



Request for Qualification Solicitation #65239,4 (RFI)

**1346670 :ENTERPRISE TECHNOLOGY ASSESSMENT AND
MODERNIZATION PLANNING**

Specification Number:1346670

Required for use by: DEPARTMENT OF TECHNOLOGY AND INNOVATION

Bid/Proposal Submittal Date and Time: 03:00 PM Central Time, 29-JUN-2026

Deadline for Questions: 04:00 PM Central Time, 15-APR-2026

Buyer: RICHY, MICHAEL

Email Address: Michael.Richy@cityofchicago.org

Phone Number: 312-744-0116

Pre-Solicitation Conference Date and Time: 10:00 AM Central Time, 08-APR-2026

Pre-Solicitation Conference Location: Microsoft Teams & In person at 2N. LaSalle Chicago IL 60602,
Mezzanine Conference Center M-04 Great Fire

Site Visit Date & Time: N/A

Site Visit Location: N/A

Please submit your response to:

<http://www.cityofchicago.org/eProcurement>
iSupplier vendor portal registration is required.
Allow 3 business days to complete registration.

BRANDON JOHNSON
MAYOR

SHARLA ROBERTS
CHIEF PROCUREMENT OFFICER

Specification Number: 1346670

Type of Funding:

Title: 1346670: ENTERPRISE TECHNOLOGY ASSESSMENT AND MODERNIZATION PLANNING

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1 Header Information**1.1 General Information**

Title **1346670: ENTERPRISE TECHNOLOGY ASSESSMENT AND MODERNIZATION PLANNING**
 Description **1346670 :ENTERPRISE TECHNOLOGY ASSESSMENT AND MODERNIZATION PLANNING**
 Amendment Date **17-JUN-2026 11:55:52**
 Amendment Description **Answers to Questions**
 Preview Date **25-MAR-2026 12:20:18** Open Date **25-MAR-2026 12:20:18**
 Close Date **03:00 PM Central Time, 29-JUN-2026** Award Date **Not Specified**
 Time Zone **Central Time** Buyer **RICHY, MICHAEL**
 Quote Style **Sealed** Email **Michael.Richy@cityofchicago.org**
 Event **Request for Qualification** Outcome **ProServ Blanket Agreement**

Note Pre-Conference will be held in person and teams to accommodate all requests.
 Please email Michael Richy for access to meeting @ Michael.
 Richy@cityofchicago.org.

1.2 Terms

Effective Start Date **Not Specified** Effective End Date **Not Specified**
 Ship-To Address **006-2150 CENTRALIZED INFO TECH**
2 N LASALLE ST - Suite 1010
Chicago, IL 60602 United States
 Bill-To Address **006-2150 CENTRALIZED INFO TECH**
2 N LASALLE ST - Suite 1010
Chicago, IL 60602 United States
 Payment Terms **IMMEDIATE** Carrier
 FOB Freight Terms
 Total Agreement Amount (USD) **Not Specified** Minimum Release Amount (USD) **Not Specified**

1.3 Requirements

Cover Page
Cover Page
.....
Type No Response Required
Executive Summary
Executive Summary
.....
Type No Response Required

1.4 Attachments

Name	Data Type	Description
ATTACHMENT 00:	File	Addendum No.4: Answers To Questions
ATTACHMENT 02:	File	Addendum No.2 Extension to June 8, 2026
ATTACHMENT 03:	File	Addendum No. 1 -Extension to May 13, 2026
ATTACHMENT 04:	File	
Attachment 01:	File	Addendum No.3 Extension to June 29, 2026

Specification Number: 1346670

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Type of Funding:

Title: 1346670: ENTERPRISE TECHNOLOGY ASSESSMENT AND MODERNIZATION PLANNING

1.5 Response Rules

- ☐ Solicitation is restricted to invited suppliers
- ☐ Suppliers are allowed to view other suppliers' contract terms, notes and attachments
- ☐ Suppliers are allowed to respond to selected lines
- ☒ Suppliers are allowed to provide multiple responses
- ☐ Buyer may close the solicitation before the Close Date
- ☐ Buyer may manually extend the solicitation while it is open

2 Price Schedule**2.1 Line Information**

Display Rank As **No indicator displayed**
 Ranking **Price Only**
 Cost Factors **None**

Line	Item, Rev / Job	Target Quantity	Unit	Unit Price	Amount
1 RFI FOR ENTERPRISE TECHNOLOGY ASSESSMENT AND MODERNIZATION PLANNING		1	USD		

2.2 Line Details**2.2.1 Line 1 RFI FOR ENTERPRISE TECHNOLOGY ASSESSMENT AND MODERNIZATION PLANNING**

Category	00000.	Start Price (USD)	Not Specified
Shopping Category	Not Specified	Target Price (USD)	Not Specified
Minimum Release	Not Specified		
Amount (USD)			
Estimated Total	Not Specified		
Amount (USD)			

CITY OF CHICAGO - DEPARTMENT OF PROCUREMENT SERVICES

ADDENDUM NO. 4

FOR

**REQUEST FOR INFORMATION ENTERPRISE TECHNOLOGY ASSESSMENT AND
MODERNIZATION PLANNING**

SPECIFICATION NO. 1346670 – RFQ NO. 65239,4

Required for use by:
CITY OF CHICAGO
Department of **TECHNOLOGY AND INNOVATION (DTI)**



This Addendum is distributed by:

CITY OF CHICAGO
Department of **Procurement Services**

The information contained in this Addendum No.4 is incorporated by reference into the original Request for Information (RFI) issued on April 8, 2026

BRANDON JOHNSON
MAYOR

SHARLA D. ROBERTS
CHIEF PROCUREMENT OFFICER

June 18, 2026

ADDENDUM NO. 4

**REQUEST FOR INFORMATION ENTERPRISE TECHNOLOGY ASSESSMENT AND
MODERNIZATION PLANNING**

SPECIFICATION NO. 1346670 RFQ 65239.4

For which Submittals are scheduled to be received electronically on the eProcurement site, <http://www.cityofchicago.org/eProcurement> no later than 3:00 p.m., Central Time on June 29, 2026 (pursuant to the Request for Information (RFI) advertised on April 8, 2026).

The following questions/answers will be incorporated in the above-referenced Specification (the "Contract Documents") as noted. All other provisions and requirements as originally set forth, except as amended by previous addenda, remain in full force and are binding. Any additional work required by this Addendum shall conform to the applicable provisions of the original Contract Documents. Any and all addenda must be acknowledged by the Respondent in the Cover Letter of its response by referencing receipt of each Addendum number.

**RESPONDENT MUST ACKNOWLEDGE RECEIPT OF THIS ADDENDUM
IN THE COVER LETTER OF ITS SUBMITTAL**

QUESTIONS AND ANSWERS/CLARIFICATIONS

The following questions and requests for clarification were submitted in accordance with the instructions provided in the Contract Documents. The City's response follows each question or request for clarification in the table below:

Question 1:	What is the scope of environment in place as far as the Network Infrastructure?
Answer:	The assessment is intended to be comprehensive and includes network infrastructure and related technology components across the City's enterprise technology environment. Additional details regarding topology, inventory, and architecture will be shared at a later stage as appropriate. Respondents should describe their methodology for documenting and evaluating enterprise environments of similar scale and complexity.
Question 2:	Do you have a preferred baseline security framework such as NIST CSF , HIPAA, PCI-PSS... Is this RFI assessment requirement a preparation for any Digital Divide or Smart City initiative?

Answer:	The City aligns policy to the NIST Cyber Security Framework v2.0.
Question 3:	What is the motivation behind this RFI?
Answer:	Pursuant to Section 22 of the FY 2026 Management Ordinance, the Chief Procurement Officer in consultation with the Chief Information Officer was directed to initiate a competitive process to identify a qualified third-party firm to conduct a technology assessment. Given that DTI completed a prior assessment in 2021 and has been executing against that strategy since 2022, the City elected to issue an RFI to gather industry expertise at no cost and identify any new areas of opportunity not previously addressed.
Question 4:	What expectations should respondents assume regarding M/WBE participation within assessment and future modernization initiatives?
Answer:	There are no M/WBE requirements for submitting a response to this RFI.
Question 5:	Which City departments, agencies, and operational units are expected to be included in the current state assessment, and are independently governed entities in scope?
Answer:	The assessment is intended to cover core the City of Chicago (City) departments and operational units served by DTI.
Question 6:	Are there any current initiatives related to data governance, data platforms, or analytics modernization that should be considered in scope?
Answer:	Yes. DTI has been executing against its 2022 technology strategy, which includes data and analytics as one of six interdependent workstreams. These initiatives provide context for the current state and the assessment should account for progress made and identify any remaining gaps.
Question 7:	Does the City anticipate establishing specific M/WBE participation goals for future solicitations related to this initiative?
Answer:	There are no M/WBE requirements for submitting a response to this RFI. See also answer to Question No. 4.
Question 8:	What is considered the scope of your enterprise vulnerability management program?
Answer:	Details of the City's vulnerability management program will be made available to respondents. Respondents should describe their approach to assessing an existing vulnerability management

	program, including coverage of infrastructure, applications, and endpoints.
Question 9:	What applications and platforms are intended to be in scope for the assessment, and is there an existing inventory available?
Answer:	The assessment is intended to cover the City's enterprise application portfolio across departments served by DTI. Respondents should describe their methodology for building or validating an application inventory where documentation gaps exist.
Question 10:	Are current RTOs and RPOs already defined for in-scope applications, and should the assessment test their reasonableness against business requirements and technical recovery capabilities?
Answer:	RTOs and RPOs exist for some systems but are not uniformly defined across the enterprise. The assessment should include an evaluation of existing RTOs and RPOs where defined, identify gaps where they have not been established, and assess their reasonableness against business requirements and technical recovery capabilities.
Question 11:	What is the primary motivation for this initiative from an IT infrastructure and networking perspective?
Answer:	The primary motivation is to satisfy the requirements of the FY 2026 Management Ordinance and to identify any infrastructure gaps or modernization opportunities not addressed by the City's 2021 assessment and ongoing strategy execution. DTI has made significant progress, including cloud migration of core EBS systems and development of a hybrid multi-cloud infrastructure approach, and seeks to evaluate where additional optimization is warranted.
Question 12:	Regarding the IT infrastructure and network architecture scope, please clarify if the assessment will cover only network hardware (switches, firewalls, routers) or if it will also include broader areas like servers, storage, and containers?
Answer:	See answer to Question No. 1.
Question 13:	Approximately how much data is in scope in terabytes or petabytes?
Answer:	Specific data volume figures are not available at this stage. Respondents should describe their approach to data environment sizing and assessment methodology.
Question 14:	How many data stores are in scope?
Answer:	This has not been determined at this time.

