

**CITY OF CHICAGO
DEPARTMENT OF PURCHASES
CONTRACTS AND SUPPLIES
ROOM 403, CITY HALL, 121 NO. LA SALLE ST.**

JUSTIFICATION FOR NON-COMPETITIVE PROCUREMENT

COMPLETE THIS SECTION IF NEW CONTRACT(S)

For contract(s) in this request, answer applicable questions in each of the 4 major subject areas below in accordance with the Instructions for Preparation of Non-Competitive Procurement Form on the reverse side.

Request that negotiations be conducted only with METRATECH Corp. for the product and/or services described herein.

Name of Person or Firm

This is a request for: _____ (One-Time Contract per Requisition # _____ (copy attached) or X Term Agreement or Delegate Agency (Check one). If Delegate Agency, this request is for "blanket approval" of all contracts within the (Attach List) (Program Name)

COMPLETE THIS SECTION IF AMENDMENT OR MODIFICATION TO CONTRACT

Describe in detail the change in terms of dollars, time period, scope of services, etc., its relationship to the original contract and the specific reasons for the change. Indicate both the original and the adjusted contract amount and/or expiration date with this change, as applicable. Attach copy of all supporting documents. Request approval for a contract amendment or modification to the following:

Contract # _____ Company or Agency Name: _____
Specification # _____ Contract or Program Description: _____
Mod # _____ (Attach List, if multiple)

Original Name	Telephone	Signature	Department	Date
Indicate SEE ATTACHED in each box below if additional space needed:				

S. S. R. B.
DATE 10/23/06
APPROVED DWY
CONDITIONALLY APPROVED _____
RETURN TO DEPT _____
DISAPPROVED _____

DATE _____
APPROVED _____
CONDITIONALLY APPROVED _____
RETURN TO DEPT _____
DISAPPROVED _____

DPS PROJECT CHECKLIST

For DPS Use Only	
Date Received	_____
Date Returned	_____
Date Accepted	_____
CA/CN's Name	_____

IMPORTANT: PLEASE READ AND FOLLOW THE INSTRUCTIONS FOR COMPLETING THE PROJECT CHECKLIST AND CONTACT THE APPROPRIATE UNIT MANAGER IF YOU HAVE ANY FURTHER QUESTIONS. ALL INFORMATION SHOULD BE COMPLETED. ATTACH ALL REQUIRED MATERIALS AND SUBMIT FOR HANDLING TO THE DEPARTMENT OF PROCUREMENT SERVICES, ROOM 403, CITY HALL, 121 N. LASALLE STREET, CHICAGO, ILLINOIS 60602.

GENERAL INFORMATION:

Date: OCT 16, 2006
 REQ No.: 30513
 Specification No.: 51872
 PO No.: (if known):
 Modification No.: (if known):

Contact Person: FORREST ARTZ
 Tel: 7X9321 Fax: _____ E-mail: _____
 Project Manager:
 Tel: _____ Fax: _____ E-mail: _____
 Previous PO No. (if known):

Project Description:
PROFESSIONAL SERVICES FOR AUTOMATED BILLING & PAYMENT SYSTEM

FUNDING:

City: Corporate Bond Enterprise Grant* Other
 State: IDOT/Transit IDOT/Highway Grant* Other
 Federal: FHWA FTA FAA Grant* Other

LINE	FY	FUND	DEPT	ORGN	APPR	ACTV	OBJT	PROJECT	RPTG	\$ DOLLAR AMOUNT
01	006	740	27	2005	0140		0140			\$5,702,500.00

IF GRANT FUNDED, A COPY OF THE APPROVED GRANT AND APPLICATION ARE REQUIRED and any other Terms and Conditions that may apply. Estimated Value \$ 5,702,500.00

SCOPE STATEMENT:

Attached is a Detailed Scope of Services and/or Specification

IMPORTANT: THIS IS A CRITICAL PORTION OF YOUR SUBMITTAL. IN ORDER FOR DPS TO ACCEPT YOUR SUBMITTAL YOU MUST COMPLETE THE SPECIFIC SCOPE REQUIREMENTS AS SET FORTH IN THE SUPPLEMENTAL CHECKLIST FOR THAT UNIT.

The following is a general description of what should be included in a Scope of Services or Specification:
 A clear description of all anticipated services and products, including: time frame for completion, special qualifications of prospective vendors, special requirements or needs of the project, locations, anticipated participating user departments, citation of any applicable City ordinance or state/federal regulation or statute.

