

JUSTIFICATION FOR NON-COMPETITIVE PROCUREMENT

COMPLETE THIS SECTION IF NEW CONTRACT

For contract(s) in this request, answer applicable questions in each of the four (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 _____ for the product and/or services described herein. This is a request for
 (Name of Person or Firm)

(One-Time Contractor Requisition #: _____, copy attached) or Term Agreement or Delegate Agency (Check one).

If Delegate Agency, this request is for "blanket approval" for all contracts within the _____ (Attach List).
 (Program Name)

Pre-Assigned Specification No.: _____ Pre-Assigned Contract No.: _____

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 #: 14298

Specification #: 51872

Modification #: _____

Company or Agency Name: METRATECH Corp

Contract or Program Description: Automated billing/payment system
 (Attach List, if multiple)

Forrest Artz/ Cody Moran
 Originator Name

747-9321/
 Telephone

[Signature]
 Signature

Finance/ DoIT
 Department

3/21/08
 Date (mm/dd/yr)

Indicate **SEE ATTACHED** in each box below if additional space needed:

<input checked="" type="checkbox"/> PROCUREMENT HISTORY SEE ATTACHED	DATE <u>5/6/08</u> RECOMMEND <u>4-0 (1 abstain)</u>
<input type="checkbox"/> ESTIMATED COST SEE ATTACHED	CONDITIONALLY APPROVED
<input type="checkbox"/> SCHEDULE REQUIREMENTS SEE ATTACHED	RETURN TO DEPT. _____ DISAPPROVED
<input type="checkbox"/> EXCLUSIVE OR UNIQUE CAPABILITY SEE ATTACHED	
<input type="checkbox"/> OTHER SEE ATTACHED	

S. S. R. 2.

APPROVED BY: [Signature]
 DEPARTMENT HEAD OR DESIGNEE

4-10-08
 DATE

[Signature]
 BOARD CHAIRPERSON

5/6/08
 DATE

JNCP ATTACHMENT

PROCUREMENT HISTORY

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

Initially, the City Department of Innovation and Technology (DoIT) planned to host the METRATECH product within the City's information infrastructure. It was later determined that it would be beneficial to the project if a hosting agreement was utilized with METRATECH to provide services such as dedicated hardware infrastructure and shared network infrastructure and services (network security, redundant firewalls, intrusion detection, physical security, tape back-up, network monitoring and standard network and DBA services). As METRATECH is the only company that provides services to support this product it was determined that an amendment to the existing contract be modified to include these services.

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

This is a continuation of a previous sole source contract; however, this is a request to amend the contract to include hosting services mentioned above. Hosting services were not addressed in the original agreement.

3. Explain attempt to competitively bid the requirement

As METRATECH is only company that supports this product as a result a competitive bid is not possible. However, DoIT has executed other hosting agreements and is in tune with market costs and conditions related to hosting agreements for the City.

4. Describe all research done to find other sources.

Other sources not an option as METRATECH in only company that supports this product.

5. Explain if future competitive bidding is possible? Is this a one-time request or will future requests be made for doing business with the same source?

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

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

Future competitive bidding is possible as they have more partners implementing the system.

ESTIMATED COST

1. What is the estimated cost for this requirement? What is the funding source?

Production environment set-up fee - \$32,918 (one time only)

Staging, development and UAT environment set-up - \$26,000 (one time only)

Monthly hosting production environment fee - \$15,000 per month

Professional services, after hours support and training – case by case basis as needed – time and materials - \$150 - \$250 per hour.

Department of Aviation operating budget 740-0852015-0140-220140

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

Year 1 – \$258,918

Year 2 – \$200,000

Year 3 – \$200,000

Year 4 – \$200,000

Year 5 - \$200,000

3. Explain the basis for estimating the cost and what assumptions were made and data used.

Cost proposal from firm solicited based on requirements identified by DoIT.

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 executed a \$5.7 million contract for the development of the automated billing and payment system with MetraTech. Approximately \$2.5 million has been paid to MetraTech to date on the existing contract. As MetraTech is the only provider of the software the hosting services are not available from other vendors.

A cost analysis comparing City hosting costs to contract hosting costs with MetraTech was performed by staff at DoIT. It was determined that cost saving would be realized by the City through this amendment for hosting services.

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

The DoIT was the lead in identifying requirements for hosting services related to this software program. As a result, during the requirements formulation phase DoIT was instrumental in identifying reasonable costs based on other hosting projects recently implemented by DoIT. Further negotiations and cost reductions may be yet possible.

SCHEDULE REQUIREMENTS

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

The schedule was developed by DoIT with input from MetraTech and the Comptrollers Office. The hosting requirement is primarily driven by project plan developed for the implementation of the original contract.