Question 15:	Does the scope of the assessment include one single environment with centralized management of security controls (it is understood that there are a small number of one-offs), or do you have multiple environments with security controls that are managed differently?
Answer:	The City operates a complex environment that includes both centrally managed controls and some department-level variation. Respondents should describe their capability to assess environments with mixed governance models.
Question 16:	Please describe the committees, attendees, and roles. We're looking to understand what is in place vs. what needs to be created or uplifted.
Answer:	This has not been determined at this time.
Question 17:	Is the scope of cloud Infrastructure-as-a-Service and Platform-as-a-Service only or does it also include Software-as-a-Service?
Answer:	The scope is intended to be comprehensive and includes IaaS, PaaS, and SaaS environments. Respondents should describe their approach to assessing cloud environments across all service models. See also answer to Questions No. 1 and 12.
Question 18:	How many servers, endpoints, and network devices are in scope?
Answer:	Specific counts are not available at this stage. Respondents should describe their methodology for conducting or validating an asset inventory.
Question 19:	What specific challenges or pain points are you hoping to address with this technology assessment?
Answer:	The City seeks to identify any technology gaps or modernization opportunities not previously addressed by the 2021 assessment, with particular emphasis on cost optimization, cybersecurity posture, data management, and alignment with cloud strategy. The assessment should also surface opportunities for new revenue generation and increased M/WBE participation.
Question 20:	Are there any recent or upcoming technology initiatives we should be aware of (e.g., cloud migration, major software upgrades)?
Answer:	Yes. Key active initiatives include: (1) the citywide ERP modernization effort, including issuance of an RFP for Time, Attendance, and Payroll system implementation on February 17, 2026; (2) migration of Oracle E-Business Suite (EBS/FMPS/CHIPPS) to the cloud, completed under budget; (3)

	deployment of cross-department data and analytics standards; and (4) implementation of a hybrid multi-cloud infrastructure approach. Respondents should account for these in-progress efforts.
Question 21:	Are there any strategic initiatives or changes on the horizon that this assessment should support or align with (e.g., digital transformation, smart city initiatives)?
Answer:	Yes. The primary strategic initiative is the multi-year ERP modernization program, which will continue to roll out new modules in phases covering HR, procurement, finance, and budgeting. The assessment approach should align with and inform the broader modernization roadmap.
Question 22:	Is operational technology (e.g. SCADA system) included for consideration in this scope of services?
Answer:	Operational technology such as SCADA systems is not a primary focus of this assessment. The assessment is centered on the enterprise IT environment. If respondents believe OT intersects with the IT environment in ways material to the assessment, they may address that in their response.
Question 23:	Please let us know the % of MBW/WBE involvement is required.
Answer:	See answer to Questions No. 4, 7, and 248.
Question 24:	Please confirm if you are requesting a price schedule?
Answer:	No pricing is required as part of this RFI response. This is an information-gathering exercise only. Respondents must enter \$0.01 in the iSupplier Quote Price field as a system requirement.
Question 25:	How many City departments are included in the scope of the enterprise technology assessment?
Answer:	The assessment covers departments served by DTI. Independently governed entities are generally not in the scope of this assessment.
Question 26:	Are there any specific departments, systems, or applications that are explicitly out of scope (e.g., Chicago Police Department, Chicago Public Schools, or other independently governed entities)?
Answer:	Independently governed entities such as Chicago Public Schools, Chicago Transit Authority, Chicago Housing Authority, and similar bodies whose operations fall outside the authority of the CPO and CIO are generally not in scope.

	Please also see answer to Question No. 25.
Question 27:	Are there any active technology modernization initiatives or ongoing migrations already underway that the vendor's assessment must account for?
Answer:	See answer to Question No. 20.
Question 28:	For example, is penetration testing or active scanning in the scope or explicitly excluded?
Answer:	Penetration testing and active or intrusive scanning are not in scope for this assessment. The assessment is intended to be a current-state evaluation, not an active security test.
Question 29:	Are the wide-area network (WAN) and telecommunications infrastructure included in the network topology assessment scope?
Answer:	Yes, WAN and telecommunications infrastructure are within the scope for the network topology assessment.
Question 30:	Approximately how many enterprise applications does the city currently operate across all departments in scope?
Answer:	Specific application counts are not available at this stage. Respondents should describe their methodology for building or validating an application inventory.
Question 31:	Does the City currently use any master data management (MDM) or data integration platforms, and will access to those environments be part of the assessment scope?
Answer:	DTI has established data and analytics capabilities as part of its 2022 strategy execution. Respondents should describe their approach to assessing data platform capabilities and integration architecture.
Question 32:	Is the City expecting the vendor to propose a modernization roadmap as part of this assessment, or will that be scoped separately in a follow-on engagement?
Answer:	This has not been determined at this time.
Question 33:	For example: endpoints/workstations, Active Directory, Microsoft Entra ID (Azure AD), servers, or other systems. Which City departments, agencies, and operational units are expected to be included in the current state assessment, and are independently governed entities in scope?
Answer:	The assessment is intended to cover core City of Chicago departments and operational units served by DTI. Also, see answer to Questions No. 5, 25, and 26.

Question 34:	Can you confirm whether the assessment is intended to be enterprise-wide across core platforms and shared services (e.g., ERP, HCM, finance, ITSM, data and analytics), or focused on select domains?
Answer:	The assessment is intended to be enterprise-wide, covering the five domains identified in the RFI: IT Infrastructure and Network Architecture; Application Architecture and System Resilience; Data, Cloud, and Technology Strategy; Cybersecurity and Risk Management; and Financial Sustainability and Strategic Opportunities. All five domains are in the scope. Please refer to Section IV.A, General Scope, items 1 through 5, of the RFI, for detailed information regarding scope assessment for each domain.
Question 35:	Does the City have preferred industry frameworks or standards it expects vendors to align with when benchmarking enterprise technology capabilities?
Answer:	The City does not mandate a single framework. Respondents should describe the frameworks they recommend for a municipal environment of this scale and complexity and explain how they would apply them.
Question 36:	Does the City have an established enterprise risk framework that vendors should align to when identifying and prioritizing risks?
Answer:	The City has governance structures and risk management processes in place. Respondents should describe how their risk assessment methodology can be adapted to align with an existing framework.
Question 37:	Is the City seeking phased modernization roadmaps aligned to funding, governance, and execution readiness?
Answer:	This has not been determined at this time.
Question 38:	Does the City anticipate a centralized, federated, or hybrid governance model for enterprise technology moving forward?
Answer:	This has not been determined at this time.
Question 39:	Does the City have an existing cloud strategy (e.g., AWS, Azure, multi-cloud), and should the assessment align with or re-evaluate this strategy?
Answer:	The City follows a hybrid multi-cloud strategy. This approach was defined and implemented as part of the 2022 strategy execution following the 2021 IT assessment. The assessment should evaluate the current state of this strategy and identify optimization opportunities.

Question 40:	Does the City have an internal governance structure (e.g., steering committee) that will guide the assessment?
Answer:	DTI has an established governance structure, and the Technology Strategy Group has been relaunched as part of the 2022 execution phase. DTI serves as the central technology authority for City departments.
Question 41:	Should respondents propose tools, dashboards, or digital platforms to support ongoing technology governance post-assessment?
Answer:	This has not been determined at this time.
Question 42:	Approximately how many stakeholders from your organization would be involved in discussions pertaining to Data Security Governance?
Answer:	We have not yet defined any stakeholder groups. Respondents should describe their typical stakeholder approach for a large municipal environment.
Question 43:	What data security governance policies or procedures have been established?
Answer:	The City has data governance policies and classification standards in place. Details will be shared with respondents upon request.
Question 44:	What frameworks or best practices are you currently using or following, i.e., NIST, ISO, etc. 29 4A What data security governance tools are being used?
Answer:	The City aligns policy to the NIST Cyber Security Framework v2.0. See answer to Question No.2.
Question 45:	How mature is your organization's use of connected Microsoft cloud offerings (Purview, Defender, Intune, Entra) and how are these aligned to the broader enterprise technology strategy?
Answer:	Microsoft cloud tools are part of the City's environment. The level of maturity and integration will be assessed as part of the work.
Question 46:	How does your organization use Microsoft Purview (or equivalent tooling) to maintain an authoritative data catalog, enforce data governance policies, and identify where sensitive or regulated data resides across your company?
Answer:	See answer to Questions No. 2 and 44.
Question 47:	What framework was that security posture assessment conducted against (NIST CSF 2.0, ISO 27001, CIS)?

Answer:	Details of prior security assessments will be shared with respondents as context for the current state evaluation.
Question 48:	Would you like your security program to be assessed against any particular best practice framework, such as the NIST Cybersecurity Framework (CSF), CIS Controls v8, etc.?
Answer:	See answer to Questions No. 2, 44, and 46.
Question 49:	Does the organization have a defined Enterprise Risk Management framework aligned to an industry standard (e.g., COSO) or does it have a custom ERM framework?
Answer:	The City has enterprise risk management practices in place. Respondents should describe their approach to aligning with or evaluating an existing ERM framework.
Question 50:	If so, which framework?
Answer:	This has not been determined at this time.
Question 51:	Do you follow a multi-cloud, single-cloud, or hybrid cloud strategy, and why?
Answer:	The City follows a hybrid multi-cloud strategy. This approach was defined and implemented as part of the 2022 strategy execution following the 2021 IT assessment. The assessment should evaluate the current state of this strategy and identify optimization opportunities.
Question 52:	What data governance policies and practices do you have in place?
Answer:	See answer to Questions No. 2, 43, 44, 46, and 48.
Question 53:	What existing IT frameworks, standards, or processes are currently in place that we should evaluate or align with?
Answer:	Respondents should describe the methodology, tools, and techniques they would use to document, assess, and evaluate an organization's existing IT governance, architecture, security, operational, and service management frameworks, standards, and processes. The City is seeking an understanding of the respondent's assessment approach and ability to identify, analyze, and align with current-state practices, rather than requiring evaluation of any specific framework, standard, or process at this stage.
Question 54:	Does the City follow specific framework(s) for cybersecurity?
Answer:	See answer to Questions No. 2, 44, 46, 48, and 52.
Question 55:	If so, which framework(s)?

Answer:	See answer to Questions No. 2, 44, 46, 48, 52, and 54.
Question 56:	Does the City have an existing enterprise architecture framework (e.g., TOGAF, Zachman) in use, or is the vendor expected to recommend one as part of the engagement?
Answer:	This has not been determined at this time.
Question 57:	Are there any existing cybersecurity frameworks or compliance standards currently in place (e.g., NIST CSF, ISO 27001, CIS Controls)?
Answer:	See answer to Questions No. 2, 44, 46, 48, 52, 54, and 55.
Question 58:	Are there existing enterprise data governance policies, data classification frameworks, or data management standards currently in place?
Answer:	The City has data governance policies and classification standards in place. Also, please see answer to Question No. 52.
Question 59:	Does the City have a multi-cloud or hybrid cloud strategy currently defined or in development?
Answer:	See answer to Questions No. 51 and 62.
Question 60:	Could you clarify how enterprise technology governance is structured across departments (e.g., centralized vs. federated), including decision-making authority, funding ownership, and alignment mechanisms?
Answer:	DTI serves as the central technology authority for City departments. The Technology Strategy Group provides citywide governance oversight.
Question 61:	Delivery & PMO Model: Could you clarify the City's envisioned delivery and governance model following the assessment, including whether program management (PMO), implementation oversight, and systems integration are expected to be part of a subsequent engagement or procured separately?
Answer:	This has not been determined at this time.
Question 62:	Is the Data Center infrastructure on-prem or is it in the Public Cloud?
Answer:	The City operates a hybrid multi-cloud environment consisting of on-premises data centers and enterprise landing zones across multiple public cloud platforms. Additional environment and architectural details will be shared at a later stage as appropriate.

Question 63:	Are there current tools that you use to capture utilization of infrastructure e.g. cpu/memory/utilization ?
Answer:	The City uses monitoring tools for infrastructure management. Specific tooling details will be shared with respondents. Respondents should describe how they would integrate with or supplement existing monitoring capabilities.
Question 64:	Should infrastructure and cloud environments be benchmarked against peer municipalities, private sector enterprises, or both?
Answer:	Respondents should describe their benchmarking methodology and the comparator pools they would recommend for a large municipal environment. The City is open to both peer municipality and cross-sector benchmarks where relevant.
Question 65:	Will the City provide cost and budget data to support quantitative benchmarking (e.g., run costs, staffing ratios, infrastructure unit costs)?
Answer:	City budget information is available publicly on the city's website. Respondents should describe their approach to cost-conscious assessment and recommendation development.
Question 66:	Should resiliency, disaster recovery, and continuity capabilities be evaluated as part of enterprise risk identification?
Answer:	The City has a disaster recovery program in place. Disaster recovery capabilities, RTOs, RPOs, and business continuity planning are explicitly included in the Application Architecture and System Resilience domain of this assessment. See also answer to Questions No. 219, 244, and 247.
Question 67:	Does the City expect recommendations related to cloud, hybrid, and private cloud strategies, including multi cloud alignment?
Answer:	This has not been determined at this time.
Question 68:	Will baseline inventories for data centers, cloud environments, networks, and end user platforms be provided, or should respondents plan to develop inventories as part of the assessment?
Answer:	The City will provide available inventory documentation. Gaps in existing inventory are expected and respondents should describe their approach to developing or validating inventories where documentation is incomplete.
Question 69:	What level of standardization currently exists across departments in terms of Infrastructure Platforms, Cloud Adoption, Application Portfolios?