TYPE OF PROCUREMENT REQUESTED (check all that apply):

NEW REQUEST
 Blanket Agreement
 Standard Agreement
 Small Orders

MOD/AMENDMENT
 Time Extension
 Vendor Limit Increase
 Scope Change/Price Increase/Additional Line Item(s)
 Other (specify):

FORMS: Requisition Special Approvals Non-Competitive Review Board (NCRB)

CONTRACT TERM: FIVE YEARS Requested Term (number of months):

PRE BID/SUBMITTAL REQUIREMENTS:

Requesting Pre Bid/Submittal Conference? Yes No Requesting Site Visit? Yes No

**CITY OF CHICAGO
 PURCHASE REQUISITION**

Copy (Department)

DELIVER TO: 027- DEPAUL 420 333 S. STATE ST. ROOM 420 Chicago, IL 60604	REQUISITION: 30513 PAGE: 1 DEPARTMENT: 27 - DEPARTMENT OF FINANCE PREPARER: Scott M Hoffman NEEDED: APPROVED: 10/16/2006
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REQUISITION DESCRIPTION

REQUEST CONTRACT WITH METRA TECH FOR PURCHASE OF SOFTWARE LICENSE, IMPLEMENTATION AND ANNUAL MAINTENANCE FOR AN AUTOMATED BILLING AND PAYMENT SYSTEM. FIVE YEAR CONTRACT APPROX. \$5,702,500.00 TOTAL COST. CONTACT FORREST ARTZ 747-9321
 SPECIFICATION NUMBER: 51872

COMMODITY INFORMATION

LINE	ITEM	QUANTITY	UOM	UNIT COST	TOTAL COST							
1	96120	1.00	USD	0.00	0.00							
	CONSULTING											
	SUGGESTED VENDOR: METRA TECH	REQUESTED BY: Scott M Hoffman										
DIST	BFY	FUND	COST CTR	APPR	ACCNT	ACTV	PROJECT	RPT CAT	GENRL	FUTR	Dist. Amt.	
1	006	0740	0272005	0140	220140	0000	00000000	000000	00000	0000	0.00	
LINE TOTAL:											0.00	
REQUISITION TOTAL:											0.00	

Where a commodity is for a particular or unique use other than standard quality, grades, color, size or other characteristics, give details of how it will be and for what purpose.
 Requisitions prepared incorrectly will be returned to the using department.

() PROCUREMENT HISTORY (Project History)

1. Describe the requirement and how it evolved from initial planning to its present status.

The City Comptrollers Office – Enterprise Funds invoices and collects approximately \$750 million per year for the Chicago Airport System. Revenues are primarily comprised of Landing Fees, Terminal Rents, Fuel Farm Fees, Concession Revenues and Passenger Facility Charges. The current business process is manually intensive using MicroSoft EXCEL spreadsheets for complicated activity based and multiple tier revenue calculators and manual input to CAPS and FMPS accounting systems.

As a result, real time revenue, cash and accounts receivable information is not available to the Comptrollers Office or the Department of Aviation (DOA) for management analysis and collection purposes; additionally, the risk of data integrity is compromised.

These risks and efficiency factors drive the need for a pre-built/package fully automated and auditable billing and payment system that will eliminate manual processes, create real time information and enhance management analysis capabilities. Additionally, all applicable information could be housed in one location and integrated with FMPS.

2. Is this a first time requirement or a continuation of previous procurement from the same source? If so, explain the procurement history.

First time requirement.

3. Explain attempts made to competitively bid the requirement. (Attach copy of notices and list of sources contacted)

BIS conducted a scope definition phase to understand all of the requirements for a billing management system for DOA and the Comptroller's Office to manage the revenues of the airports, ultimately replacing the Excel-based approaches. Simultaneously, as parts of another initiative, BIS was conducting analysis of accounts receivable processes in other departments of the City, and realized the need for a billing/revenue management system that could be customized easily to meet the needs of DOA as well as potentially other departments.

BIS then conducted research on billing management software that could meet the scoped requirements, with emphasis on DOA/Comptroller's needs for the airports. BIS determined that MetraTech was the only billing management software framework that could be customized with minimal coding for the varied and complex requirements with minimal coding; and, very importantly, could fit into the City's Services Oriented Architecture (SOA) technology initiative to integrate with City systems seamlessly through Web Services.

No attempts were made to competitively bid the software requirement. Research performed was deemed as sufficient. See answer to question #4 below.

4. Describe all research done to find other sources. (List other cities contacted, companies in the industry contacted, professional organizations, periodicals and other publications used).

