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## MEMORANDUM

**DATE:** April 13, 2026

**TO:** Alderman Frost, Chair  
Members of the Finance and Personnel Committee

**FROM:** Sarah Leys; Community & Economic Development Director  
Angela Hammer; Legal Director

**RE:** Award of Joint Purchasing Contract: Work Management & CRM Software

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### CONTRACT DETAILS

**Product/Service/Project:** Work Management and Customer Relations Management Software

**Vendor:** SHI

**Contract:** Sourcewell- Technology Products & Solutions

**Contract Amount:** \$54,717.40

**Contract Duration:** (1) One-year

**Funding Source:** Community & Economic Development and Legal Department Operating Budgets

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The City currently manages projects, workflows, and stakeholder coordination across multiple systems and manual processes, which limits efficiency, reduces visibility, and creates inconsistencies in tracking and follow-up.

The implementation of Monday.com will provide a centralized Work Management and CRM platform to streamline internal operations across departments. The system will allow staff to track projects and tasks from initiation through completion, standardize workflows, assign responsibilities, and monitor progress in real time. The total cost includes the one-time expense of Training & Implementation, as well as the annual User Licenses.

Additionally, the CRM functionality will support improved tracking and management of partner, project, and development-related information, creating a more organized and consistent approach to internal coordination and documentation.

Overall, this solution will enhance operational efficiency, improve transparency, and provide better visibility into workloads and project status, supporting more informed and timely decision-making.

Staff recommends approval of Monday.com software joint purchasing contract with Sourcewell Technology Products & Solutions via SHI.

**RESOLUTION**  
of the  
**CITY COUNCIL OF THE CITY OF ROCKFORD, ILLINOIS**  
**SUBMITTED BY: FINANCE AND PERSONNEL COMMITTEE**

RESOLUTION AWARDING JOINT PURCHASING CONTRACT FOR WORK MANAGEMENT & CRM  
SOFTWARE

WHEREAS, the Code of Ordinances for the City of Rockford, Illinois, provides as in Chapter 4, Article VI, Division 4, that all purchases for and contracts for supplies, materials, equipment, and contractual services, the value of which is estimated to exceed \$25,000, shall be based on competitive solicitation and awarded by the City Council; and,

WHEREAS, competitive proposals were NOT received for the City of Rockford for the following, but the City has chosen to substitute a competitive solicitation conducted by another jurisdiction, as allowed in the Code of Ordinances, for the following:

WORK MANAGEMENT & CRM SOFTWARE

WHEREAS, the Finance and Personnel Committee of the City Council for the City of Rockford, Illinois has reviewed the staff recommendation for the aforementioned item(s) and recommends awarding the contract as follows:

Vendor: SHI INTERNATIONAL CORP of SOMERSET, NJ  
Amount: \$54,717.40

WHEREAS, the Finance and Personnel Committee has determined that the funding for the aforementioned purchase shall be as follows:

COMMUNITY & ECONOMIC DEVELOPMENT AND LEGAL DEPARTMENT OPERATING BUDGETS

NOW, THEREFORE, BE IT RESOLVED, by the City Council of the City of Rockford, Illinois that the Mayor execute an agreement with SHI INTERNATIONAL CORP of SOMERSET, NJ for WORK MANAGEMENT & CRM SOFTWARE in the amount of \$54,717.40, subject to the specifications in the contract.

BE IT FURTHER RESOLVED that this Resolution shall be in full force and effective immediately upon its adoption and the Legal Director is hereby authorized to prepare and deliver certified copies of this Resolution to the Central Services Manager.

The above and foregoing Resolution was adopted by the City Council of the City of Rockford, Illinois, this \_\_\_\_\_ day of \_\_\_\_\_, 2026.

