



Board Letter

**Agenda Date:** November 19, 2024

**Agenda #:** 4

Authorization to award contract for iFile Enterprise Content Management System Maintenance and Support.

Presenter: Anna Chen, Chief Information Officer

**Recommendation**

The Interim Chief Executive Officer (“CEO”) of the Chicago Housing Authority (“CHA”) recommends that the CHA Board of Commissioners (“Board”) approve the award of a contract to the below-listed contractor in the not-to-exceed compensation value of \$906,950 for a 5-year base term.

Recommended Awardee	Base Contract Value	Base Term	Option Terms	Total Contract Value
KnowledgeLake, Inc.	\$906,950	5 years	N/A	\$906,950
<b>Total:</b>	<b>\$906,950</b>		<b>Aggregate Total:</b>	<b>\$906,950</b>

The requested action complies in all material respects with all applicable federal, state, and local laws, and CHA policies. CHA staff has completed all necessary due diligence to support the submission of this initiative.

**Funding**

MTW Funds

**Background**

In 2012, Chicago Housing Authority initiated a project to implement a new Enterprise Content Management (ECM) system, known as iFile. This effort included the migration of over ten (10) million documents from the legacy system. The solution has increased customer service delivery and operational efficiencies by providing rapid, intuitive records search and retrieval capability as well as providing an integrated means to scan, capture, store, manage and retain information assets across departments in the Authority. In 2023, CHA moved to KnowledgeLake’s cloud platform.

**Procurement Activities**

In accordance with CHA's sole-source procurement guidelines and the proprietary nature of the iFile system, a non-competitive sole-source committee meeting was convened on August 29, 2024. On August 30, 2024 the committee approved the iFile maintenance and support services as a sole source.

**Diversity Contracting Requirements**

CHA has reviewed the current service proposal from KnowledgeLake Inc. and has determined that acceptance of a waiver from CHA stated goals is acceptable for this proposed contract award. KnowledgeLake Inc.'s iFile software is a proprietary cloud-based platform service for document processing and workflow automation. Under the continuation of system licensing/subscriptions, as well as maintenance and support, there is no opportunity for subcontracting M/W/DBE services.

Historically, it was determined that Section 3 subcontracting was also not feasible. However, the vendor has proposed to satisfy our Section 3 subcontracting goal through a Other Economic Opportunity. The vendor has committed to identifying eligible CHA candidates for one annual Summer Internship Program starting in 2025 for the term of the contract. The estimated value over 5 years equates to \$32,000.00 which is reflective of 3%.

**Vendor Background Information**

Ron Cameron, Founder & CEO; 555 Maryville University Dr. Ste#120, St. Louis, MO 63141. KnowledgeLake is an industry-leading provider of intelligent automation solutions specializing in enterprise content management. Founded in 2001, the company has grown to serve a user base of 2 million. KnowledgeLake's cloud-native platform integrates advanced technologies such as Adaptive Intelligent Document Processing (IDP), Workflow Automation, Intelligent Robotic Process Automation (RPA), and Content Management to optimize business operations. The company's commitment to innovation is evidenced by its receipt of five Microsoft Partner of the Year awards and five Best Place to Work designations.

Based on the foregoing, it is in the best interest of the CHA for the Board to authorize the Interim CEO or her designee, to enter into a contract for Enterprise Content Management with KnowledgeLake, Inc. in the not-to-exceed compensation amount of \$906,950 for a five (5) year services term.

Respectfully Submitted:



**Angela Hurlock**  
**Interim Chief Executive Officer**



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**RESOLUTION NO. 2024-CHA-53**

**WHEREAS,** the Board of Commissioners of the Chicago Housing Authority has reviewed the Board Letter dated November 19, 2024, titled "Authorization to award contract for iFile Enterprise Content Management System Maintenance and Support."

**THEREFORE, BE IT RESOLVED BY THE BOARD OF COMMISSIONERS OF THE CHICAGO HOUSING AUTHORITY:**

**THAT,** the Board of Commissioners authorizes the Interim Chief Executive Officer or her designee to enter into an agreement with KnowledgeLake, Inc. to provide system licensing and subscriptions, as well as support and maintenance services for the CHA's iFile content management system for a fixed five (5) year term, for a total compensation amount not-to-exceed of \$906,950.

This award is subject to the Contractor's compliance with CHA's Diversity Contract Compliance and insurance requirements.



A handwritten signature in black ink, appearing to read 'Matthew Brewer', written over a horizontal line.

**Matthew Brewer  
Interim Chairman  
Chicago Housing Authority**