BIS and DOA conducted research using the following resources:

- Extensive web searches for billing software products that support Web Services and SOA
- Billing Industry Organization IIR, which hands out World Billing Software Awards annually (<http://www.iir-billingsystems.com>)
- Conversations with billing industry and software analyst groups including Logan-Orviss International (www.logan-orviss.com, an expert billing consulting firm) and the Gartner Group (www.gartner.com, a premier software product analyst group)
- Contact with airports at other cities by DOA (Los Angeles, Washington DC)

Metratech was found through this research to be the only product with two very important features to the City:

- 1.) Web Services / Services-oriented Architecture – Metratech supports integration through Web Services and the product is built upon a component-oriented services architecture that allows ease of integration with other City systems (such as FMPS, ReCAPs, and other revenue/collections systems) under the City's preferred approach
- 2.) Metadata-driven Customization – the ability to create any product/service/account type through simple configuration rather than substantial coding changes to the product. The product could be modeled easily to fit our requirements rather than have our requirements fit to the software's model.

(See "Exclusive or Unique Capability" section, question #1 for more detail)

We were impressed with Metratech's list of awards. They were awarded the most innovative billing product in 2005 by IIR World Billing Awards 2005. Metratech also won the best billing and partner management for non voice service in 2006 from IIR World Billing Awards. Dish Networks awarded Metratech for its fastest IT implementation.

5. Explain future procurement objectives. Is this a one-time request or will future requests be made for doing business with the same source?

Following the successful implementation of Metratch, MetraNet software and initial licensing for 5 years a future objective is to renew the licensing subscription for additional departments. Possibly, it can be procured under the City's Hardware/Software term agreement in the future.

The need for Metratch services are anticipated throughout the successful rollout of their software and periodically as they develop new product releases/enhancements, or as needed by the City.

6. Explain whether or not future competitive bidding is possible. If not, why not?

Software – Metratch will be included as a manufacturer under the City-wide Hardware/Software Term Agreement RFP. Hopefully, future procurements can be made under that agreement.

Services – Future competitive bidding is possible as they have more partners implementing the System.

() ESTIMATED COST

1. What is the estimated cost for this requirement (or for each contract, if multiple awards contemplated)? What is the funding source?

Software

Preliminary cost estimates are identified as approximately \$2,200,000 for perpetual licenses this should cover City of Chicago / Aviation for annual revenues of nearly 1 billion dollars. The annual maintenance for five- year term is \$462,000 for next five years. The implementation of the service is \$1,192,500.

Please note that the costs may also change, depending on the scope of Software functionality that results from the City's officially signed requirements.

Initial funding is to be provided by the DOA capital /operating funds. Ongoing operating funding to be provided from the DOA Operations and Maintenance Fund.

Services

Scope – Metratech services will be used for implementation of MetraNet software and integration with existing City Oracle 11i Financial systems. Additional services such as training may be required.

Phase one of the project includes following

1. Requirements definition
2. General Rate management for O'Hare and Midway
3. Customer Terms Management and Billing instructions
4. Bank office activity report entry
5. Invoice auto Generation and Invoice delivery
6. Workflow and alerts
7. Application Administration
8. Bank office self invoice receipt
9. Customer online payment, activity report and self invoicing
10. Oracle AR interfaces
11. Reports

Phase Two of the project includes following

1. General Rate management for non-airlines
2. Non airline customer terms management and billing
3. Additional bank offices report
4. Additional invoice auto generation
5. Additonal Bank office Self invoice receipt

Phase Three of the project includes following

1. Electronic transfers
2. Additional Customer online payment, activity report and self invoicing.
3. Cash receipts and deposits

Other action items which are still undecided include

1. Interface with document management
2. Data warehousing

Term – Metratech services are expected to be provided over a year period with three, one year extension options.

Cost – Costs for consulting services depend on the resource type and range from \$90-\$200 per hour. **The total estimated cost for consulting services on a time and materials basis is \$1,192,500 as follows:**

Phase I – \$572,000

Phase II- \$370,000

Phase III- \$250,000

The implementation estimates are based on the existing high level scope. The estimated costs are subject to change based on functionality, timelines and resources utilized. A detailed Scope and Design must be completed in the first phase of the implementation to establish final project estimates.

3. *What is the estimated cost by fiscal year, if the job project or program covers multiple years?*

2006: License cost of \$2.2MM; Year one Maintenance of \$462K; and Phase I of implementation at \$572,750.

2007: \$462K of Maintenance and phases II & III at \$369,750 and \$250K respectively.

2008 onwards: Year three through the life of the license would be just \$462K per year for maintenance. Additional services for future phases of functionality have not been scoped out yet; there will likely be future phases, but they will only be known after initial implementation phases.