ATTEST:

\_\_\_\_\_  
Thomas P. McNamara, Mayor  
City of Rockford, Illinois

\_\_\_\_\_  
Angela L. Hammer, Legal Director and Ex-Officio  
Keeper of the Records and Seal  
City of Rockford, Illinois

Rockford, Illinois

Date: April 13, 2026

**RECOMMENDATION FOR RESOLUTION**

**TO THE CITY COUNCIL OF THE CITY OF ROCKFORD:**

Council Members:

The Committee on Finance and Personnel having received a request hereby begs leave to report recommending **approval** of the joint purchasing agreement with SHI INTERNATIONAL CORP of SOMERSET, NJ for WORK MANAGEMENT & CRM SOFTWARE in the amount of \$54,717.40. The Legal Director shall prepare the appropriate resolution.

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Kevin Frost (Chair)

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Jonathan Logemann (Vice Chair)

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Frank Beach

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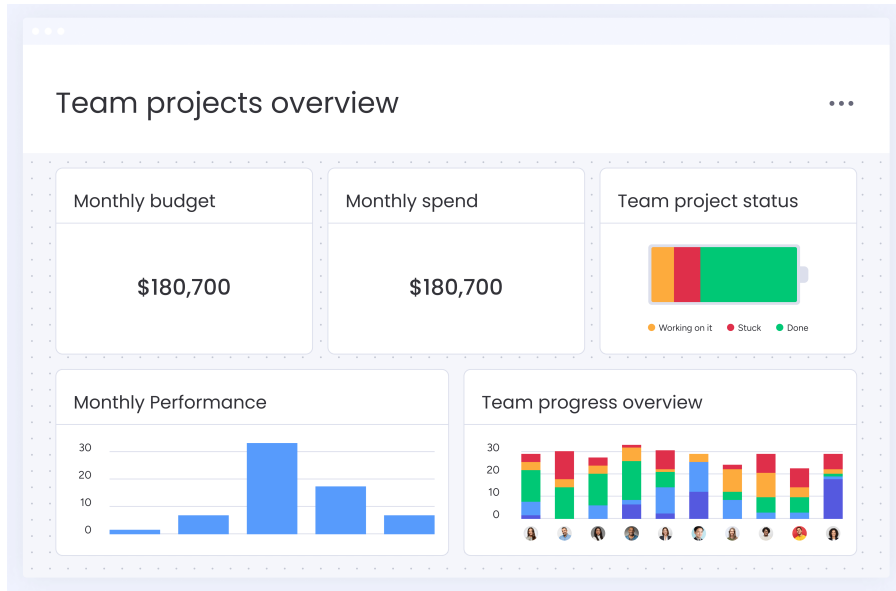
Dawn Granath

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Chad Tuneberg

Committee Action Taken:

Frost:	Ayes:___	Nays:___	Absent:___
Logemann:	Ayes:___	Nays:___	Absent:___
Beach:	Ayes:___	Nays:___	Absent:___
Granath:	Ayes:___	Nays:___	Absent:___
Tuneberg:	Ayes:___	Nays:___	Absent:___



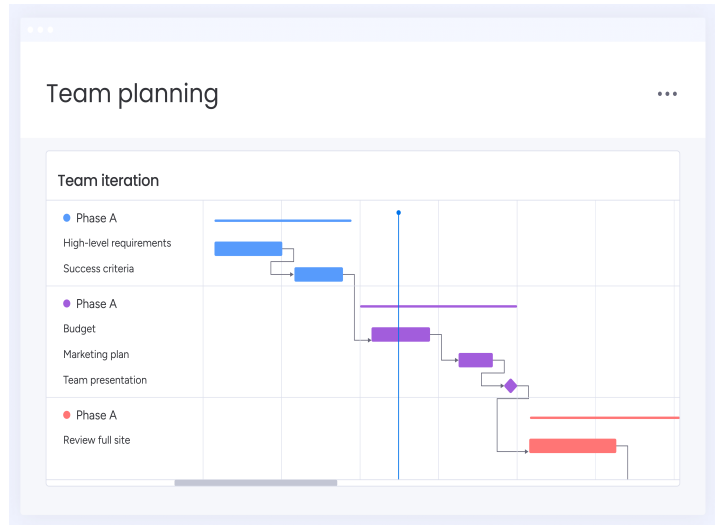
### Team planning

Main table | Gantt | Kanban | Integrate | Automate / 2

This month						
	Person	Timeline	Status	Priority	Date	Files
Finalize kickoff materials		<div style="width: 100%;"></div>	Done	High	Sep 02	
Refine objectives		<div style="width: 100%;"></div>	Working on it	Medium	Sep 06	
Identify key resources		<div style="width: 100%;"></div>	Done	Low	Sep 15	

