IL 60601  
Phone: 312-814-7179 TDD: 800-419-0667  
<http://www.commerce.state.il.us/dceo/>

### **Illinois State Treasurer**

Chicago - General  
James R. Thompson Center  
100 West Randolph, Suite 15-600  
Chicago, IL 60601  
Phone: 312-814-1700 TDD: 312-814-6592  
Fax: 312-814-5930  
<http://www.treasurer.il.gov/>

## **State, continued**

### **Illinois Department of Central Management Services**

James R. Thompson Center  
100 W Randolph, Ste 4-500  
Chicago, IL 60601-3219  
Phone: 312-814-2141  
<http://www.state.il.us/cms/>

## **Federal**

### **US Small Business Administration**

Illinois District Office  
500 W. Madison Street, Suite 1150  
Chicago, Illinois 60661-2511  
Phone: 312-353-4528 Fax: 312-886-5688  
<http://www.sba.gov/>

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# visited on 1/30/2012

## Sister Agencies

*The following agencies have an independent procurement process:*

<i>Agency</i>	<i>Procurement/ Purchasing Contact Number</i>
<b>Chicago Public Schools</b>	<b>773-553-2280</b>
<b>Cook County</b>	<b>312-603-5370</b>
<b>Chicago Park District</b>	<b>312-742-5380</b>
<b>Public Building Commission</b>	<b>312-744-3090</b>
<b>Chicago Housing Authority</b>	<b>312-742-8500</b>
<b>Chicago Transit Authority</b>	<b>312-664-7200</b>
<b>City Colleges</b>	<b>312-553-2636</b>
<b>Metropolitan Pier Exhibition Authority (MPEA)</b>	<b>312-791-7500</b>
<b>Metropolitan Water Reclamation District</b>	<b>312-751-6600</b>



visited on 1/30/2012

## Alerts



The Chicago Department of Procurement Services provides weekly email notifications (DPS Alerts) on City of Chicago procurement news, bid opportunities and events

To receive weekly DPS Alerts,  
simply visit

[www.cityofchicago.org/procurement](http://www.cityofchicago.org/procurement)

and click DPS Alerts

\* Please note that in order to receive DPS Alerts, email filters must be reset to accept email from the DOS Alerts email address

visited on 1/30/2012  
Feedback

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*We want to  
hear from you!*

If you have an idea or suggestion on how the Department of Procurement Services can improve our services, please drop us a line:

[dps.feedback@cityofchicago.org](mailto:dps.feedback@cityofchicago.org)

Periodically we will be soliciting your feedback on various topics including:

Workshop Ideas,  
How to Improve Documents,  
Best Practices  
and much, much more.

As one of our customers, a vendor or potential vendor, we want to hear from you!

visited on 1/30/2012  
Notes

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visited on 1/30/2012  
Notes

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visited on 1/30/2012

Department of Procurement Services  
City Hall, 121 N. LaSalle, Room 403  
Chicago, IL 60602  
312-744-4900