3. *Explain the basis for estimating the cost and what assumptions were made and/or data used (ie. budgeted amount, previous contract price, current catalog or cost proposal from firms solicited, engineering or in-house estimate, etc).*

A project plan was created based on the features/requirements needed in each of the different phases. Resources were applied to that project plan at appropriate levels. (Note: if priorities/requirements/scope changes, the cost estimates will change. Additionally, if resource types are to change depending on contractual negotiations, cost estimates may also change.) See "SCHEDULED REQUIREMENTS" section for more information on project planning and schedule.

4. *Explain whether the proposed Contractor or the City has a substantial dollar investment in original design, tooling or other factors which would be duplicated at City expense if another source was considered. Describe cost savings or other measurable benefits to the City which may be achieved.*

The city paid for the scope analysis of software requirements, which was conducted by a third party consultant. The cost for this scope was \$60K. MetraTech has additionally conducted significant analysis with multiple on-site visits to evaluate the scoped requirements against their tool-set. Metratech accepted this scope as sufficient for high level requirements and was able to base its proposal to the city on the contents of this scope. It is not clear that another vendor would choose to accept this document as sufficient requirements for bidding purposes and therefore may require rework and significant additional cost, which may amount to at least as costly as the original scope.

5. *Explain what negotiation of price has occurred or will occur. Detail why the estimated cost is deemed reasonable.*

The current pricing proposal includes a significant 80% discount on software license provided by the vendor; even further negotiations and cost reductions are still yet possible. The estimated cost was deemed to be reasonable based on contacts made to other airports (Los Angeles and Washington DC) to understand their costs for receivable management implementations. We also looked at other large billing vendor deals for similar revenue totals and found that many similar deal sizes were 5 to 10 times the cost of this deal when coupling software and services together.

() SCHEDULED REQUIREMENTS (Project timeframe/estimated length of service required by consultant)

1. *Explain how the schedule was developed and at what point the specific dates were known.*

The schedule was developed by BIS with input provided by Metratch and Aviation. Currently there is a high level project plan for 3 phases of the project. The detailed Implementation and Integration plan and schedule, which will outline the entire project's timeframe, resources and scope, will be prepared during the Discovery/Definition phase.

2. *Is lack of drawings and/or specifications a constraining factor to competitive bidding? If so, why is the proposed Contractor the only person or firm able to perform under these circumstances? Why are the drawings and specifications lacking? What is the lead time required to get drawings and specifications suitable for competition? If lack of drawings and specifications is not a constraining factor to competitive bidding, explain why only one person or firm can meet the required schedule.*

N/A

3. *Outline the required schedule by delivery or completion dates and explain the reasons why the schedule is critical.*

The Aviation would like to implement a best of breed billing solution. Project must commence as soon as possible to meet Departments of Finance and Aviation requirements to go into production no later than first quarter of 2007. This date enables the Departments of Finance and Aviation to capture a full first year of data on the new billing system. The departments currently use a completely manual excel-spreadsheet based billing process which is labor-intensive and error-prone and urgently need an automated billing solution to manage the annual billion dollars of revenue that they invoice. It is also extremely difficult to provide the breadth, depth, timeliness and visibility of reports required by the city. The departments do not wish, if possible, to begin the year billing in one method, then switch the billing mechanism mid-year. And the departments do not wish to start in 2008, as the need for an automated solution is too pressing. Hence, the rigorous deadline of first quarter of 2007.

4. *Describe in detail what impact delays for competitive bidding would have on City operations, programs, costs and budgeted funds.*

Delays will result in manual and error-prone process used for billions of dollars of revenue. Without using an automated billing system City will not be able to provide online reports and calculate the revenue in a timely manner.

(.) EXCLUSIVE OR UNIQUE CAPABILITY (of consultant)

1. *If contemplating hiring a person or firm as a Professional Service Consultant, explain in detail what professional skills, expertise, qualifications, other factors make this person or firm exclusively or uniquely qualified for the project. Attach copy of cost proposal and scope of services.*

Software –

Metratech is the only vendor with a product that meets all of the Aviation's complex billing needs. Metratech is the manufacturer of their software and no other vendor has their domain expertise.