Next month						
	Person	Timeline	Status	Priority	Date	Files
Update contractor agreement		<div style="width: 100%;"></div>	Working on it	High	Oct 04	
Optimize campaign spend		<div style="width: 100%;"></div>	Done	Medium	Oct 07	
Meeting with publishers		<div style="width: 100%;"></div>	Stuck	High	Oct 12	
New candidate interviews		<div style="width: 100%;"></div>	Working on it	Low	Oct 14	
Lead generation presentation		<div style="width: 100%;"></div>	Done	High	Oct 15	



### Deals

Main table | Pipeline | Forecast | Integrate | Automate / 2

Active deals					
	Rep	Contacts	Stage	Close probability	Est. deal value
Twister Sports		Madison Doyle	Qualified	80%	\$7,500
Ridge Software		Phoenix Levy	Proposal	60%	\$10,000
Bluemart		Liliani Krause	Negotiation	40%	\$5,500

Closed won					
	Rep	Contacts	Stage	Close probability	Est. deal value
Yelloworks		Amanda Smith	Won	100%	\$15,200
Sheleg Industries		Jamal Ayers	Won	100%	\$24,000
Zift Records		Elian Warren	Won	100%	\$4,000
Waissman Gallery		Sam Spillberg	Won	100%	\$18,100
SFF Cruise		Hannah Gluck	Won	100%	\$5,800

# Flexibility for teams. Control and visibility for leaders.

Streamline operations and gain total visibility into work –  
from strategy to execution.

Contact sales →

### Leadership visibility

2025 OKR projects

65	37	12
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### Resource optimization

Resource planner

	January	February
Christina Cohen Designer	5 h/d	
Matthew Smith Developer	12 h/d	
Christina Cohen Analyst	5 h/d	

### Efficient execution

When project approved, notify owner

+ Add to board

## Aligned processes, reliable reporting

Roll out standardized templates to scale best practices and ensure consistent data collection across every team. Easily adapt your templates with no-code tools to stay agile in a changing market.

monday work management

### Feature launch

Pre launch	Person	Files	Status	Priority	Dependencies	Budget	Timeline
Finalize launch brief			Done	High	Marketing	\$5,000	
Set up KPI dashboard			Done	Medium	UX research	\$25,000	
Competitive landscape			Working on it	Low	Legal, Design	\$10,000	

Launch	Person	Files	Status	Priority	Dependencies	Budget	Timeline
Press release			Working on it	Medium	Marketing	\$15,000	
Internal comms			Stuck	Low	Demo, Brief	\$11,000	
Social announcement			Working on it	Critical	Marketing	\$5,000	

### Export upgrade

Pre launch

1	0	0	0	0	0	0	0
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Launch

3	0	0	0	0	0	0	0
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### Permissions update

Pre launch

1	0	0	0	0	0	0	0
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Launch

3	0	0	0	0	0	0	0
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### Integration release

Pre launch

1	0	0	0	0	0	0	0
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Launch

3	0	0	0	0	0	0	0
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## Discover the benefits you'll gain from Monday.com

Enjoy the advantages of collaborative working sessions designed to build the best possible solution for your team.

### Use case and process mapping

Receive guidance in breaking down and visualizing your use case and existing processes, along with opportunities for AI-powered optimization.

### Tailored solution buildout

We'll create a robust monday.com solution that meets your needs, including boards, automations, native integrations, AI workflows, and agent configurations.