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 these circumstances? Why are the drawings and specifications lacking? What is the lead time 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 schedule is critical as the implementation of the automated billing and payment system is completely dependent on the delivery of the hosting services

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

Any delays to the hosting agreement would create delays to the existing implementation project in process. AS a result, the city will have expended considerable resources (time and money) and the existing implementation would stop until hosting services are acquired.

EXCLUSIVE OR UNIQUE CAPABILITY

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.

As METRATECH is the only company that provides services to support this product it was determined that an amendment to the existing contract be modified to include the hosting services. Please see attached Hosting Agreement.

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

MetraTech is the manufacturer of the software and no other vendor has their domain expertise. In addition, a search on a large national 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?

METRATECH is the only company that provides services to support this product.

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?

MetraTech is the manufacturer of the 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?

MetraTech is the manufacturer of the 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.

N/A – acquiring services

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

MBE/WBE COMPLIANCE PLAN

1. All submissions must contain detailed information about how the proposed firm will comply with the requirements of the City's Minority and Women Owned Business program. All submissions must include a complete C-1 and D-1 form, which is available on the Procurement Services page on the City's intranet site.

The original contract includes required MBE/WBE requirements. The vendor will be submitting a MBE/WBE waiver for this amended portion of the agreement.

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. 23, 2007
 REQ No.: 35631
 Specification No.: (if known): 51872
 PO No.: (if known): 14298
 Modification No.: (if known): _____
 Contact Person: FORREST ARTZ
 Tel: 7X9325 Fax: _____ E-mail: _____
 Project Manager: FORREST ARTZ
 Tel: 7X9325 Fax: _____ E-mail: _____
 Previous PO No.: (if known): _____

Project Description: AUTOMATED BILLING & PAYMENT SYSTEM-IMPLEMENTATION, SOFTWARE LICENSE, MAINTENANCE & SUPPORT

FUNDING:

- | | | | | | |
|----------|---------------------------------------|---------------------------------------|--|---------------------------------|--------------------------------|
| City: | <input type="checkbox"/> Corporate | <input type="checkbox"/> Bond | <input checked="" type="checkbox"/> Enterprise | <input type="checkbox"/> Grant* | <input type="checkbox"/> Other |
| State: | <input type="checkbox"/> IDOT/Transit | <input type="checkbox"/> IDOT/Highway | <input type="checkbox"/> FAA | <input type="checkbox"/> Grant* | <input type="checkbox"/> Other |
| Federal: | <input type="checkbox"/> FHWA | <input type="checkbox"/> FTA | | <input type="checkbox"/> Grant* | <input type="checkbox"/> Other |

LINE	FY	FUND	DEPT	ORGN	APPR	ACTV	OBJT	PROJECT	RPTG	\$ DOLLAR AMOUNT
<u>1</u>	<u>007</u>	<u>0740</u>	<u>085</u>	<u>2015</u>	<u>0140</u>		<u>220140</u>			<u>1,800,000.00</u>

Estimated Value \$ 1,800,000.00

*IF GRANT FUNDED, A COPY OF THE APPROVED GRANT AND APPLICATION ARE REQUIRED and any other Terms and Conditions that may apply.

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: Requested Term (number of months): _____

PRE BID/SUBMITTAL REQUIREMENTS:

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

**CITY OF CHICAGO
PRE-APPROVED
MODIFICATION / OVERRIDE REQUISITION**

Copy (Department)

DELIVER TO: 027- DEPAUL 420 333 S. STATE ST. ROOM 420 Chicago, IL 60604	REQUISITION: 35631 For PO Number: 14298 PAGE: 1 DEPARTMENT: 27 - DEPARTMENT OF FINANCE PREPARER: Scott M Hoffman NEEDED: PRE-APPROVED 10/22/2007
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REQUISITION DESCRIPTION

AMEND CONTRACT NO. 14298 METRATECH CORP. TO INCLUDE HOSTING WORK, INCREASE DOLLAR AMOUNT IN CONTRACT BY \$1,800,000.00.
 SPECIFICATION NUMBER: 51872
 Mod Reason: DOLLAR AMOUNT CHANGE

COMMODITY INFORMATION

LINE	ITEM	QUANTITY	UOM	UNIT COST	TOTAL COST						
1	96120 SOFTWARE LICENSE, IMPLEMENTATION & ANNUAL MAINTENANCE	1	USD	0.00	0.00						
SUGGESTED VENDOR:		REQUESTED BY: Scott M Hoffman									
DIST	BFY	FUND	COST CTR	APPR	ACCNT	ACTV	PROJECT	RPT CAT	GENRL	FUTR	TOTAL COST
1	007	0740	0852015	0140	220140	0000	00000000	000000	00000	0000	0.00
LINE TOTAL:											0.00
REQUISITION TOTAL:											0.00

07 OCT 23 AM 10:56

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.