- Time to market - due to the unique capability of MetraNet that would allow the city to configure new services and products it is the only product that can meet the city's January 2007 deadline for the Department of Aviation project.
- Services Oriented Architecture (SOA) - MetraNet is the only billing vendor offering a true XML, internet native SOA. This supports the city, lead by BIS and its vision, in its endeavor to deploy 100% SOA applications, infrastructure and products. The city committed to this rigorous goal and there is no other billing platform in the market that meets this requirement.
- Componentization/Metadata - Simple configurability, through what MetraTech calls "metadata", is a requirement for the city. This allows the city to configure the billing platform with minimal custom coding and offers an infinite amount of billing models, services and products. The city requires a framework to configure the billing for any product or service because the requirements across every City department are so diverse (from aviation billing to telephone infrastructure and utilities billing to the sale of pet licenses, etc.). The MetraNet platform is the only billing platform with a componentized, metadata architecture that allows the city to configure new complex billing modules as required through configuration, not code.

Services: Also notable is the technical empowerment capability that MetraTech can ensure for the City. MetraTech's solutions and services model allows for the City to support and maintain the billing platform on its own with BIS at the helm. Most other billing solutions require a heavy long-term dependence on the vendor for continued long-term support services.

2. *Does the proposed firm have personnel considered unquestionably predominant in the particular field?*

Software - N/A. This is a software purchase.

Services - MetraTech is the manufacturer of their software and no other vendor has their domain expertise. In addition, a recent search on a large national job board for MetraTech experienced implementation consultants in the Chicago area returned no candidates.

3. *What prior experience of a highly specialized nature does the person or firm exclusively possess that is vital to the job, project or program?*

Software - N/A. This is a software purchase.

Services – Metratech is the manufacturer of their billing software Metranet. The people working on this project should have experience in configuring the system for Aviation billing needs. Only personnel with Metratech experience or training can perform this. . In addition, a recent search on a large national job board for MetraTech experienced implementation consultants in the Chicago area returned no candidates.

4. *What technical facilities or test equipment does the person or firm exclusively possess of a highly specialized nature which is vital to the job?*

Software - N/A. This is a software purchase.

Services - Metrtech is the manufacturer of their software and no other vendor has their domain expertise.

5. *What other capabilities and/or capacity does the proposed firm possess which is necessary for the specific job, project or program which makes them the only source who can perform the work within the required time schedule without unreasonable costs to the City?*

Software - N/A. This is a software purchase.

Services - Metrtech is the manufacturer of their software and no other vendor has their domain expertise.

6. *If procuring products or equipment, describe the intended use and explain any exclusive or unique capabilities, features and/or functions the items have which no other brands or models, etc. possess. Is compatibility with existing equipment critical from an operational standpoint? Explain why.*

Metrtech is the only vendor with a highly compatible infrastructure with the City's infrastructure (Web Services, SOA etc.). They are also the They have won several awards for 2005 and 2006 for their billing solutions. They are deemed to be the best long term provider for the City of Chicago. .

7. *Is competition precluded because of the existence of patent rights, copyrights, trade secrets, technical data, or other proprietary data? Attach documentation verifying such.*

n/a

8. *If procuring replacement parts and/or maintenance services, explain whether or not replacement parts and/or services can be obtained from any other sources? If not, is the proposed firm the only authorized or exclusive dealer/distributor and/or service center? If so, attach letter from manufacturer.*

n/a

() OTHER(if available)

1. *Explain other related considerations and attach all applicable supporting documents (an approved Information Technology Strategy Committee (ITSC) form, an approved Request for Individual Contract Services form, etc.)*

Attached are following documents.

1. Billing vendor comparison matrix
2. Billing platform implementation.
3. Proposed phasing of DOA

APPROVED BY: _____

Department Head
Or Designee

9-15-06

Date

Board Chairperson

Date

METRATECH

Mr. Forrest Artz
Deputy Comptroller
City of Chicago
333 South State
Suite #420
Chicago, IL 60604

October 14, 2006

Dear Mr. Artz,

Regarding the City of Chicago's Minority Business Enterprise (MBE) Commitment and the Woman Minority Business Enterprise (WBE) Commitment, MetraTech Corp agrees to adhere to the city's WBE/MBE goals.

Specifically, in relation to any contract we are awarded for Information Technology and related services and subsequently any approved service requests we receive, MetraTech Corp will provide at a minimum 16.9% MBE and 4.5% WBE compliance. MetraTech Corp will utilize two existing City vendors, SOFBANG LLC and Edge Technological Resources, to help accomplish this goal.

Sincerely,



Vladimir Mitrasinovic
Senior Vice President
MetraTech Corp.