### Dashboard build

Creation of relevant dashboards and views to support you in making more informed business decisions through powerful reporting.

### Champion enablement

Empower your champions with the right skills to become self-sufficient, confidently onboard new teams, and achieve mastery with Sidekick, Vibe, and other monday AI features.

### Change management

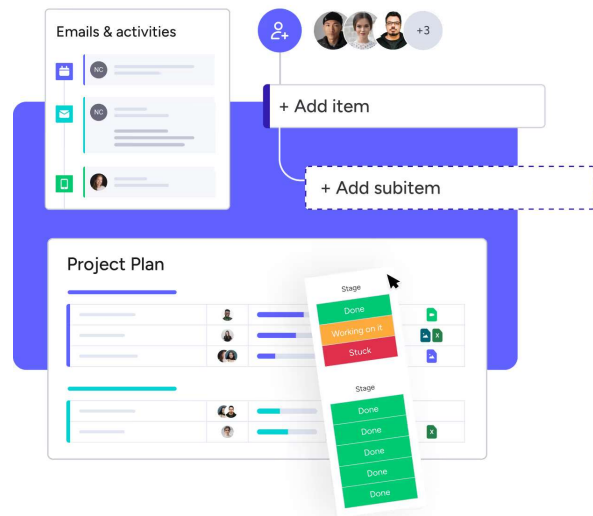
Expert guidance in creating a rollout plan to drive adoption and ensure the success of monday.com across your organization.

### Tailored team training

Internal training plan that will prepare your team for success on the platform and the use of native AI features.

### Documentation

We'll provide documentation of the use case process so your champions can maintain and further optimize the native product configuration.





Pricing Proposal  
 Quotation #: 27270929  
 Created On: 3/11/2026  
 Valid Until: 3/31/2026

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## IL-City of Rockford

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### Michaela Harris

425 East State St  
 Rockford, IL 61104  
 United States  
 Phone: (779) 348-7264  
 Email: Michaela.Harris@RockfordIL.gov

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## Inside Account Manager

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### Mark Brum

290 Davidson Ave  
 Somerset, NJ 08873  
 Phone: 732-652-4760  
 Email: mark\_brum@shi.com

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All Prices are in US Dollar (USD)

Product	Qty	Your Price	Total
1 Monday work management Enterprise Monday.com - Part#: NPN Contract Name: Sourcewell- Technology Products & Solutions Contract #: 121923-SHI Coverage Term: 3/31/2026 - 3/30/2027	40	\$691.10	\$27,644.00
2 Monday CRM Ultimate Monday.com - Part#: NPN Contract Name: Sourcewell- Technology Products & Solutions Contract #: 121923-SHI Coverage Term: 3/31/2026 - 3/30/2027	10	\$863.87	\$8,638.70
		Total	\$36,282.70

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### Additional Optional Items

Implementation Package WM Monday.com - Part#: NPN Contract Name: Sourcewell- Technology Products & Solutions Contract #: 121923-SHI Coverage Term: 3/31/2026 - 6/14/2026	30	\$409.66	\$12,289.80
CRM Champion training Monday.com - Part#: NPN Contract Name: Sourcewell- Technology Products & Solutions Contract #: 121923-SHI Coverage Term: 3/31/2026 - 6/14/2026	15	\$409.66	\$6,144.90

## Additional Comments

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Thank you for choosing SHI International Corp! The pricing offered on this quote proposal is valid through the expiration date listed above. To ensure the best level of service, please provide End User Name, Phone Number, Email Address and applicable Contract Number when submitting a Purchase Order. For any additional information including Hardware, Software and Services Contracts, please contact an SHI Inside Sales Representative at (888) 744-4084. SHI International Corp. is 100% Minority Owned, Woman Owned Business. TAX ID# 22-3009648; DUNS# 61-1429481; CCR# 61-243957G; CAGE 1HTF0

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*The products offered under this proposal are resold in accordance with the terms and conditions of the Contract referenced under that applicable line item.*