

**PUBLIC BUILDING COMMISSION OF CHICAGO**  
**ADDENDUM NO. 1 to**  
**REQUEST FOR QUALIFICATIONS**  
**FOR**  
**FRAUD HOTLINE – PS1781**

**DATE:** Tuesday, June 29, 2010

For which submittals are due in the Public Building Commission, Room 200, Daley Center, 50 W. Washington Street, Chicago, Illinois 60602, at 12:00 p.m., Central Standard Time, Friday, July 2, 2010 (pursuant to RFQ advertised June 4, 2010).

**RESPONDENT SHOULD ACKNOWLEDGE RECEIPT OF THIS ADDENDUM IN THE COVER LETTER  
SUBMITTED WITH YOUR PROPOSAL.**

**SECTION 1: NOTICE OF REVISIONS / CHANGES**

**Change No. 1:** The Request for Qualifications for Fraud Hotline due date has been postponed from Friday, July 2, 2010 to Friday, July 9, 2010.

**Change No. 2:** The title “RFQ FOR FRAUD HOTLINE SERVICES” is deleted from the original RFQ of June 4, 2010, and Replaced in its entirety with the title, “RFQ FOR FRAUD HOTLINE AND CASE MANAGEMENT SERVICES.”

**Change No. 3:** Remove Page 1 of 14 through Page 4 of 14 and Replace with the attached Revised Page 1 of 14 through Revised Page 4 of 14.

**NOTE:** ALL REFERENCES TO “INVESTIGATIVE SERVICES” HAVE BEEN REMOVED FROM THIS REQUEST FOR QUALIFICATIONS DOCUMENT.

**ALL OTHER PROVISIONS AND REQUIREMENTS REMAIN AS ORIGINALLY SET FORTH IN THE RFQ EXCEPT  
AS MODIFIED AND INCORPORATED AS A RESULT OF THIS ADDENDUM.**

**SECTION II: Answers to six (6) questions submitted for clarification of the RFQ**

The PBC’s response (in *italic*) follows each question or request for clarification (in **bold**) received.

**QUESTIONS AND ANSWERS**

**Question No. 1:** In looking at the RFP there does not seem to be any detail on expectations for the investigative piece. The hotline pricing is simple and straight forward and will be easy to quote, but what the Public Building Commission wants in the quote for the investigative component, which is probably the more costly of the components, needs clarification. Can you fill in some of the gaps.

*Answer #1:* See Change No.3.

**Question No. 2:** Are all investigation results & recommendations performed by the proposer going directly to the PBC Director & Board Chairman?

*Answer #2:* See Change No.3.

**Question No. 3:** Are all investigation tasks part of a possible RFP? In other words, is this functioned to be performed by the chosen proposer, should the RFQ yield an RFP?

*Answer #3:* See Change No.3.

**Question No. 4:** What is your anticipated size of the proposed fraud line /helpdesk? (Quantity of headcount)

*Answer #4:* One-Hundred-Seventy (170) employees and consultants.

**Question No. 5:** The bid states that personnel will need applicable certifications and licenses - what Certifications and/or Licenses are applicable?

*Answer #5: The Respondent should provide all certifications or licenses deemed applicable for this industry.*

**Question No. 6:** The bid also states that the consultant may be required to conduct investigations of the allegations. Please expand on the scope and character of these investigations.

*Answer #6: See Change No.3.*

### **END OF ADDENDUM NO.1**

**Attachments:** Revised Page 1 of 14 through Revised Page 4 of 14 (4 pages)



**Public Building Commission of Chicago**  
50 West Washington Street, Room 200  
Chicago, Illinois 60602

June 4, 2010

**RE: FRAUD HOTLINE AND CASE MANAGEMENT SERVICES FOR THE PUBLIC BUILDING COMMISSION OF CHICAGO – PS1781**

Dear Consultants:

The Public Building Commission of Chicago (“PBC”) is seeking Qualifications from Consultants to provide **FRAUD HOTLINE AND CASE MANAGEMENT SERVICES** for the **PUBLIC BUILDING COMMISSION OF CHICAGO**. The proposed scope of services that the Consultant will perform are summarized in **Attachment A** to this Request for Qualifications (RFQ).

**ATTACHMENTS:** The following information and attached forms are being provided by PBC for your use in responding to this RFQ for the services to be performed:

1. Specifications summarizing the Scope of Services – Attachment A;
2. Insurance Requirements – Attachment B;
3. Standard Contract Terms and Conditions for Professional Service Contract – Attachment C;
4. Disclosure of Retained Parties – Attachment D.