Answer:	Standardization varies across departments. The 2022 strategy execution included an effort to right-size the application portfolio and develop a unified cloud migration approach. The current state and remaining gaps are part of what this assessment is intended to identify.
Question 70:	How many assets are on your network?
Answer:	Specific counts are not available at this stage. Respondents should describe their methodology for conducting or validating an asset inventory.
Question 71:	Have there been specific issues such as network outages or performance problems that are driving this assessment?
Answer:	This assessment is not driven by a specific incident or outage. It is mandated by the FY 2026 Management Ordinance and is intended to provide a comprehensive evaluation of the current state.
Question 72:	What are the current platforms and vendors used in the IT Infrastructure environment?
Answer:	Details of current platforms and vendor relationships will be shared with respondents should this project move forward. Respondents should describe their approach to evaluating heterogeneous infrastructure environments.
Question 73:	Approximately how many stakeholders from your organization would be involved in discussions pertaining to IT infrastructure and network architecture?
Answer:	This has not been determined at this time.
Question 74:	Do you currently have a documented network topology?
Answer:	Network documentation exists. The completeness and currency of that documentation is part of what the assessment will evaluate. Respondents should describe their approach to working with available documentation and identifying gaps.
Question 75:	Is the IT infrastructure managed in-house, or are managed services used?
Answer:	The City uses a combination of in-house IT staff and managed or contracted services.
Question 76:	What are the current platforms and vendors used in the IT cloud infrastructure?
Answer:	The City operates a hybrid multi-cloud environment that includes multiple public cloud platforms. See also answer to Questions No. 51 and 62.
Question 77:	Are there specific CJIS security requirements or guidelines that we need to follow when assessing your IT infrastructure?

Answer:	CJIS-governed systems are generally out of scope for this assessment. Systems subject to CJIS requirements will not be included in the scope of the work.
Question 78:	Is there a need for us to work directly with any CJIS-compliant systems or infrastructure during this assessment?
Answer:	See answer to Question No. 77.
Question 79:	Are there specific systems or infrastructure that will require physical access or hands-on evaluation?
Answer:	This has not been determined at this time. The City is open to on-site, remote, or hybrid delivery models. Respondents should describe their approach.
Question 80:	IT Infrastructure & Network 1. What is your current infrastructure setup (on-prem, cloud, hybrid)?
Answer:	The City operates a hybrid multi-cloud environment. See answer to Questions No. 51, 62, 82, and 96.
Question 81:	Do you have updated network diagrams and asset inventory?
Answer:	Documentation exists. Completeness and currency will be evaluated as part of the assessment.
Question 82:	How is network segmentation implemented (e.g., VLANs, firewalls)?
Answer:	The City operates a hybrid multi-cloud environment. See answer to Questions No. 51, 62, 80, and 96.
Question 83:	What are the major infrastructure challenges you are currently facing?
Answer:	Identifying current infrastructure challenges is a primary objective of this assessment. The City is not prescribing a predetermined answer since the independent evaluation is intended to surface those challenges objectively.
Question 84:	How do you currently track and manage the total cost of ownership (TCO) for your technology infrastructure?
Answer:	The City's long-term vision is anchored in its ongoing ERP modernization initiative and hybrid multi-cloud strategy. The assessment is intended to inform and refine that vision by identifying gaps and opportunities not previously addressed.
Question 85:	Can you provide an overview of your current IT infrastructure, including the number of departments and systems involved?

Answer:	A detailed overview will be provided to respondents as this project progresses. The scope covers core City departments served by DTI. Also see answer to Question No. 53.
Question 86:	What is your long-term vision for your technology infrastructure?
Answer:	The City's long-term vision is anchored in its ongoing ERP modernization initiative and hybrid multi-cloud strategy. The assessment is intended to inform and refine that vision by identifying gaps and opportunities not previously addressed.
Question 87:	What is the approximate size of the IT environment, including the number of servers, applications, and end users?
Answer:	Specific counts are not available at this stage. Respondents should describe their methodology for conducting or validating an asset inventory in their Submittals.
Question 88:	Does it include operational technology (OT) and IoT systems, or strictly IT infrastructure?
Answer:	Operational technology such as SCADA systems is not a primary focus of this assessment. The assessment is centered on the enterprise IT environment. If respondents believe OT intersects with the IT environment in ways material to the assessment, they may address that in their response.
Question 89:	Will selected vendors be provided access to existing IT documentation such as network diagrams, asset inventories, or architecture documents to support the assessment?
Answer:	Yes. Respondents should describe their approach to working with available documentation. All documentation will be shared under appropriate confidentiality and data handling requirements.
Question 90:	What is the City's process for granting system or network access to third-party vendors, and how long does that process typically take?
Answer:	The City has an established vendor access process. Timelines vary based on the level of access required.
Question 91:	How many data centers or server rooms does the city currently operate, and are any co-location or managed hosting arrangements in place?
Answer:	The City operates on-premises data center and server room facilities. Additional details will be shared with respondents as appropriate upon as this project progresses.
Question 92:	What is the approximate age profile of the City's core IT infrastructure?

Answer:	Infrastructure age varies across systems and departments. The assessment is intended to document and evaluate the current state, including identifying aging or end-of-life components.
Question 93:	Will baseline inventories for data centers, cloud environments, networks, and end user platforms be provided, or should respondents plan to develop inventories as part of the assessment?
Answer:	The City will provide available inventory documentation. Gaps in existing inventory are expected and respondents should describe their approach to developing or validating inventories where documentation is incomplete.
Question 94:	What are the City's biggest pain points or challenges today (e.g., legacy systems, cybersecurity risks, cost constraints)?
Answer:	Identifying pain points and challenges is a primary objective of this assessment. Active modernization initiatives, most notably the ERP replacement program, represent the primary planned system changes.
Question 95:	Can you provide an architecture overview with indications for any current or planned system changes?
Answer:	Architecture documentation would be shared should this project move forward. Active modernization initiatives, most notably the ERP replacement program, represent the primary planned system changes.
Question 96:	What data and cloud platforms are currently in use (e.g., AWS, Azure, GCP)?
Answer:	The City operates a hybrid multi-cloud environment across multiple public cloud platforms. Additional platform details will be shared with respondents as appropriate. See also answer to Questions No. 39, 51, 62, 76, 80, and 81.
Question 97:	Should benchmarking include application lifecycle maturity and rationalization practices?
Answer:	Yes. Application lifecycle maturity and rationalization are within the scope for the Application Architecture and System Resilience domain. Please refer to Section IV.A.2, Application Architecture and System Resilience, of the RFI, for further pertinent information regarding the scope assessment included in this domain.

Question 98:	Is the City interested in identifying application level technical debt and supportability risks, including skills availability?
Answer:	Yes. Technical debt identification and supportability risk assessment are within the scope of this RFI.
Question 99:	Should respondents provide application modernization and rationalization recommendations (e.g., retire, rehost, refactor, replace)?
Answer:	Yes. Application modernization and rationalization recommendations are within the scope of the Application Architecture and System Resilience domain. See also answer to Question No. 97.
Question 100:	Is the City interested in assessing data platform modernization, integration architecture, and analytics capabilities?
Answer:	Yes. These are within the scope of the Data, Cloud, and Technology Strategy domain. Please refer to Section IV.A.3, Data, Cloud, and Technology Strategy, of the RFI, for further pertinent information regarding the scope assessment included in this domain.
Question 101:	Is the City seeking an application level inventory inclusive of custom, COTS, SaaS, and public safety systems, or a higher level portfolio view?
Answer:	The City is seeking a comprehensive application-level inventory inclusive of custom, COTS, and SaaS systems within scope. Public safety systems subject to CJIS requirements are generally excluded. Respondents should describe their approach to building or validating such an inventory in their Submittals. See also answer to Questions No. 1 and 77.
Question 102:	To what extent should legacy and mission critical platforms (e.g., mainframe, midrange, proprietary systems) be assessed in depth versus documented at a summary level?
Answer:	Legacy and mission-critical platforms should receive in-depth assessment given their strategic importance to City operations and their role in the ERP modernization initiative.
Question 103:	Does Domain 5 encompass technology solution providers whose platforms generate economic activity and flexible jobs for Chicago residents through deployment at city-owned facilities such as

	ORD and MDW, with no capital expenditure required from the City?
Answer:	Domain 5 (Financial Sustainability and Strategic Opportunities) is focused on the City's internal technology financial performance and strategic planning. It is not intended to solicit commercial product placement at City facilities. The City reserves the right to request demonstrations per Section VI.D., Technology Demonstration, of the RFI. Section VI.D. Technology Demonstration, of the RFI, states the following: If a firm has a technology solution that can be demonstrated on the Internet, please provide the URL with the response. In addition, the City reserves the right to request a presentation or demonstration of the services. Please also refer to Section IV. A.5., Financial Sustainability and Strategic Opportunities, of the RFI, for the assessment scope included in this domain. Section IV.A. 5. Financial Sustainability and Strategic Opportunities, states the following: Assessment of technology-related financial performance and strategic opportunities, including cost forecasting, ongoing application costs, total cost of ownership (TCO), and return on investment (ROI). This domain also includes identification of strategies for new revenue generation and opportunities to increase participation of Minority-Owned and Women-Owned Business Enterprises (M/WBEs) in technology initiatives.
Question 104:	Section IV.D of the RFI notes that firms with demonstrable technology solutions may provide a URL and that the City reserves the right to request a presentation or demonstration. Is Go-Ce's proactive offer of a live platform demonstration an appropriate and welcome inclusion in a Domain 5 response?

Answer:	The City reserves the right to request presentations or demonstrations per Section VI.D of the RFI. Respondents may include a URL if they have a technology solution to demonstrate. Also, see answer to Question No. 103.
Question 105:	Are there specific departments, systems, or domains that the City considers higher priority for assessment due to risk, cost, or modernization urgency?
Answer:	The ERP modernization effort represents the highest-priority active initiative. Beyond that, priority areas will be identified through assessments based on risk, cost, and modernization urgency.
Question 106:	How are application criticality and tiering currently classified, and should the selected vendor validate or establish those tiers as part of the engagement?
Answer:	The ERP modernization effort represents the highest-priority active initiative. Beyond that, priority areas will be identified through assessments based on risk, cost, and modernization urgency.
Question 107:	To what level of depth should application dependencies be evaluated?
Answer:	Application dependencies should be documented at a level sufficient to support risk identification, modernization planning, and disaster recovery evaluation. Respondents should describe their methodology for dependency mapping.
Question 108:	What are the desired deliverables for the Application Architecture and System Resilience domain?
Answer:	This has not been determined at this time.
Question 109:	What strategies and tooling are in use to detect, reduce, and manage data duplicity and uncontrolled content spiral across collaboration platforms?
Answer:	Details would be shared as the project moves forward. Data duplicity and content management are within the scope for the Data, Cloud, and Technology Strategy domain. Please refer to Section IV.A.3., Data, Cloud, and Technology Strategy, of the RFI, for the assessment scope for domain 3. Section IV.A.3. Data, Cloud, and Technology Strategy, states the following:

	Assessment of enterprise data management practices, including identification of data duplicity and evaluation of governance and data organization practices. This domain also includes evaluation of multi-cloud and private cloud strategies and their alignment with enterprise technology needs.
Question 110:	Describe the environment that you wish to be assessed, including an approximate number of systems. 48 4 List the time zones for all individuals that will be involved in the stakeholder discussions. 49 4 A session will be provided that includes a review of the engagement summary and Q&A. Would you like an additional Executive Presentation?
Answer:	The environment spans core City departments served by DTI. All stakeholders are in the Central Time zone. The City anticipates a presentation of findings for City leadership as part of the assessment deliverables.
Question 111:	Do any of your systems or departments handle CJIS-compliant data (e.g., law enforcement, criminal background checks)?
Answer:	CJIS-governed systems are generally out of scope for this assessment. Systems subject to CJIS requirements will not be included in the scope of the work of this RFI. See also answer to Question 77.
Question 112:	Do you require the assessment to include a review of how CJIS data is stored, accessed, and protected across systems?
Answer:	See answer to Question No. 77 and 111.
Question 113:	Are there security protocols or clearance requirements for our engineers or staff to access certain systems or locations?
Answer:	Yes. Staff may be subject to background check and clearance requirements depending on the systems accessed.
Question 114:	What are your critical business applications, and how are they deployed (on-prem, cloud-based, hybrid)?
Answer:	Details on application deployment models will be shared with Respondents. Respondents should describe their methodology for evaluating critical application deployment as part of the Application Architecture and System Resilience assessment.