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>

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 Lyppson
Deputy Procurement Officer

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>

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.**

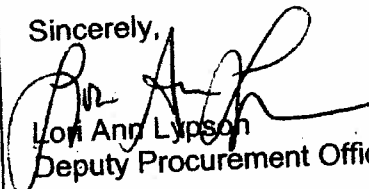
The Department may request additional information from you prior to the expiration of the courtesy period. This information will assist us in making a determination on the recertification of your company. You will receive additional information from the Department in the coming days.

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 Lyson
Deputy Procurement Officer

LAL/mck





MetraNet User Roles & Responsibilities: Hosted/Outsourced Models

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Introduction

MetraTech is the only company to provide services to support its flagship product, MetraNet. This document summarizes the Roles and Responsibilities of MetraTech to its Hosted and Outsourced MetraNet customers.

In general, there are four major areas of the MetraNet platform where a careful definition of the roles, interactions and responsibilities of MetraTech and our customers is useful. These areas, which are discussed in turn below, are: (1) Product Catalog and Rate Management; (2) Account Management and Customer Care; (3) Usage and Data Processing; and (4) End of Period processing.

The responsibility for the initial implementation and configuration of MetraNet is shared jointly by the Customer and the MetraTech project team. Our Professional Services Group (PSG) performs the implementations, and their activities are detailed in the individual Statements Of Work (SOWs) and are explained generally in the discussion of the MetraTech six-phase implementation process. As indicated above, this document focuses on the ongoing production operations and activities.

The MetraTech Operations and IT teams provide the support of the physical and network environments related to the Customer's instance(s) of MetraNet. This includes everything related to security, back-up and maintenance of the software and hardware environments. Hosted / outsourced MetraNet instances are located at the AT&T Internet Data Center, Waltham, MA and are SAS-70 certified.

Product Catalog and Rate Management

Customer Team

Ongoing maintenance and management of the product catalog is the responsibility of the Customer team.

Offer Management - includes the definition of non-recurring and recurring charges and discounts of all kinds. These chargeable items along with any usage charges (e.g. Broadcast Fax) are assembled into the product offerings (a.k.a. Service Offer, Product Plan, etc.) that are available to customers. All the appropriate dates (effective and available) and cycle constraints (e.g. same as customer billing cycle) are also defined in this area.

Rate and Rule Management - includes not only the rates and rules within a specific rate table, but also the effective dates for each such rate table. Other tables that contain reference data used in rating (e.g. calendars with peak and off-peak rates) are also maintained by the Customer's team. This may include the use of import/export tools to move data between test environments and from Excel spreadsheets into the MetraNet platform.

MetraOffer is the primary MetraNet module used for these activities.

User skills - Typical users are business users (i.e. not programmers) who are responsible for rate management and creation of product bundles. These users are able to take the Marketing requirements and translate them into the MetraNet framework. Disciplined logical thinkers who are familiar with simple databases or spreadsheets are very successful in this setting.

MetraTech Support

MetraTech Support personnel troubleshoot issues and errors as reported by the Customer team or as noticed in monitoring the daily and end-of-period (EOP) processes. For example, if the Customer configured a volume discount that caused an error to be generated during EOP processing, the MetraTech Support team would investigate the error and recommend a remedy to that error if it exceeds the Customer team's understanding of the platform. Should a situation require a deeper, more complex configuration (e.g. there is a new product being deployed), the MetraTech Support team will work with the Customer and advise alternative means to resolve the problem, which may require PSG involvement or short-term MetraTech Developer Support (if we did the work I think that they need PSG Support not Developer Support. We need to be clear that after PS warranty is over, they can buy PS maintenance or pay on a T&M basis).

Account Management and Customer Care

Customer Team

The Customer Team is responsible for ongoing maintenance and management of customer accounts, hierarchies, subscriptions, and other functionality available within the MetraCare module, as described, documented and demonstrated over the previous months. Some of the major activities are:

Account Management - includes the creation or management of accounts and hierarchies, association of subscriptions and any customer specific rates. This includes all information that must be captured and maintained to support accurate invoicing and payment. For the Customer, this may include additional screens that enable accounts to maintain and manage a fax/contact list for use when ordering services.

Hierarchy Management - includes setting up departmental nodes, creating and applying templates (that can include default address, telephone numbers and subscriptions), payment responsibility and hierarchy ownership.

User Permissions Management - establishes the levels of permission/activity for users within MetraCare and the capabilities (i.e. specific functionality like create an account) associated with each role.