City of Chicago
Richard M. Daley, Mayor

Department of
Procurement Services

Barbara A. Lumpkin
Chief Procurement Officer

City Hall, Room 403
121 North LaSalle Street
Chicago, Illinois 60602
(312) 744-4900
(312) 744-2949 (TTY)
<http://www.cityofchicago.org>

July 10, 2006

Rhea L. Steele, President
Edge Technological Resources, Inc.
230 West Cermak Road, Suite #2A
Chicago, Illinois 60616

Dear Ms. Steele:

The City of Chicago Department of Procurement Services ("Department") has undertaken an evaluation of procurement policies and procedures including those utilized within the MWBE and DBE certification unit. In light of this evaluation and in anticipation of streamlining our procedures, the Department extends your **MBE/WBE certification until April 1, 2007.**

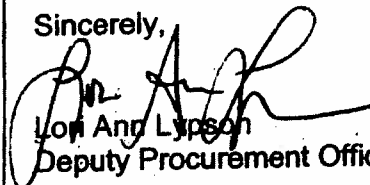
The Department may request additional information from you prior to the expiration of the courtesy period. This information will assist us in making a determination on the recertification of your company. You will receive additional information from the Department in the coming days.

As you know, your firm's participation on contracts will be credited only toward **MBE/WBE** in the following specialty area(s):

**Network Design, Project and Process Management, E-Rate Services;
Electronic Forms, Application/Web Development; Systems and
Application Integration; Technical Writing and Documentation;
Computer Systems Consulting;
Professional Development Training and Network Design; Project
Management**

If you have any questions, please contact our office at 312-742-0766.

Sincerely,


Lori Ann Lypson
Deputy Procurement Officer

LAL/mck





City of Chicago
Richard M. Daley, Mayor

Department of
Procurement Services

Barbara A. Lumpkin
Chief Procurement Officer

City Hall, Room 403
121 North LaSalle Street
Chicago, Illinois 60602
(312) 744-4900
(312) 744-2949 (TTY)
<http://www.cityofchicago.org>

September 6, 2006

Rajinder Singh Duggal, President
Sofbang, LLC
4650 Western Avenue
Lisle, Illinois 60532

Dear Mr. Singh Duggal:

The City of Chicago Department of Procurement Services ("Department") has undertaken an evaluation of procurement policies and procedures including those utilized within the M/WBE and DBE certification unit. In light of this evaluation and in anticipation of streamlining our procedures, the Department extends your MBE certification until September 1, 2007.

The Department may request additional information from you prior to the expiration of the courtesy period. This information will assist us in making a determination on the recertification of your company. You will receive additional information from the Department in the coming days.

As you know, your firm's participation on contracts will be credited only toward MBE in the following specialty area(s):

Systems Analysis/Design, Technical Architecture, UI Design, Web and Client/Server Software Development, Systems Integration, Database Implementation, Quality Assurance, Project Management and Enterprise Strategy

If you have any questions, please contact our office at 312-742-0766.

Sincerely,

Lori Ann Lyson
Deputy Procurement Officer

mck





City of Chicago
Department of Aviation
March 30, 2006

City of Chicago Department of Aviation / Comptroller

Billing Platform Implementation for Ohare/Midway Airports

Feature Lists for Sequential Phases -- *DRAFT*

NOTE:

The compendium of functionality and/or the contents of various phases included herein represent the most current requirements and priorities as understood by BIS, Sofbang and MetraTech.

All functionality requirements and phasing priorities are flexible and may be amended by Department of Aviation, Department of Finance and BIS.

Phase I: \$572,750

General Rate Management

- O'Hare Airlines
- Midway Airlines

Customer Terms Management & Billing Instructions

- General Customer/Billing Terms Management
- Airline Agreement Status Maintenance
- Airline Square Footage Management - O'Hare, Midway
- Monthly Sales Pricing Management
- Cease Billing Instruction
- Initial Billing Instruction
- Modify Billing Instruction
- Credit Billing Instruction
- FBO Billing Instructions



Back Office Activity Report Entry

- Landed Weight Report
- Enplaned/ Deplaned Report
- Quarterly PFC
- Annual PFC
- Miscellaneous(RON, City Gate)

Invoice Auto Generation (Fixed)

- Generate Exclusive Use Invoice – O'Hare
- Generate Exclusive Use Invoice – Midway
- Terminal Ramp Invoice Generation – Midway
- Generate Joint Use Per Capita - Midway
- International Terminal Equipment (Cica Tec)
- Customizable Invoice Business Rules
- FBO - Minimum Annual Guarantee

Invoice Generation (Activity Report - Driven)

- Landed Weight Invoice – O'Hare/Midway
- Joint Use Usage Invoice - Midway
- Miscellaneous Invoice (City Gate, RON)
- Customizable Business Rules