	Section IV. A. 2., Application Architecture and System Resilience, of the RFI, states the following: Assessment of application architecture and application tiering, including evaluation of system dependencies and application criticality. This domain includes review of disaster recovery capabilities and operational resilience, including Recovery Time Objectives (“RTO”) and Recovery Point Objectives (“RPO”).
Question 115:	Do you maintain an application inventory with owners and dependencies clearly documented?
Answer:	Some documentation exists. Completeness varies. Respondents should describe their approach to working with available documentation and filling gaps. See also answer to Questions 81 No. and 87.
Question 116:	How do your applications integrate with each other (e.g., APIs, middleware)?
Answer:	Application dependencies should be documented at a level sufficient to support risk identification, modernization planning, and disaster recovery evaluation. Respondents should describe their methodology for dependency mapping.
Question 117:	What is the process for managing application updates, patches, and lifecycle?
Answer:	Details on patch management processes will be shared with respondents. Respondents should describe their approach to evaluating application lifecycle management.
Question 118:	Are there any legacy or unsupported applications in use?
Answer:	Yes. Legacy system identification is a key objective of this assessment. The ERP modernization effort was partly driven by legacy system risk identified in the 2021 assessment.
Question 119:	What is your approach to application performance monitoring and issue resolution?
Answer:	Details on monitoring tools and processes will be shared if this project moves forward. We are currently focused on vendor technique. See also answer to Question No. 63.
Question 120:	How are access controls and user permissions managed for your applications?

Answer:	Details will be shared with respondents. This is within scope for the Cybersecurity and Risk Management domain. Please refer to Section IV.A.4. Cybersecurity and Risk Management, of the RFI, for the assessment scope included in this domain. Section IV.A.4. Cybersecurity and Risk Management, states the following: Assessment of enterprise data management practices, including identification of data duplicity and evaluation of governance and data organization practices. This domain also includes evaluation of multi-cloud and private cloud strategies and their alignment with enterprise technology needs.
Question 121:	Do you have documented Service Level Agreements (SLAs) for application availability?
Answer:	SLAs exist for some applications but are not uniformly defined across the enterprise.
Question 122:	What application-related issues currently impact business operations or end users?
Answer:	Identifying application-related operational issues is a primary objective of this assessment. The City is not prescribing a predetermined answer, as the independent evaluation is intended to surface those issues objectively.
Question 123:	What cloud platforms do you currently use (e.g., Azure, AWS, GCP)?
Answer:	The City operates a hybrid multi-cloud environment across multiple public cloud platforms. Additional platform details will be shared with respondents as appropriate. See also answer to Question No. 62.
Question 124:	How is data classified and managed across your systems (e.g., by sensitivity, business unit)?
Answer:	The City has data governance policies and classification standards in place. Details will be shared with respondents upon request.
Question 125:	What challenges do you face when managing, securing, or accessing data across platforms?
Answer:	Identifying data management challenges is within scope for the Data, Cloud, and Technology Strategy domain.

	See also answer to Question No. 109.
Question 126:	What key applications or systems are mission-critical for the City's operations?
Answer:	The ERP modernization effort represents the highest-priority active initiative. Beyond that, priority areas will be identified through assessments based on risk, cost, and modernization urgency.
Question 127:	Are there any union, labor, or regulatory constraints that could affect vendor access to systems, facilities, or City personnel during the assessment?
Answer:	There may be applicable constraints depending on the nature of access required.
Question 128:	Are there any access restrictions, security clearance requirements, or data classification policies that would limit vendor visibility into certain systems or environments?
Answer:	Yes. Respondents should describe their approach to working with available documentation. All documentation will be shared under appropriate confidentiality and data handling requirements.
Question 129:	Will vendors be required to sign a Non-Disclosure Agreement (NDA) or any data handling agreement before receiving access to City systems or documentation?
Answer:	Yes. Firms will be required to execute an NDA before receiving access to City systems or documentation.
Question 130:	What level of access will vendors have to cybersecurity systems, logs, and sensitive security data during the assessment?
Answer:	It is unknown at this time. Respondents should describe their approach to working with available documentation. All documentation will be shared under appropriate confidentiality and data handling requirements. To the extent relevant and responsive, see answer to Question No. 2.
Question 131:	Are there known legacy systems or end-of-life hardware that the assessment should prioritize?
Answer:	Yes. Legacy system identification and prioritization is a key objective of the assessment. The ERP modernization effort was partly driven by legacy system risk identified in the 2021 assessment.
Question 132:	Does the City have an existing application portfolio inventory or CMDB that documents system dependencies and ownership?

Answer:	Some documentation exists. Completeness varies. Respondents should describe their approach to working with available documentation and filling gaps.
Question 133:	Are any mission-critical applications currently hosted on-premises that are under consideration for cloud migration, and should the assessment include migration readiness evaluation?
Answer:	See answer to Question No. 19.
Question 134:	Does the City currently use any public cloud platforms (e.g., AWS, Azure, Google Cloud), and if so, which platforms are in use?
Answer:	See answer to Questions No. 123 and 137.
Question 135:	What are the City's biggest pain points or challenges today (e.g., legacy systems, cybersecurity risks, cost constraints)?
Answer:	See answer to Question No. 94.
Question 136:	Can you provide an architecture overview with indications for any current or planned system changes?
Answer:	The City operates a hybrid multi-cloud environment across multiple public cloud platforms. Additional platform details will be shared with respondents as appropriate. Also, see answer to Questions No. 62, 76, 96, and 134.
Question 137:	What data and cloud platforms are currently in use (e.g., AWS, Azure, GCP)?
Answer:	See answer to Questions No. 123 and 134.
Question 138:	Is the City seeking an application level inventory inclusive of custom, COTS, SaaS, and public safety systems, or a higher level portfolio view?
Answer:	The City is seeking a comprehensive application-level inventory inclusive of custom, COTS, and SaaS systems within scope. Public safety systems subject to CJIS requirements are generally excluded. Respondents should describe their approach to building or validating such an inventory.
Question 139:	To what extent should legacy and mission critical platforms (e.g., mainframe, midrange, proprietary systems) be assessed in depth versus documented at a summary level?
Answer:	See answer to Questions No. 102.
Question 140:	Are you seeking a formal cloud security review or assessments?
Answer:	A cloud security review is within scope as part of the Cybersecurity and Risk Management domain.

	Also, see answer to Question No. 120.
Question 141:	Beyond cloud, which areas would you like included in the technology/security review?
Answer:	The full scope covers all five assessment domains identified in the RFI: IT Infrastructure and Network Architecture; Application Architecture and System Resilience; Data, Cloud, and Technology Strategy; Cybersecurity and Risk Management; and Financial Sustainability and Strategic Opportunities. Please refer to Section IV.A., General Scope, items 1 through 5, of the RFI, for further detailed information regarding the scope assessment for each domain.
Question 142:	When was the last data security maturity assessment conducted?
Answer:	Details of prior security assessments would be shared if this project moves forward.
Question 143:	Do you have a Data Security Posture Management (DSPM) Tool?
Answer:	Details of current security tooling will be shared with if this project moves forward.
Question 144:	Do you have a formal data classification scheme?
Answer:	The City has data governance policies and classification standards in place. Details will be shared with respondents upon request.
Question 145:	Do you have a formal data retention schedule?
Answer:	Details on backup solutions and data retention will be shared with respondents if this project moves forward. These are within the scope for the Data, Cloud, and Technology Strategy and Cybersecurity domains. Please refer to Section IV. A. 3., Data, Cloud, and Technology Strategy, and Section IV.A.4., Cybersecurity and Risk Management, for information regarding backup solution and data retention under domains 3 and 4. Section IV.A.3. Data, Cloud, and Technology Strategy, states the following: Assessment of enterprise data management practices, including identification of data duplicity and evaluation of governance and data organization practices. This domain also includes evaluation of multi-cloud and private cloud strategies

	and their alignment with enterprise technology needs. Section IV.A.4. Cybersecurity and Risk Management, states the following: Assessment of enterprise data management practices, including identification of data duplicity and evaluation of governance and data organization practices. This domain also includes evaluation of multi-cloud and private cloud strategies and their alignment with enterprise technology needs.
Question 146:	What Microsoft cloud licenses are in use?
Answer:	This has not been determined at this time.
Question 147:	What Cloud Service Providers are used by your organization?
Answer:	The City operates a hybrid multi-cloud environment across multiple public cloud platforms. Additional platform details will be shared with respondents as appropriate. See answer to Questions No. 96, 123, 134, and 137.
Question 148:	Does "private cloud" refer to an on-premises cloud environment such as RedHat OpenShift or alternative?
Answer:	This has not been determined at this time.
Question 149:	Are there issues with duplicate, inconsistent, or fragmented data within your environment?
Answer:	The information is not available at this time. Issues are likely and we'd seek any future assessment to address those issues.
Question 150:	How is critical data backed up, and what is your data retention policy?
Answer:	Details on backup solutions and data retention will be shared with respondents. These are within scope for the Data, Cloud, and Technology Strategy and Cybersecurity domains. Please refer to Section IV.A.3., Data, Cloud, and Technology Strategy, of the RFI, for further pertinent information in this regard.
Question 151:	Where is critical data stored (e.g., on-prem vs. cloud), and how is it secured?

Answer:	Details on data residency and security will be shared if this project moves forward.
Question 152:	How do you ensure data security, including encryption at rest and in transit?
Answer:	Details on encryption practices will be shared with respondents. This is within the scope for the Cybersecurity and Risk Management domain. Please refer to Section IV.A.4., Cybersecurity and Risk Management, of the RFI, for further pertinent information in this regard.
Question 153:	What tools and processes do you use for data monitoring, analytics, and reporting?
Answer:	The City uses monitoring tools for infrastructure management. Specific tooling details will be shared with respondents. Respondents should describe how they would integrate with or supplement existing monitoring capabilities. See also answer to Question No. 119.
Question 154:	Are there any compliance, regulatory, or legal requirements impacting your data management?
Answer:	Yes. The City is subject to the Illinois state law(s), applicable federal requirements, and City ordinances governing data management, security and privacy. In addition, CJIS, HIPAA, and PII-related requirements apply to specific data categories, as applicable See also answer to Question No. 77, 11, and 163.
Question 155:	How involved would you like your team to be during the assessment process, especially in providing feedback or data?
Answer:	This has not been determined at this time.
Question 156:	Does the City use any automated IT asset management or configuration management database (CMDB) tools, and will that data be accessible to the vendor?
Answer:	Some documentation exists. Completeness varies. Respondents should describe their approach to working with available documentation and filling gaps.
Question 157:	Are there any data sovereignty, residency, or privacy requirements (e.g., related to personally identifiable information or HIPAA) that constrain cloud adoption or data management practices?
Answer:	Yes, the City is subject to and comply with applicable data sovereignty, residency, or privacy requirements and data management practices that may impact cloud adoption. These requirements

	include controls related to data storage, access, retention, processing, destruction depending on the data classification and data type.
Question 158:	What financial data and cost records will the City make available to support TCO and ROI analysis?
Answer:	This has not been determined at this time.
Question 159:	Will the City share existing IT budget data, vendor contracts, or licensing agreements to support the financial sustainability assessment?
Answer:	All City awarded contracts, payment, and budget information is available publicly on the city's website.
Question 160:	Are you seeking a formal cloud security review or assessments?
Answer:	A cloud security review is within the scope as part of the Cybersecurity and Risk Management domain. Please refer to Section IV. A. 4., Cybersecurity and Risk Management, of the RFI, for further pertinent information in this regard.
Question 161:	Beyond cloud, which areas would you like included in the technology/security review?
Answer:	The full scope covers all five assessment domains identified in the RFI: IT Infrastructure and Network Architecture; Application Architecture and System Resilience; Data, Cloud, and Technology Strategy; Cybersecurity and Risk Management; and Financial Sustainability and Strategic Opportunities. Please refer to Section IV.A., General Scope, items 1 through 5, for further detailed information regarding the assessment scope under each domain.
Question 162:	Is the City seeking benchmarking of cybersecurity posture against recognized public sector or regulatory baselines?
Answer:	Yes. Cybersecurity benchmarking against recognized standards is within the scope for the Cybersecurity and Risk Management domain. Respondents should describe the baselines and frameworks they recommend for a large municipal environment. Also, see answer to Questions No. 120 and 140.
Question 163:	Identification of Technology Gaps, Risks, and Constraints Domain Clarification Question Security, Risk & Compliance Are there specific