**SUBMITTALS:** In your response, please submit the following information:

1. Transmittal Letter - signed by an individual authorized to legally bind the Proposer which indicates that the Proposer is prepared to enter into an agreement substantially in the form of the Standard Contract Terms and Conditions (See Attachment C referenced above).
2. Executive Summary - overview of the proposed engagement which demonstrates that the Proposer has the qualifications and technical expertise to perform the engagement, and a clear understanding of the services to be performed.
3. Qualifications of the Proposer – include the following information:
  - 3.1 Experience. Five (5) years experience in the area of providing Fraud Hotline and Case Management services for engagements of similar scope and complexity in the public or private sector;
  - 3.2 Technical Approach including (without limitation) process and methodology, data entry, verification and tracking of incidents from intake to disposition, reports and record retention;
  - 3.3 Personnel. Key personnel (include resumes and a copy of all applicable certifications and licenses) and total number of employees available to perform the services; and
  - 3.4 Financial statements, such as balance sheets and/or profit and loss statements for the last three (3) years.
4. Insurance - current insurance certificate or letter from insurance broker stating the firm is able to obtain insurance at the levels outlined in Attachment B if awarded this contract.

5. Disclosure of Retained Parties Affidavit - completed, signed and notarized affidavit.

If you are interested in submitting a response to the RFQ, please submit **one (1) original, three (3) copies, and one (1) CD** and any supplemental information as indicated above **on or before 12:00 PM on July 9, 2010.**

**Public Building Commission of Chicago**  
**50 West Washington Street, Room 200**  
**Chicago, Illinois 60602**  
**Attn: Gary S. Bell**  
[garybell@cityofchicago.org](mailto:garybell@cityofchicago.org)

Submittals received in response to this Request for Qualifications will be evaluated with respect to: (a) responsiveness of the proposal to this RFQ; and (b) experience and qualifications of the Proposer to perform the services described in this RFQ. The PBC will not be responsible for expenses incurred in preparing and submitting the proposal. The PBC reserves the right to reject any and all proposals, and to award this agreement as determined to be in the best interest of the public.

If you have questions, please contact Gary S. Bell via e-mail at [garybell@cityofchicago.org](mailto:garybell@cityofchicago.org) or via facsimile at (312) 744-3572. Thank you.

Sincerely,

**Public Building Commission of Chicago**

*GS Bell*

**Gary S. Bell**  
**Contract Officer**

**ATTACHMENT A**  
**SCOPE OF SERVICES**  
**FOR**  
**FRAUD HOTLINE AND CASE MANAGEMENT SERVICES - PS1781**

**General:**

The Public Building Commission of Chicago (PBC) is an independent agency which oversees the construction and renovation of public buildings and facilities for various governmental bodies in the Chicago Metropolitan Area. PBC also owns and oversees the operation and management of the Richard J. Daley Center. PBC is supported by a staff of approximately one-hundred-seventy (170) persons.

PBC is committed to instituting policies and controls that strengthen its overall fraud prevention system and deter incidents of fraud by its employees and contractors. PBC considers the institution of a fraud hotline and related case management services as an integral part of the overall process of administering its programs in an efficient, effective manner.

PBC is soliciting qualifications from consultants to implement an anonymous, independent fraud hotline function and related integrated case management services.

Basic services to be performed by the Consultant will include a Fraud Hotline and Case Management Services as more fully described below:

**1. Fraud Hotline Services.** The Consultant shall implement a Fraud Hot Line that will enable it to receive, manage and track the status of all complaints of fraud, corruption, waste, abuse, workplace violations and financial mismanagement. The Consultant's Services with respect to the hotline shall include at a minimum the following:

- a. Intake or receipt of complaints via mail, electronic mail, telephone, internet, and facsimile.
- b. Provide staff to support the hotline intake function for the PBC, including use of the service providers software and related web facility to enable twenty four (24) hours a day incident reporting to occur seven (7) days a week.
- c. Ensure the capacity to answer multiple calls simultaneously and employing staff with investigative interviewing experience.
- d. Accurately record information from the reporter concerning the subject of the complaint, nature of the complaint, and details concerning the substance of the complaint.
- e. Provide staff who are able to translate complaints received in Spanish and other foreign languages.
- f. Work with the Commission, if necessary, to develop scripts or questionnaires to be used by Consultant's staff when answering hotline calls.
- g. Provide identification numbers to any person submitting a complaint.
- h. Collect additional information, when necessary, from any person submitting a complaint.
- i. Provide an electronic e-mail alert system that will generate and transmit reports summarizing the complaints that are immediately sent to persons designated by PBC in a confidential and secure manner.

**2. Case Management Services.** The Consultant shall establish a case management facility to support real-time dynamic management of open cases, including the ability to:

- a. Develop a secure, confidential database that details the substance of any complaint.
- b. Provide an electronic e-mail alert system that will generate and transmit reports summarizing the complaints that are immediately sent to persons designated by PBC in a confidential and secure manner.
- c. At the Commission's request, provide reports pertaining to complaints that are received on the hotline, such as statistical reports based on any number of potential reporting elements to include incident type, agency/location, assigned investigation and referral/collaborating agency.
- d. Create notes to files with supporting documentation.
- e. Provide a history of case activity and individual access.
- f. Utilize e-mail notification and generate follow-up reminders to persons designated by PBC.
- g. Monitor and track complaints, follow-up, preliminary investigation, disposition, and final closure of the complaints.

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