Invoice Delivery

- Print and Mail Invoice
- E-Mail Invoice

Workflow

- Adjustment & Modification Workflow
- Billing Instruction and Term Management Workflow
- Activity Report Workflow - Airlines
- Invoice Verification
- Error Processing Workflow

Alerts Workflow Alerts

- Billing Term Changes
- New Rate And Charges

- Usage Report Alert
- Invoicing and Collection Alerts

Application Administration

- User Management
- Authorization Management
- Activity Report Type Management (Due Date)
- Invoice Type Management
- Customer Management

Back Office Self Invoice Receipt

- T5 Enplaned Deplaned Invoice
- Fuel Invoice - Midway MATCO
- Fuel Invoice O'Hare-AGI
- Equipment Invoice - MATCO Midway
- CFC for Rental car
- FBO - Landing Fees
- FBO - Tie Down Fee
- FBO - Monthly Gross Sales Percentage
- FBO - Categorized Fuel Fee

Customer Online Payment UI

- Invoice Detail
- Account Management
- View Activity Statistics

Customer Online Activity Report

- Landed Weight Report
- Enplaned/ Deplaned Report
- FBO Report
- Miscellaneous(RON, City Gate)

Customer Online Self Invoicing

- T5 Enplaned Deplaned Invoice
- PFC Invoice
- Fuel Invoice - Midway MATCO
- Fuel Invoice O'Hare-AGI



- Equipment Invoice - MATCO Midway
- CFC for Rental car
- FBO - Landing Fees
- FBO - Tie Down Fee
- FBO - Tiered Sales Percentage
- FBO - Categorized Fuel Fee

Interfaces

- Oracle AR – two way interface (pushing invoices, pulling payments)

Reports

- Ad-Hoc Reports (Customizable)
- Combined System Report
- Other Reports Determined to Be Necessary (TBD during Design Phase)
- Activity Reports
- Aggregate Reports by Activity
- CFC/PFC
- FAA Report (DBE/MBE)
- Reports Delivery

Phase II: \$369,750

General Rate Management

- Non-Airlines(CFC, marketing fee, distribution fee %, CAM)

Customer Terms Management & Billing Instructions

- Non-Airline Agreement Status Maintenance
- Non-Airline Basic Setup
- Non-Airline Monthly Sales Pricing Management

Back Office Activity Report Entry

- Utility Report
- News Boxes
- Yearly Certified Sales Report

Invoice Auto Generation (Fixed)

- Concession Minimum Annual Guarantee Invoice
- Generate Non-Airlines Square Footage Invoice
- Land Support Invoice Generation
- Miscellaneous(Centerpoint, Utility, Treasury, Fixed License Fee)
- T5 Rents

Workflow

- Activity Report Workflow - (Non -Airlines)

Application Administration

- Concession Sales Category Management

Back Office Self Invoice Receipt

- FIS Invoice
- PFC Invoice
- Land Acquisition
- Concession - Monthly Gross Sales Percentage

Customer Online Activity Report

- FIS Report
- PFC Reports
- Monthly Sales Report
- Yearly Certified Sales Report
- Utility Report
- News Boxes

Customer Online Self Invoicing

- FIS Invoice
- Concession - Monthly Gross Sales Percentage

Reports

- Reports Needed in this Phase to Be Determined during/after Phase I



Phase III: \$250,000

Invoice Delivery

- Electronic Transfer of Invoices to Customers AP

Workflow

- Cash Receipt Workflow

Customer Online Payment UI

- Outstanding Balance
- Open Invoice Summary
- Select and Review Invoices before payment
- EFT Payment
- E-mail Receipt of Payment
- Bank Profile
- Automatic Reconciliation
- Auto Transfer to Correct Fund
- Payment History
- Print Payment
- Electronic Transmittal Report
- Partial/Over Payment
- Auto Bank Debit

Customer Online Self Invoicing

- Land Acquisition

Cash Receipt and Deposits

- Extended Check Log (Beyond Oracle AR)

Interfaces

- Payment Engine (Extended)
- Customer Account Payable Systems

Reports



- Additional Reports Needed in this Phase to Be Determined during/after Phase II

Unassigned/ TBD

Customer Online Payment UI

- Invoice History (TBD for migration)
- Wire Transfer Payment

Cash Receipt and Deposits

- Automatic Treasury Transmittal Report

Reports

- Data Warehousing
- Aggregate Sales and Revenue By Category from Timberline
- Additional Reports...