	regulatory or compliance regimes (e.g., CJIS, HIPAA, PCI) that should be explicitly evaluated across the enterprise?
Answer:	The City is subject to multiple regulatory regimes depending on the data type and department. CJIS-governed systems are generally out of scope. HIPAA and PCI applicability has not been determined at this time. Respondents should describe their approach to compliance evaluation in a multi-regulatory municipal environment. See also answer to Question No. 154.
Question 164:	Should workforce capacity, skill gaps, and operating model risks be assessed?
Answer:	This has not been determined at this time.
Question 165:	When was the last time you had a security posture assessment performed by a third-party assessor?
Answer:	See answer to Question No. 142.
Question 166:	Would you like the security posture assessment to be conducted onsite or remotely?
Answer:	This has not been determined at this time.
Question 167:	How many employees, contractors, and third-party workers have full-time information security responsibilities in your organization?
Answer:	This has not been determined at this time.
Question 168:	A typical security posture assessment includes approximately 15-25 stakeholder meetings with 2-3 stakeholders per session. Is this a close estimate of the number of discussions needed to discuss your organization's security practices?
Answer:	We have not yet defined any stakeholder groups. Respondents should describe their typical stakeholder approach for a large municipal environment. See also answer to Question No. 42.
Question 169:	A documentation review is performed before meeting with stakeholders. Approximately how many policies, standards, and procedures are in practice to support your information security program?
Answer:	The City's Information Security and Technology Policy (ISTP) is available online at chicago.gov/securitypolicy .
Question 170:	Does the organization have an adopted risk assessment methodology (e.g., NIST 800-30, ISO 31000, FAIR, etc.)?
Answer:	The City has risk assessment processes in place. Respondents should describe their approach to

	aligning with or evaluating an existing risk assessment methodology.
Question 171:	If the organization is looking for a cybersecurity risk assessment based on specific threats and/or scenarios, how many scenarios or loss events and how many assets do you want to take through cyber risk analysis and qualification or quantification?
Answer:	This has not been determined at this time.
Question 172:	Does the organization utilize or require a qualitative risk assessment or a quantitative risk assessment?
Answer:	This has not been determined at this time.
Question 173:	Does the organization have a defined qualitative risk matrix?
Answer:	This has not been determined at this time.
Question 174:	If so, what is the matrix (e.g., 3x3: Low, Medium, High) 56 4 If using qualitative, non-numerical inherent and residual risk ratings, what scale does the company use (e.g., Low, Medium, High, Critical)?
Answer:	This has not been determined at this time.
Question 175:	Does the organization utilize or require any quantitative (financial) risk modeling?
Answer:	This has not been determined at this time.
Question 176:	Does the organization have a GRC tool in place that the vendor can or is required to use in the risk analysis and maturity assessment?
Answer:	This has not been determined at this time.
Question 177:	Does the organization have a Cyber Risk Quantification (CRQ) tool (e.g., SAFE Security) in use that we would leverage for CRQ or do you want us to leverage our own tool for running simulations of quantified cyber risk?
Answer:	This has not been determined at this time.
Question 178:	Does the organization subscribe to any industry or company-related threat intelligence feeds that serve to identify relevant global, industry threats and cybersecurity events?
Answer:	This has not been determined at this time.
Question 179:	Does the organization have established risk committees and/or working groups?
Answer:	Yes. DTI has governance structures including the Technology Strategy Group.
Question 180:	Can you provide details on your current CJIS compliance status (e.g., certifications, audits, or standards already in place)?
Answer:	See answer to Questions No. 70, 77, 78, 111, and 112.

Question 181:	What are your primary goals for this assessment (e.g., cost savings, modernization, improved security, etc.)?
Answer:	The City's primary goals are to: (1) evaluate the current state of the enterprise technology environment across the five assessment domains; (2) identify gaps, risks, and modernization opportunities not previously addressed; (3) inform future technology planning; and (4) identify opportunities for cost savings, revenue generation, and increased M/WBE participation.
Question 182:	Are there specific outcomes you expect from this assessment (e.g., roadmap for modernization, cybersecurity risk report)?
Answer:	The City expects actionable findings across all five domains, a clear prioritization of modernization opportunities, and identification of cost savings and cybersecurity risks.
Question 183:	Are there any known compliance mandates or regulatory requirements (e.g., state or federal) that the assessment must account for?
Answer:	Yes. The assessment must account for applicable Illinois state law, relevant federal regulations, and City ordinances, including but not limited to HIPAA, Health Information Technology for Economic and Clinical Health (HITECH) Act, PCI-DSS, the Freedom of Information Act (FOIA), the Illinois State Local Records Act (LRA) and the Illinois State Breach Disclosure Laws and CJIS, AWWA, NIST 800-53 where applicable
Question 184:	Has the City experienced any significant cybersecurity incidents or breaches in recent years that the assessment should factor into its risk evaluation?
Answer:	This information will be shared with respondents under appropriate confidentiality protections as context for the cybersecurity risk assessment.
Question 185:	Are there specific cybersecurity assessment boundaries?
Answer:	Penetration testing and active or intrusive scanning are not in scope for this assessment. The assessment is intended to be a current-state evaluation, not an active security test.
Question 186:	Are there specific formats or templates the city requires for deliverables, such as architecture diagrams or risk matrices?
Answer:	This has not been determined at this time. Respondents should describe the formats and templates they would typically use for deliverables

	of this type of assessment.
Question 187:	Should recommendations address future state operating models, service management structures, and sourcing strategies?
Answer:	This has not been determined at this time.
Question 188:	Should operational processes (incident, change, asset, capacity management) be evaluated as part of the current state environment?
Answer:	Yes. Operational process evaluation is within the scope for this assessment. In responses to this RFI, Respondents may recommend including operational processes as part of an assessment scope.
Question 189:	Are you looking for follow up support to implement suggested changes or just the assessment?
Answer:	This RFI is focused on the assessment phase.
Question 190:	Knowing this can change our approach. Are there any existing monitoring tools in your current environment, like SolarWinds or Dynatrace, that provide resource utilization metrics?
Answer:	The City uses monitoring tools for infrastructure management. Specific tooling details will be shared with respondents. Respondents should describe how they would integrate with or supplement existing monitoring capabilities. See also answer to Question No. 63, 119, and 153.
Question 191:	How is capacity managed (CPU, memory, storage utilization tracking)?
Answer:	Details on capacity management practices will be shared if this project moves forward.
Question 192:	What is your timeline for completing the assessment and implementing any recommended changes?
Answer:	The City expected responses to this RFI by April 29, 2026. This date, however, per Addendum No.3 is extended to June 29, 2026. This RFI does not result in a contract or award.
Question 193:	Should operational processes (incident, change, asset, capacity management) be evaluated as part of the current state environment?
Answer:	The scope of this RFI is for respondents to propose their approach to assessments. Respondents may suggest if operational processes should be included in an assessment.
Question 194:	Should modernization recommendations include cost forecasting, TCO, and ROI estimates?

Answer:	Yes. Cost forecasting, TCO evaluation, and ROI analysis are explicitly included in the Financial Sustainability and Strategic Opportunities domain. Please refer to Section IV.A.5., Financial Sustainability and Strategic Opportunities, for detailed information regarding scope assessment for this domain. Also, see answer to Question No. 103.
Question 195:	What level of financial analysis is expected as part of the assessment deliverables, like high-level cost estimates, detailed TCO models, and multi-year investment roadmaps?
Answer:	This has not been determined at this time.
Question 196:	Do you have specific ROI metrics or financial goals you want to achieve through this assessment or any future modernization?
Answer:	The City is seeking to identify opportunities for cost savings and operational efficiencies.
Question 197:	Are you open to exploring new strategies for technology-driven revenue generation or cost-saving opportunities?
Answer:	Yes. Identifying strategies for new revenue generation and cost savings is explicitly included in the Financial Sustainability and Strategic Opportunities domain. Also, see answer to Questions No. 103, and 194.
Question 198:	Are there any budgetary constraints we need to keep in mind while performing the assessment or recommending solutions?
Answer:	City budget information is available publicly on the city's website. Respondents should describe their approach to cost-conscious assessment and recommendation development.
Question 199:	Is there a budget range or funding allocation established for the technology assessment engagement?
Answer:	This has not been determined at this time.
Question 200:	Does the City have a target or benchmark in mind for cost reduction or efficiency gains that the assessment should be oriented toward?
Answer:	City budget information is available publicly on the city's website. Respondents should describe their approach to cost-conscious assessment and recommendation development.
Question 201:	Are vendors expected to submit any pricing or cost proposals as part of this RFI response, or is pricing strictly deferred to a subsequent solicitation?

Answer:	See answer to Question No. 24.
Question 202:	What level of access will vendors have to department stakeholders, and will the City facilitate cross-department coordination?
Answer:	This has not been determined at this time.
Question 203:	Who are the primary stakeholders involved in this assessment (e.g., department heads, IT leaders)?
Answer:	Primary stakeholders include DTI leadership, departmental IT staff, and relevant City leadership.
Question 204:	Is there a preferred engagement model, i.e., does the city expect a dedicated on-site team, periodic check-ins, or a fully remote delivery model?
Answer:	This has not been determined at this time.
Question 205:	Does the City expect the vendor to present findings to City leadership or elected officials, and if so, what level of executive communication should vendors plan for?
Answer:	This has not been determined at this time.
Question 206:	Will the City consider responses from teaming arrangements or joint ventures, and if so, who must serve as the prime respondent?
Answer:	Yes, teaming arrangements and joint ventures are permitted. The prime respondent must be clearly identified in the submission and will be the party of record for all City communications.
Question 207:	Can we request a two-week extension for the RFI submission deadline?
Answer:	Per Addendum No.3, the submission deadline is extended to June 29, 2026, at 3:00 P.M. Central Time. See also answer to Question No. 192.
Question 208:	Will vendors be expected to identify opportunities for operational efficiencies or new revenue generation enabled by technology?
Answer:	Yes. Identifying operational efficiencies and revenue generation opportunities is within the scope of the Financial Sustainability and Strategic Opportunities domain.
Question 209:	Can the City share whether it anticipates issuing a subsequent RFP for implementation services following the assessment, and if so, whether the same vendor may participate in both phases?
Answer:	This has not been determined at this time.
Question 210:	Is the City considering a single-vendor engagement or a multi-vendor (task-order-based) contract structure for future phases?
Answer:	This has not been determined at this time.

Question 211:	Does the City maintain an existing enterprise architecture repository, CMDB, or prior assessment artifacts that will be made available to the selected vendor?
Answer:	Yes. The 2021 IT strategic assessment is publicly available on the city's website. Additional strategy execution documentation is also publicly available.
Question 212:	Have any department-level or domain-specific technology assessments been conducted in the past 3–5 years that can be leveraged?
Answer:	Yes. The 2021 IT strategic assessment is publicly available on the city's website. Additional strategy execution documentation is also publicly available.
Question 213:	Does the City expect the assessment to cover all departments uniformly, or should respondents propose a phased / prioritized approach?
Answer:	Respondents may propose either a uniform or phased approach and should justify their recommendation based on the City's context and the complexity of the work.
Question 214:	Is the City open to leveraging automated assessment tools, AI-driven analytics, or accelerators to improve the speed and accuracy of the assessment?
Answer:	Yes. The City is open to the use of automated tools and accelerators. Respondents should describe any such tools or approaches as part of their methodology.
Question 215:	The RFI indicates "Respondents must also submit the completed Attachment A Form, "Agreement on Terms of Discussion." Can the City please provide Attachment A?
Answer:	Attachment A is included in the RFI document package available through the iSupplier eProcurement portal. Respondents should download the full RFI package from cityofchicago.org/eProcurement to obtain Attachment A.
Question 216:	What technologies are in use for the enterprise vulnerability management program?
Answer:	Details of the City's vulnerability management program will be made available to respondents if this project moves forward. Respondents should describe their approach to assessing an existing vulnerability management program, including coverage of infrastructure, applications, and endpoints.
Question 217:	Are you looking for tool optimization or just program and processes?

