



# Board of Commissioners of Cook County

118 North Clark Street  
Chicago, IL

## Legislation Details

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|                      |                                |                      |   |              |  |
|----------------------|--------------------------------|----------------------|---|--------------|--|
| <b>File #:</b>       | 14-4204                        | <b>Version:</b>      | 1 | <b>Name:</b> | Implementation and maintenance services for Board of Review appeals process automation (DataBank, LLC) |
| <b>Type:</b>         | Contract (Technology)          | <b>Status:</b>       |   |              | Approved   |
| <b>File created:</b> | 7/7/2014                       | <b>In control:</b>   |   |              | Board of Commissioners   |
| <b>On agenda:</b>    | 7/23/2014                      | <b>Final action:</b> |   |              | 7/23/2014  |
| <b>Title:</b>        | PROPOSED CONTRACT (TECHNOLOGY) |                      |   |              |  |

Department(s): Bureau of Technology, in partnership with the Board of Review

Vendor: DataBank IMX, LLC, Chicago, Illinois

Request: Authorization for the Chief Procurement Officer to enter into and execute contract

Good(s) or Service(s): Implementation and maintenance services for Board of Review appeals process automation

Contract Value: \$780,660.00

Contract period: 8/1/2014 - 7/31/2017, with two (2) one-year renewal options

Potential Fiscal Year Budget Impact: FY 2014, \$200,000.00; FY 2015, \$388,660.00; FY 2016, \$128,000.00; FY 2017, \$64,000.00

Accounts: 717-579; 050-579

Contract Number(s): 1388-12983

Concurrence(s):

The vendor has met the Minority and Women Owned Business Enterprise Ordinance.

The Chief Procurement Officer concurs

Summary: The Bureau of Technology (BOT), in partnership with the Board of Review (BOR), is requesting approval for BOR to enter into a three-year agreement with DataBank, LLC for the purpose of reengineering and automating the BOR appeals process with the OnBase software. BOT will project manage BOR's technology implementation under this contract and support the application once implementation is complete. Request for Proposal (RFP) procedures were followed in accordance with the Cook County Procurement Code.

Currently, the BOR processes thousands of property tax complaints (appeals) per year. These complaints have been gradually and significantly increasing as a result of the housing and economic crisis of the last 10 years. Thousands of complaints are filed in person at one of six locations (downtown and five satellite locations). Though some technology is in use, the majority of the appeals are manually processed. The challenges associated with manually processing thousands of paper files are significant, and the simple task of searching and finding a file can be labor intensive.

Re-engineering the BOR's current state and automating the reengineered processes through the implementation of the OnBase software will allow the BOR to meet its objectives to simplify the online filing process, reduce repetitive work, reduce human error, reduce cost associated with manual work and paper printing, increase overall efficiency and increase transparency to management and the

citizens of Cook County

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**Code sections:**

**Attachments:**

| Date      | Ver. | Action By              | Action  | Result |
|-----------|------|------------------------|---------|--------|
| 7/23/2014 | 1    | Board of Commissioners | approve | Pass   |