Interfaces

- File-net Interface
- ASTAT
- Timberline

City of Chicago Rating, Billing & Invoicing: Vendor Solution Fit Analysis

Key: ● = Complete ○ = Partial

	MetraTech	High Deal	Portal	Amdocs	Convergys	Comverse
Business & Implementation Fit						
Strategic Importance of Airport & Public Service Billing, Rating & Invoicing	●	GAP	GAP	○	GAP	GAP
Market focus & experience	●	GAP	GAP	GAP	GAP	GAP
	Airports, Value-added Services, Telecom, Cable, Distributed computing...	Telecom, Content	Telecom, Cable, Content	Telecom, Cable, Content, Utilities, Life Insurance	Telecom, Cable, Content	Telecom, Auction
Business Model Convergent						
Support City of Chicago Departments	●	GAP	GAP	GAP	GAP	GAP
- Fees & Permits	●	GAP	GAP	GAP	GAP	GAP
- Licenses & Registrations	●	GAP	GAP	GAP	GAP	GAP
- Taxes	●	GAP	GAP	GAP	GAP	GAP
- Fines & Tickets	●	○	○	○	○	○
- Network based-services	●	GAP	GAP	GAP	GAP	GAP
Upgrade path						
Self-sufficiency (empowerment)	●	○	GAP	●	●	●
Deployment Time: Initial	○	○	GAP	○	○	○
Deployment Time: Incremental	○	○	○	○	○	○
Implementation to License cost ratio	hours	weeks	weeks	years	months	months
Cost to Rate & Invoice relative to Revenue Collected	<1:1	2:1	4:1	9:1	7:1	5:1
Total cost of ownership	\$	moderate	high	don't want to know	very high	very high
		\$\$	\$\$\$	\$\$\$\$	\$\$\$	\$\$\$

City of Chicago Rating, Billing & invoicing: Vendor Solution Fit Analysis

Key: ● = Complete ○ = Partial

Technology Fit	MetraTech	High Deal	Portal	Amdocs	Convergys	Converse
Web-native architecture	●	GAP	GAP	GAP	GAP	GAP
Service Oriented Architecture (SOA)	●	○	GAP	GAP	GAP	●
Web-based GUIs (zero footprint client)	●	○	○	○	○	GAP
Web services integration	●	○	○	○	○	GAP
Service agnostic design	●	○	GAP	GAP	GAP	●
XML-middleware enabled	●	GAP	GAP	GAP	GAP	●
Non - Telecom Specific	●	GAP	GAP	GAP	GAP	GAP
Adaptable / Configurable by City Teams	●	GAP	GAP	GAP	GAP	GAP

City of Chicago Rating, Billing & invoicing: Vendor Solution Fit Analysis

Key: ● = Complete ○ = Partial

Functionality Fit	MetraTech	High Deal	Portal	Amdocs	Convergys	Converse
Customer information & hierarchies	●	○	●	●	●	●
Customer terms & Billing instructions	●	●	●	●	●	●
General rate management	●	●	●	●	●	●
Rating & Discounting	●	●	●	●	●	●
Billing & Bill process management	●	○	●	●	●	●
Invoice auto-generation for all charges	●	○	●	●	●	●
Invoice delivery in multiple electronic formats	●	●	●	●	●	●
Customer online activity reporting	●	○	●	●	●	●
Customer online payment	●	○	●	●	●	●
Customer self invoicing	●	○	○	○	○	○
Integrated Supplier & Consumer Management	●	○	○	○	○	○
Security & Auditability	High	Medium	Low	Medium	Medium	Medium
Corrections & Adjustments Handling	●	○	GAP	●	GAP	○
Workflow engine & management GUI	●	○	●	●	●	●
- Static / vendor-built	GAP	●	●	●	●	●
- Dynamic / customer-configurable	●	○	GAP	GAP	GAP	GAP
Alerts & proactive reporting	●	○	●	○	GAP	GAP
System Interfaces	●	○	●	○	○	○
- Oracle Financials	●	●	●	●	●	●
- CRM	●	○	○	○	○	○
- Chicago department specific	○	○	○	○	○	○
• Time	①	①②③	①②③	①②③④	①②③	①②③
• Cost	\$	\$\$\$	\$\$\$	\$\$\$\$\$	\$\$\$	\$\$\$\$
Reports						
- interactive online	●	○	○	○	○	○
- run-time & static PDF / printed	●	●	○	○	○	○
- proactive, RSS, XML	●	●	●	●	●	●
Margin Analysis & Revenue Allocation	●	GAP	GAP	GAP	GAP	GAP
	●	○	GAP	GAP	GAP	GAP