Answer:	Details of the City's vulnerability management program will be made available to respondents. Respondents should describe their approach to assessing an existing vulnerability management program, including coverage of infrastructure, applications, and endpoints. Also, see answer to Question No. 216.
Question 218:	If yes to tools, which tools?
Answer:	This information is not available at this time. Respondents, however, should describe their approach to assessing an existing vulnerability management program, including coverage of infrastructure, applications, and endpoints.
Question 219:	Is the expectation to assess documented disaster recovery capabilities only, or to also validate operational readiness through evidence review, technical walkthroughs, or testing observations?
Answer:	See answer to Question No. 66.
Question 220:	If so, is this documentation maintained manually or through automated tools?
Answer:	This has not been determined at this time.
Question 221:	Are you utilizing a MDM/MAM for device endpoints and, if so, what solutions are in use for this management?
Answer:	This has not been determined at this time.
Question 222:	How many employees are in your company?
Answer:	The City of Chicago employs approximately 35,000 people across all departments. The number of personnel within scope of this assessment will be determined based on the departments included.
Question 223:	Will GPS need to meet with any key partners, such as MSSPs?
Answer:	This has not been determined at this time.
Question 224:	If so, how many?
Answer:	See answer to Question No. 223.
Question 225:	Would you like to share anything else related to this engagement?
Answer:	The City is committed to a productive and collaborative working relationship. Respondents are encouraged to bring their full expertise in large-scale municipal IT assessments to this effort. The City looks forward to reviewing responses and identifying opportunities to strengthen its technology environment in service of Chicago residents.
Question 226:	Will there be a need for onsite engineers or subject matter experts during the assessment?

Answer:	This has not been determined at this time. The City is open to on-site, remote, or hybrid delivery models. Respondents should describe their approach.
Question 227:	Do you have existing internal engineers or IT staff who will be working closely with us on this assessment, or do we need to bring in additional technical resources onsite?
Answer:	DTI staff participation details will be addressed through the RFI response process.
Question 228:	What tools are used for monitoring (performance, uptime, alerts)?
Answer:	See answer to Questions No. 63, 119, 153, and 190.
Question 229:	What is your patching and vulnerability management process?
Answer:	Details of the City's vulnerability management program will be made available to respondents. Respondents should describe their approach to assessing an existing vulnerability management program, including coverage of infrastructure, applications, and endpoints. Also, see answer to Question No. 8.
Question 230:	What are your backup solutions and frequency?
Answer:	Details on backup solutions and data retention will be shared with respondents. These are within scope for the Data, Cloud, and Technology Strategy and Cybersecurity domains. Also, see answer to Question No. 150.
Question 231:	Are there any known performance or availability issues?
Answer:	Identifying performance and availability issues is a primary objective of this assessment. Additional details will be discussed during the assessment process.
Question 232:	If so, which ones?
Answer:	This has not been determined at this time.
Question 233:	Are there any key areas of the technology environment that you feel need immediate attention or improvement?
Answer:	Identifying performance and availability issues is a primary objective of this assessment; respondents may recommend approach(es) for identifying priority areas. Additional details will be discussed during an assessment process, if the project progresses further.
Question 234:	How do you prefer to receive updates and communicate progress during this assessment?

Answer:	This has not been determined at this time.
Question 235:	Are there any key individuals or departments that should be directly engaged in the assessment process?
Answer:	Primary stakeholders include DTI leadership, departmental IT staff, and relevant City leadership.
Question 236:	Vendor Collaboration & Expectations 1. Have you worked with external technology firms for assessments in the past?
Answer:	Yes. The City has engaged external firms for technology assessments, including the 2021 assessment.
Question 237:	If so, what worked well, and what could be improved?
Answer:	The 2021 IT assessment is publicly available online.
Question 238:	What would success look like for you at the end of this assessment?
Answer:	The City's primary goals are to: (1) evaluate the current state of the enterprise technology environment across the five assessment domains; (2) identify gaps, risks, and modernization opportunities not previously addressed; (3) inform future technology planning; and (4) identify opportunities for cost savings, revenue generation, and increased M/WBE participation. Also, see answer to Question No. 181.
Question 239:	Will the assessment be conducted on-site, remotely, or through a hybrid approach?
Answer:	This has not been determined at this time. The City is open to on-site, remote, or hybrid delivery models. Respondents should describe their approach.
Question 240:	How does the city define "enterprise technology environment"?
Answer:	For purposes of this RFI, enterprise technology environment refers to the IT infrastructure, systems, applications, data platforms, cloud services, cybersecurity capabilities, and governance structures that support the City of Chicago's internal operations and service delivery across departments served by DTI.
Question 241:	How many physical locations or facilities will the vendor need to visit or assess as part of the engagement?
Answer:	This information is not available at this time.
Question 242:	Will vendors have direct access to City IT personnel and subject matter experts during the assessment engagement?

Answer:	This has not been determined at this time.
Question 243:	Has the City conducted any prior technology assessments, audits, or IT reviews, and if so, will those findings be made available to respondents?
Answer:	Yes. The 2021 IT Assessment is publicly available on the city's website.
Question 244:	What is the current state of the City's disaster recovery program?
Answer:	See answer to Questions No. 66, 219, and 247.
Question 245:	Are formal RTOs and RPOs already defined, or does the assessment need to establish them from scratch?
Answer:	This information is not available at this time. Respondents, however, may provide recommendations on approaches to incorporate this topic area into future assessments, if desired.
Question 246:	Does the City currently have a formal vulnerability management or patch management program in place, and will its findings be accessible to the vendor?
Answer:	Details of the City's vulnerability management program will be made available to respondents. Respondents should describe their approach to assessing an existing vulnerability management program, including coverage of infrastructure, applications, and endpoints. See also answer to Questions No. 8 and 216.
Question 247:	Has the City formally tested its disaster recovery or business continuity plans, and will those test results be available to the vendor?
Answer:	See answer to Questions No. 66, 219, and 244.
Question 248:	Is there a minimum M/WBE participation percentage requirement anticipated for the follow-on engagement?
Answer:	See answer to Questions No. 4, 7, and 23.
Question 249:	Does the City maintain a registry or list of pre-qualified M/WBE firms that vendors are expected or encouraged to engage as subcontractors?
Answer:	The City's Department of Procurement Services maintains resources related to M/WBE certification and participation.
Question 250:	Does the City expect a phased delivery of assessment findings by domain, or a single comprehensive final report?
Answer:	This has not been determined at this time.

Question 251:	Will interim status reports or progress updates be required during the assessment engagement, and if so, at what cadence?
Answer:	This has not been determined at this time.
Question 252:	What is the expected page limit or level of detail for the RFI response, and are there formatting restrictions beyond the word-searchable PDF requirement?
Answer:	There is no page limit for RFI responses. The response must be submitted as a single word-searchable PDF file via iSupplier. Respondents should structure their response according to the assessment domains described in Section IV, Scope of Requested Information, and Section V. Submittal Requirements, of the RFI. Section V. Submittal Requirements, A. Format, states the following: The Response shall be submitted as an electronic response. The electronic response shall be one file that is a word-searchable pdf file. Please refer to Section IV.B, Required Content of Response, and C. Executive Summary, for further information regarding submittal requirements.
Question 253:	Will responses to this RFI directly inform the evaluation criteria or scoring weights used in the subsequent RFP/RFQ?
Answer:	This RFI does not commit the City to any subsequent procurement.
Question 254:	Does the City anticipate awarding a single contract or multiple contracts across the assessment domains?
Answer:	This has not been determined at this time.
Question 255:	How many vendors does the city anticipate inviting to respond to the subsequent RFP based on this RFI process?
Answer:	This has not been determined at this time.
Question 256:	Will shortlisted vendors be invited to present or demonstrate their methodology before the follow-on RFP is issued?
Answer:	There are no presentations scheduled as part of the RFI. If this project progresses further, however, the City reserves the right to request presentations or demonstrations per Section VI.D., Technology Demonstration, of the RFI.

Question 257:	What is the anticipated procurement timeline from RFI close to RFP issuance and eventual contract award?
Answer:	This RFI does not commit the City to any subsequent procurement. The City will communicate through the eProcurement system as appropriate.
Question 258:	Is there a maximum response length or file size limit for the electronic submission through iSupplier?
Answer:	There is no stated page limit. Respondents should ensure their single PDF file can be uploaded to iSupplier. Combining multiple attachments into one PDF is strongly encouraged. See also answer to Question No. 252.
Question 259:	Could you please confirm whether any materials or summaries from the pre-submittal conference (e.g., presentation, Q&A, or recording) will be made available through the eProcurement portal?
Answer:	Yes. Written responses to questions received at or prior to the April 8, 2026 pre-submittal conference will be issued as an addendum through the eProcurement system. The pre-submittal conference presentation is available to registered respondents. Recording of the conference was not permitted.

**ALL REVISIONS INSCRIBED HEREIN WILL BE INCORPORATED INTO THE BID
SPECIFICATION PER ADDENDUM NO. 4**

END OF ADDENDUM NO. 4

**CITY OF CHICAGO
DEPARTMENT OF PROCUREMENT SERVICES**

**SHARLA D. ROBERTS
CHIEF PROCUREMENT OFFICER**

CITY OF CHICAGO - DEPARTMENT OF PROCUREMENT SERVICES
ADDENDUM NO. 3
FOR
REQUEST FOR INFORMATION ENTERPRISE TECHNOLOGY ASSESSMENT AND
MODERNIZATION PLANNING

SPECIFICATION NO. 1346670 – RFQ NO. 65239,3

Required for use by:
CITY OF CHICAGO
Department of TECHNOLOGY AND INNOVATION (DTI)



This Addendum is distributed by:

CITY OF CHICAGO
Department of Procurement Services

The information contained in this Addendum No.3 is incorporated by reference into the original Request for Information (RFI) issued on April 8, 2026

BRANDON JOHNSON
MAYOR

SHARLA D. ROBERTS
CHIEF PROCUREMENT OFFICER

ADDENDUM NO. 3

**FOR
REQUEST FOR INFORMATION ENTERPRISE TECHNOLOGY ASSESSMENT AND
MODERNIZATION PLANNING
SPECIFICATION NO. 1346670 RFQ 65239.3**

For which responses are due to be submitted on iSupplier at 3:00 p.m., on **June 8, 2026**.

The following additions, changes and revisions are incorporated into the above-referenced Request for Information as noted.

The City's answers to submitted questions will be forthcoming in a future Addendum.

SECTION 1. NOTICE OF REVISIONS/CHANGES/CLARIFICATIONS

REVISION	DESCRIPTIONS
1.	The response due date for this Request for Information is hereby extended from June 8, 2026 to June 29, 2026 at 3:00 p.m.

**ALL REVISIONS INSCRIBED HEREIN WILL BE INCORPORATED INTO THE REQUEST
FOR INFORMATION PER ADDENDUM NO. 3**

END OF ADDENDUM NO.3

**CITY OF CHICAGO
DEPARTMENT OF PROCUREMENT SERVICES**

**SHARLA D. ROBERTS
CHIEF PROCUREMENT OFFICER**

CITY OF CHICAGO - DEPARTMENT OF PROCUREMENT SERVICES
ADDENDUM NO. 2
FOR
REQUEST FOR INFORMATION ENTERPRISE TECHNOLOGY ASSESSMENT AND
MODERNIZATION PLANNING

SPECIFICATION NO. 1346670 – RFQ NO. 65239,2

Required for use by:
CITY OF CHICAGO
Department of **TECHNOLOGY AND INNOVATION (DTI)**



This Addendum is distributed by:

CITY OF CHICAGO
Department of Procurement Services

The information contained in this Addendum No.2 is incorporated by reference into the original
Request for Information (RFI) issued on April 8, 2026

BRANDON JOHNSON
MAYOR

SHARLA D. ROBERTS
CHIEF PROCUREMENT OFFICER

ADDENDUM NO. 2

**FOR
REQUEST FOR INFORMATION ENTERPRISE TECHNOLOGY ASSESSMENT AND
MODERNIZATION PLANNING
SPECIFICATION NO. 1346670 RFQ 65239.2**

For which responses are due to be submitted on iSupplier at 3:00 p.m., on **June 8, 2026**.

The following additions, changes and revisions are incorporated into the above-referenced Request for Information as noted.

SECTION 1. NOTICE OF REVISIONS/CHANGES/CLARIFICATIONS

REVISION	DESCRIPTIONS
1.	The response due date for this Request for Information is hereby extended from May 13, 2026 to June 8, 2026 at 3:00 p.m.

**ALL REVISIONS INSCRIBED HEREIN WILL BE INCORPORATED INTO THE REQUEST
FOR INFORMATION PER ADDENDUM NO. 2**

END OF ADDENDUM NO.2

**CITY OF CHICAGO
DEPARTMENT OF PROCUREMENT SERVICES**

**SHARLA D. ROBERTS
CHIEF PROCUREMENT OFFICER**

CITY OF CHICAGO - DEPARTMENT OF PROCUREMENT SERVICES
ADDENDUM NO. 1
FOR
REQUEST FOR INFORMATION ENTERPRISE TECHNOLOGY ASSESSMENT AND
MODERNIZATION PLANNING

SPECIFICATION NO. 1346670 – RFQ NO. 65239,1

Required for use by:
CITY OF CHICAGO
Department of **TECHNOLOGY AND INNOVATION (DTI)**



This Addendum is distributed by:

CITY OF CHICAGO
Department of Procurement Services

The information contained in this Addendum No.1 is incorporated by reference into the original
Request for Information (RFI) issued on April 8, 2026

BRANDON JOHNSON
MAYOR

SHARLA D. ROBERTS
CHIEF PROCUREMENT OFFICER

ADDENDUM NO. 1

**FOR
REQUEST FOR INFORMATION ENTERPRISE TECHNOLOGY ASSESSMENT AND
MODERNIZATION PLANNING
SPECIFICATION NO. 1346670 RFQ 65239.1**

For which responses are due to be submitted on iSupplier at 3:00 p.m., on **May 13, 2026**.

The following additions, changes and revisions are incorporated into the above-referenced Request for Information as noted.

SECTION 1. NOTICE OF REVISIONS/CHANGES/CLARIFICATIONS

REVISION	DESCRIPTIONS
1.	The response due date for this Request for Information is hereby extended from April 29, 2026 to May 13, 2026 at 3:00 p.m.

**ALL REVISIONS INSCRIBED HEREIN WILL BE INCORPORATED INTO THE REQUEST
FOR INFORMATION PER ADDENDUM NO. 1**

END OF ADDENDUM NO.1

**CITY OF CHICAGO
DEPARTMENT OF PROCUREMENT SERVICES**

**SHARLA D. ROBERTS
CHIEF PROCUREMENT OFFICER**

REQUEST FOR INFORMATION (RFI)

SPECIFICATION NO. #1346670, RX #720962

ENTERPRISE TECHNOLOGY ASSESSMENT AND MODERNIZATION PLANNING

Required for use by:

**CITY OF CHICAGO
DEPARTMENT OF TECHNOLOGY AND INNOVATION**



Issued by:

**CITY OF CHICAGO
Department of Procurement Services**

**ELECTRONIC RESPONSE INCLUDING ANY COMPANY LITERATURE OR DATA MUST BE
SUBMITTED**

All responses shall be submitted to:

Sharla D. Roberts, Chief Procurement Officer
Attention: Michael Richy
Department of Procurement Services

<http://www.cityofchicago.org/eProcurement>

Responses must be received no later than **3:00 PM, Central Time, on April 29, 2026**. The responses must be submitted electronically through the City's iSupplier eProcurement system for the project, **Enterprise Technology Assessment and Modernization Planning**, Specification No. **1346670**.

**BRANDON JOHNSON
MAYOR**

**SHARLA D. ROBERTS
CHIEF PROCUREMENT OFFICER**

Michael Richy, Assistant Procurement Officer, 312-744-0116

REQUEST FOR INFORMATION

SUBJECT: Department of Technology and Innovation, Enterprise Technology Assessment and Modernization Planning

INQUIRIES: All inquiries or questions must be directed to Michael Richy, Assistant Procurement Officer, at the City of Chicago Department of Procurement Services, (312) 744-0116, by eProcurement online discussion or by email at michael.richy@cityofchicago.org.

Questions must be received no later than **4:00 PM, Central Time on April 15, 2026**.

ADDENDA/CLARIFICATIONS: If a determination is made that a clarification or change to the RFI document is required, a written addendum or clarification will be issued through the eProcurement system by the Department of Procurement Services to all RFI document holders. Respondents are responsible for obtaining all RFI materials.

PRE-SUBMITTAL CONFERENCE

The Pre-Submittal Conference will be conducted in person and via Conference Call. Attendance at the Pre-Submittal Conference is not required, but is strongly encouraged. All interested Attendees must register in advance of the Pre-Submittal Conference. Same day registration is not allowed. Pre-Registration must be arranged in advance of the scheduled April 8, 2026 10:00 am CST Pre-Submittal Conference. Registered Attendees will receive e-mail confirmation with meeting details.

Attendees must send an e-mail to Michael Richy at michael.richy@cityofchicago.org. The e-mail Subject line must read: RFI for Technology Assessment and Modernization Planning, Specification No. 1346670.

The City will answer questions and clarify the terms of the RFI at the Pre-Submittal Conference. The City may respond both to questions posed on the day of the conference and to questions sent via online discussion in iSupplier prior to 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 issued by the Department of Procurement Services.

Deadline and Procedures for Submitting Responses

Responses must be received by the City of Chicago **no later than 3:00 p.m. Central Time on April 29, 2026**.

Responses must be submitted to the following address:

<http://www.cityofchicago.org/eProcurement>

Proposals must be submitted electronically to the Department of Procurement Services no later than April 29, 2026. Respondents must submit all required information by scanning and uploading as attachment(s) to the electronic RFP submission in iSupplier.

"iSupplier" refers to the City's eProcurement computer system for electronic bidding and providing Contractors with access to contract, ordering and payment information for their City contracts.

iSupplier vendor portal registration is required. Allow three (3) business days to complete registration.

Submit your response including any company literature or data. Submittals shall be labeled: **"Enterprise Technology Assessment and Modernization Planning** Specification No. #1346670. Please return this sheet with completed information below as a part of your submittal documents.

Responding to this RFI is not a pre-requisite for responding to any subsequent solicitations relating to this project.

Response submitted by:

Company Name

Authorized Officer Signature

Address

Title

City/State/Zip Code

Telephone Number

Date

E-mail Address

I. GENERAL INVITATION

The City of Chicago issues this Request for Information (“RFI”) to invite qualified firms with demonstrated experience in conducting enterprise technology assessments for municipalities or other public sector entities, including expertise in information technology infrastructure evaluation and strategic IT advisory services, to provide information, insights, and best practices to support the City in conducting a comprehensive assessment of its technology environment. The assessment will examine the City’s technology infrastructure, systems, and operational environment across multiple City departments to help inform future technology planning and modernization efforts

Information obtained through this RFI may inform the City’s consideration of a potential other procurement solicitation related to technology assessment and modernization planning services.

This is not an invitation for bids or request for proposals; therefore, no standard City terms and conditions or contractual language is contained herein, nor is it required in your response. No vendor will be selected for contract negotiations, and no contract award will result from this solicitation. The City reserves the right to request clarification or additional information from any Respondent at any time during this RFI process.

II. OBJECTIVES OF RFI

The objective of this RFI is to gather industry expertise on effective approaches for conducting a comprehensive evaluation of the City’s enterprise technology environment to assess current systems and infrastructure, evaluate alignment with industry standards and best practices, and identify gaps, risks, and recommendations needed to support future technology modernization and strategic planning.

The City of Chicago (“City”) requests responses in the format described below in Section V.

III. INTERNET ACCESS TO THIS RFI

All Respondents are responsible for retrieving all RFI materials from eProcurement. The City accepts no responsibility for the timely receipt of materials or for alerting Respondents on posting to the DPS website information related to this RFI in eProcurement.

Respondent must read Appendix I eProcurement for more details regarding electronic access to RFI abstract and documents to be submitted electronically and uploaded as attachments to your proposed submission.

IV. SCOPE OF REQUESTED INFORMATION

A. GENERAL SCOPE

The City of Chicago seeks information from qualified firms regarding their experience, capabilities, and methodologies for conducting comprehensive enterprise technology assessments within large and complex municipal environments. The City is particularly interested in vendor approaches for evaluating the current state of enterprise technology environments, benchmarking systems and infrastructure against industry standards and best practices, and identifying gaps, risks, and opportunities to support future modernization and strategic technology planning.

The City’s enterprise technology environment supports multiple departments responsible for delivering critical municipal services. As such, the City is interested in understanding how vendors conduct technology assessments across large, complex, and multi-department IT environments.

Assessment Framework and Approach

Respondents should describe the frameworks, methodologies, and analytical approaches used to conduct enterprise technology assessments within large municipal environments. This includes

approaches for performing a current-state evaluation of technology infrastructure and systems, benchmarking environments against industry standards and best practices, identifying operational and cybersecurity risks, and developing prioritized recommendations to support future modernization and strategic technology planning.

For purposes of this RFI, the City has organized the assessment scope into the following key domains:

1. **IT Infrastructure and Network Architecture** – evaluation of network topology assessment and software and hardware infrastructure assessment of enterprise technology environments. This includes evaluating system architecture, infrastructure configuration, and resource utilization including CPU, memory, network, and storage.
2. **Application Architecture and System Resilience** - Assessment of application architecture and application tiering, including evaluation of system dependencies and application criticality. This domain includes review of disaster recovery capabilities and operational resilience, including Recovery Time Objectives (“RTO”) and Recovery Point Objectives (“RPO”).
3. **Data, Cloud, and Technology Strategy** - Assessment of enterprise data management practices, including identification of data duplicity and evaluation of governance and data organization practices. This domain also includes evaluation of multi-cloud and private cloud strategies and their alignment with enterprise technology needs.
4. **Cybersecurity and Risk Management** – Assessment of cybersecurity risks across enterprise infrastructure, applications, and data environments, including identification of vulnerabilities and evaluation of overall security posture
5. **Financial Sustainability and Strategic Opportunities** – Assessment of technology-related financial performance and strategic opportunities, including cost forecasting, ongoing application costs, total cost of ownership (TCO), and return on investment (ROI). This domain also includes identification of strategies for new revenue generation and opportunities to increase participation of Minority-Owned and Women-Owned Business Enterprises (M/WBEs) in technology initiatives.

B. RFI Questions

In addition to addressing the scope above, please also provide responses and information on the following:

Vendor Qualifications and Experience

- Describe your firm’s experience conducting enterprise technology assessments for municipalities or other public sector organizations, including the size and complexity of the environments assessed.
- Provide examples of comparable engagements completed within the past five (5) years, including the scope of the technology assessment, the organization served, and the outcomes delivered.
- Describe your firm’s experience evaluating enterprise IT environments that support multiple departments or operational units, particularly in large municipal or governmental organizations.
- Identify the qualifications and expertise of personnel who would typically perform a

comprehensive technological assessment of this nature.

Assessment Framework and Methodology

- Describe your firm's overall framework and methodology for conducting a comprehensive enterprise technology assessment within a large municipal or public sector environment.
- Explain how your firm performs a current-state assessment of an organization's technology environment, including infrastructure, systems, and operational practices.
- Describe how your firm benchmarks enterprise technology environments against industry standards and best practices.
- Explain how your firm identifies technology gaps, operational risks, and modernization opportunities when conducting enterprise assessments

IT Infrastructure and Network Architecture

- Describe your approach to conducting a network topology assessment within large enterprise technology environments.
- Explain how your firm evaluates software and hardware infrastructure, including servers, networking equipment, and supporting systems.
- Describe the tools and methodologies used to assess resource utilization including CPU, memory, network performance, and storage capacity.
- Describe your approach to evaluating enterprise storage environments, including storage architecture, utilization, backup strategies, and opportunities for optimization.
- Describe your approach to evaluating an organization's data center footprint, including identifying opportunities for modernization, consolidation, or infrastructure optimization

Application Architecture and System Resilience

- Describe your methodology for assessing application architecture and application tiering, including identification of mission-critical systems and system dependencies.
- Explain how your firm evaluates disaster recovery capabilities, including RTO and RPO.

Data, Cloud, and Technology Strategy

- Describe your approach to identifying data duplicity and evaluating enterprise data management practices.
- Explain how your firm evaluates multi-cloud and private cloud strategies within complex enterprise environments.

Cybersecurity and Risk Management

- Describe your methodology for assessing cybersecurity risks across enterprise infrastructure, applications, and data environments.
- Identify the frameworks, standards, or tools used to evaluate an organization's cybersecurity posture and risk exposure.

Financial Sustainability and Strategic Opportunities

- Describe how your firm conducts technology cost forecasting, including evaluation of ongoing application costs, total cost of ownership (“TCO”), and return on investment (“ROI”).
- Explain how your firm identifies operational efficiencies or strategies for new revenue generation through technology initiatives.

Assessment Deliverables

- Describe the typical deliverables produced during a comprehensive technology assessment, including reports, architecture diagrams, risk assessments, and strategic modernization roadmaps.

Inclusion and Participation

- Describe how your firm incorporates Minority-Owned and Women-Owned Business Enterprises (M/WBEs) when performing technology assessment engagements.

V. SUBMITTAL REQUIREMENTS

A. Format

The Response shall be submitted as an electronic response. The electronic response shall be one file that is a word-searchable pdf file.

B. Required Content of Response

The cover sheet of the RFI package should be signed by an authorized vendor representative and submitted with the response. Please provide the name and telephone number for the appropriate contact person for this solicitation. Respondents must also submit the completed Attachment A form, “Agreement on Terms of Discussion”.

Respondents are required to structure their responses according to the assessment domains described above. Responses should include responses to all the RFI questions listed above.

C. Executive Summary

Respondents must provide an executive summary which explains its understanding of the City’s intent and objectives and how their response would achieve those objectives. The summary is to include the Respondent’s proposed product/solution for Enterprise Technology Assessment and Modernization Planning.

VI. GENERAL TERMS FOR RFI

A. Disclaimer

Responses to this RFI become the exclusive property of the City. All documents submitted in response to this RFI may be regarded as public records and may be subject to disclosure. This RFI is issued solely for information and planning purposes and does not constitute a solicitation. No material submitted in response to this RFI will be returned. Respondents are solely responsible for all expenses associated with responding to this RFI.

B. Confidentiality

All submissions are subject to the Illinois Freedom of Information Act (“FOIA”). To the extent that the Respondent desires to submit proprietary information to the City, the City represents that it will use all

reasonable efforts to claim available exemptions under FOIA law. All materials that the Respondent believes are proprietary MUST be labeled "Proprietary, privileged and confidential." The City, of course, cannot guarantee that its efforts to claim available exemptions will be successful and the City may be required to disclose the Respondent's information.

C. Incurred Costs

The City of Chicago will not be liable in any way for any costs incurred by Respondents in replying to this RFI, including, but not limited, to costs associated with preparing the response, participating in any site visits, demonstrations, conferences or oral presentations.

D. Technology Demonstration

If a firm has a technology solution that can be demonstrated on the Internet, please provide the URL with the response. In addition, the City reserves the right to request a presentation or demonstration of the services.

E. Prohibition on Certain Contributions – Mayoral Executive Order No. 2011-4

No Contractor or any person or entity who directly or indirectly has an ownership or beneficial interest in Contractor of more than 7.5% ("Owners"), spouses and domestic partners of such Owners, Contractor's Subcontractors, any person or entity who directly or indirectly has an ownership or beneficial interest in any Subcontractor of more than 7.5% ("Sub-owners") and spouses and domestic partners of such Sub-owners (Contractor and all the other preceding classes of persons and entities are together, the "Identified Parties"), shall make a contribution of any amount to the Mayor of the City of Chicago (the "Mayor") or to his political fundraising committee during (i) the bid or other solicitation process for this Contract or Other Contract, including while this Contract or Other Contract is executory, (ii) the term of this Contract or any Other Contract between City and Contractor, and/or (iii) any period in which an extension of this Contract or Other Contract with the City is being sought or negotiated.

Contractor represents and warrants that since the date of public advertisement of the specification, request for qualifications, request for proposals or request for information (or any combination of those requests) or, if not competitively procured, from the date the City approached the Contractor or the date the Contractor approached the City, as applicable, regarding the formulation of this Contract, no Identified Parties have made a contribution of any amount to the Mayor or to his political fundraising committee.

Contractor shall not: (a) coerce, compel or intimidate its employees to make a contribution of any amount to the Mayor or to the Mayor's political fundraising committee; (b) reimburse its employees for a contribution of any amount made to the Mayor or to the Mayor's political fundraising committee; or (c) bundle or solicit others to bundle contributions to the Mayor or to his political fundraising committee.

The Identified Parties must not engage in any conduct whatsoever designed to intentionally violate this provision or Mayoral Executive Order No. 2011-4 or to entice, direct or solicit others to intentionally violate this provision or Mayoral Executive Order No. 2011-4.

Violation of, non-compliance with, misrepresentation with respect to, or breach of any covenant or warranty under this provision or violation of Mayoral Executive Order No. 2011-4 constitutes a breach and default under this Contract, and under any Other Contract for which no opportunity to cure will be granted. Such breach and default entitle the City to all remedies (including without limitation termination for default) under this Contract, under Other Contract, at law and in equity. This provision

amends any Other Contract and supersedes any inconsistent provision contained therein.

If Contractor violates this provision or Mayoral Executive Order No. 2011-4 prior to award of the Contract resulting from this specification, the CPO may reject Contractor's bid.

For purposes of this provision:

"Other Contract" means any agreement entered into between the Contractor and the City that is (i) formed under the authority of MCC Ch. 2-92; (ii) for the purchase, sale or lease of real or personal property; or (iii) for materials, supplies, equipment or services which are approved and/or authorized by the City Council.

"Contribution" means a "political contribution" as defined in MCC Ch. 2-156, as amended.

"Political fundraising committee" means a "political fundraising committee" as defined in MCC Ch. 2-156, as amended.

F. False Statements

(a) 1-21-010 False Statements

1. Any person who knowingly makes a false statement of material fact to the City in violation of any statute, ordinance, or regulation, or who knowingly makes a false statement of material fact to the City in connection with any application, report, affidavit, oath, or attestation, including a statement of material fact made in connection with a bid, proposal, contract, or economic disclosure statement or affidavit, is liable to the City for a civil penalty of not less than \$500.00 and not more than \$10,000.00, plus up to three times the amount of damages which the City sustains because of the person's violation of this section. A person who violates this section shall also be liable for the City's litigation and collection costs and attorney's fees. The penalties imposed by this section shall be in addition to any other penalty provided for in the Code.
2. Any person who signs, certifies, attests, submits or otherwise provides assurances to the city, or causes any other person to sign, certify, attest, submit or otherwise provide assurances to the city, that a statement of material fact made in connection with any application, report, affidavit, oath, attestation or other document submitted to the city is accurate, true or complete, shall make a reasonable investigation to determine the accuracy, truthfulness or completeness of such statement of material fact.
3. When any person signs, certifies, attests, submits or otherwise provides assurances to the city, or causes any other person to sign, certify, attest, submit or otherwise provide assurances to the city, that a statement of material fact made in connection with any application, report, affidavit, oath, attestation or other document submitted to the city is accurate, true or complete, and that statement of material fact is not accurate, true or complete, a rebuttable presumption shall be created that such person has not made a reasonable investigation to determine the accuracy, truthfulness or completeness of such statement of material fact.
4. For the purposes of Chapter 1-21 of this Code, a person knowingly makes a false statement of material fact when that person (i) makes a statement of material fact with actual knowledge that the statement was false, or (ii) makes a statement of material fact with knowledge of facts or information that would cause a reasonable person to be aware that the

statement was false when it was made, or (iii) signs, certifies, attests, submits or otherwise provides assurances, or causes any other person to sign, certify, attest, submit or otherwise provide assurances, that a statement of material fact is true or accurate in deliberate ignorance or reckless disregard of the truth or falsity of the statement. For purposes of this section, a person who fails to make a reasonable investigation to determine the accuracy, truthfulness or completeness of any material fact acts in deliberate ignorance or reckless disregard of the truth or falsity of the material fact.

(b) 1-21-020 Aiding and Abetting.

Any person who aids, abets, incites, compels or coerces the doing of any act prohibited by this chapter shall be liable to the city for the same penalties for the violation. (Added Coun. J. 12-15-04, p. 39915, § 1)

(c) 1-21-030 Enforcement.

In addition to any other means authorized by law, the corporation counsel may enforce this chapter by instituting an action with the department of administrative hearings. (Added Coun. J. 12-15-04, p. 39915, § 1)

APPENDIX 1 ePROCUREMENT

This is an eProcurement RFI. RFIs are to be submitted through the City's "iSupplier" system, the City's eProcurement computer system for electronic bidding and providing Contractors with access to contract, ordering and payment information for their City contracts. The following provisions apply to this bid and supersede any conflicting provisions in the RFI.

1. Obtaining the RFI Documents

Interested Parties are solely responsible for obtaining all RFI Documents, including Clarifications and Addenda. Documents may be downloaded from the Department of Procurement Service's ("DPS") website at the following URL:

<http://www.cityofchicago.org/eProcurement>

Click on "Current Bids."

In order to receive notice of clarifications and addenda, Proposers must be registered for and log-in to iSupplier, search for the solicitation number, open the solicitation for review, and accept the disclaimer. This will sign Proposers up for notifications.

Document Holders are listed on the Bid & Bond Room Opportunity Take Out List. The Opportunity Take Out List is public information and is posted to the DPS web site at www.cityofchicago.org/TOL. To find Opportunity Take Out lists go to "GetStarted Online" and search by the specification number.

2. Clarifications and Addenda

The City will send an email notification to suppliers who have indicated intent to respond to the RFI as specified in Paragraph 1 that an addendum or clarification has been issued. The Clarifications and Addenda are incorporated into the electronic document available at the following URL:

<https://www.cityofchicago.org/eProcurement>

Suppliers that have indicated such intent will receive email notification that an addendum or clarification has been issued. There may be multiple Clarifications and Addenda. Failure to obtain Clarifications and/or Addenda, for whatever cause, will not relieve a Respondent from the obligation to submit according to and comply with any changed or additional terms and conditions contained in the Clarifications and Addenda.

Electronic Acknowledgement of Clarifications and/or Addenda is mandatory to submit an electronic submission. Any harm to the proposer resulting from failure to obtain all necessary documents, for whatever cause, will not be valid grounds for a protest against award(s) made under this solicitation.

3. Questions Regarding the RFI Documents; RFI Inquiry Deadline

All inquiries regarding the RFI Documents or procurement process may be directed to the Procurement Specialist/Senior Procurement Specialist via email at michael.richy@cityofchicago.org.

The RFI Inquiry Deadline is listed on the front cover of the RFI Documents under "Deadline for Questions." Inquiries received after the RFI Inquiry Deadline will not be answered except at the discretion of the Chief Procurement Officer.

Respondents may only rely on written answers in a Clarification or in an Addendum duly issued by the Chief Procurement Officer. Respondents cannot rely on oral or informal responses; such answers will not be binding upon the City.

4. Completion of the RFI Documents

Each Respondent must submit all of the information in the Requirements section and scan and upload them as attachments to the electronic submission. Respondents may not change any of the RFI Documents. Any changes made by a Respondent to the RFI Documents may result in rejection of the submittal.

Respondents must use the Request for Information Page. The individual(s) that sign the Page on behalf of the Respondent, by their signature, represents and warrants to the City that such individual is authorized to execute contracts on behalf of the Respondent, and that the Respondent agrees and shall be bound to all of the terms and conditions of the RFI Documents. The form must be printed, signed, and scanned then uploaded as an attachment to the electronic submission.

In order to be able to submit a proposal in eProcurement, Respondent must enter .01 in the “Quote Price / Unit Price” field. This is an e- procurement system requirement.

5. Date, Time, and Place

RFI are to be submitted electronically to the Department of Procurement on the date and prior to the time stated on the Cover Page of the RFI Documents, or any addendum issued by the City to change such due Opening Date. No proposal will be accepted after the due date. The time of the receipt of the submittal will be determined solely by the “Time of Quote” generated by the iSupplier system.

6. Technical Assistance

If you require technical assistance go to <https://www.cityofchicago.org/eProcurement> and click the “Help” tab.

ATTACHMENT A
Agreement on Terms of Discussion

Any information given to the City in any correspondence, discussion, meeting, or other communication between our organization and the City before, with, or after the submission of our response to the Request for Information and Interest (RFI), either orally or in writing, will not be, or deemed to have been, given in confidence, although the City will use reasonable efforts not to disclose such information to persons who are not employees of, or consultants retained by the City except as required by law, including the Freedom of Information Act. Disclosure or use will be made without obligation or compensation and without liability by the City of any kind whatsoever.

The foregoing applies to any information, whether or not given at the invitation of the City. Any statement which is inconsistent with the foregoing provisions of this paragraph whether made as part of, or in connection with, any information received from you or otherwise made at any time in any fashion, and whether made orally or in writing, shall be deemed null and void and of no force or effect. The City's receipt or discussion or use of any information submitted in response to this RFI including information submitted during discussions after said submittal (including ideas, drawings or other materials communicated or exhibited) is not to impose any obligations whatsoever on the City or entitle Responders to any compensation. No patent or other intellectual property rights are intended to be transferred to the City hereby.

RESPONDENT

Name of Firm: _____

Signature: _____

Print Name: _____

Title: _____

Email Address: _____

Telephone: _____

Date: _____