The primary MetraNet module used for these activities is MetraCare which includes MetraView, the interactive online bill and reporting web pages.

User Skills - Typical users are business users (i.e. not programmers) who may include customer care agents and managers, sales staff, finance department personnel. Most users simply need to be familiar with established Customer policies and practices and require standard form completion and application navigation skills. Disciplined logical thinking is required for managing the permissions set-up which may be performed by Customer billing or IT staff, or, configured during the initial deployment.

MetraTech Support

MetraTech Support personnel troubleshoot issues and errors as reported by the Customer team or noticed in monitoring the daily and end-of-period (EOP) processes. For example, if the Customer configured an account with a date that did not allow correct usage processing, the MetraTech Support team would help investigate the error and the remedy to that error, if it exceeds the Customer team's understanding of the platform. Should a situation require deeper, more complex configuration activity (e.g. a new product), the MetraTech Support team would work with the Customer and advise alternative means to resolve the problem. This may require PSG level involvement or short-term MetraTech Developer Support.

Usage and Other Data Processing

This refers to the processing of any data, particularly Customer usage activity (e.g. Broadcast Fax) that is provided from a source external to the MetraNet platform. This may also include account information from a central Customer account management system or Payment processing using the MetraPay functionality. In MetraNet documentation, processing of external data is referred to as *Data Metering*.

Customer Team

Ongoing monitoring and management of data metering is the responsibility of the Customer team.

Data Quality – includes record format compliance and the content of the records. If incomplete or inaccurate data are submitted, the Customer team will be the primary troubleshooters supported by MetraTech Support. This is an area of great importance as the accuracy and consistency of data streams is the single biggest factor in creating an efficient billing operation.

Connectivity – includes monitoring the connectivity from the data sources to ensure data are being transmitted and processed per expectations.

Payment processing– includes monitoring the results of the MetraPay payment gateway integration. This can include soft and hard declines, resubmission of transactions according to configured rules, and, troubleshooting the source of errors not automatically resolved through configured resubmit processes.

MetraControl is the primary MetraNet module used for to review data metering results, monitor error queues, and correct and resubmit transactions.

User skills – This user group can include the MIS team responsible for managing the usage processing as well as business users in a number of areas (e.g. customer care, product management, and finance) who may be required to troubleshoot errors and remedy the source of the errors, whether the source be in the data feed or in the configuration of other modules in the MetraNet platform.

MetraTech Support

MetraTech support personnel ensure that the MetraNet platform is running properly and is available according to contractual agreements. This includes the monitoring and management of MetraNet data processing queues and relevant log files related to the MetraNet side of any integration points. In addition, these personnel troubleshoot issues and errors as reported by the Customer team and/or noticed in monitoring the daily and end of period (EOP) processes (as described above).

Billing / Invoice / Settlement Processing

This refers to the End of Period (EOP) activities required to calculate invoices, render electronic files (PDFs and data feeds), and transmit electronic feeds to the accounting package, to the invoice printing system, and any other EDI, data warehouse/data marts and electronic notification, to settle any business relationships: retail customers, channel / wholesale customers, commissions to an internal sales team and 3rd party agents, and to providers of service and content that are resold or embedded in corporate offerings.

EOP processing is an area that is contractually provided by MetraTech on a fixed / agreed upon schedule. However, many customers wish to have greater flexibility in the timing and steps of the EOP activities and have been empowered through training, to manage the EOP activities themselves, with MetraTech Support providing expert assistance as required. The description below assumes MetraTech is running the EOP on a fixed cycle.

Customer Team

The Customer team *reviews* the results of EOP activity, especially the overall results (e.g. number of invoices and total revenue) and sample and targeted accounts once the PDF version has been created, but prior to the final steps of the "Hard Close" whereby the results are sent and committed to the Accounting and other external 3rd party systems.

Error correction – includes investigating and correcting errors, escalation to appropriate Customer and MetraTech resources.

MetraControl is the primary MetraNet module used to monitor and review the EOP activity and results. MetraNet is also used to correct and resubmit transactions, and, back-out and rerun specific adapters (EOP steps) and checkpoints. MetraCare is also used to review the PDFs and other user activity.

User skills – This user group can include the MIS team responsible for managing the usage processing as well as business users in a number of areas (e.g. customer care, product management, and finance) that may be required to troubleshoot errors and remedy the source of the errors whether it is in the data feed or in the configuration of other modules in the MetraNet platform.

More typically, it is the Billing team and/or members of the Finance department who are tasked with ensuring invoices are accurately calculated and rendered.

MetraTech Support

MetraTech Support personnel ensure that the MetraNet platform is running properly and is available according to contractual agreements. Troubleshoot issues and errors as reported by the Customer team and/or noticed in monitoring the daily and end of period (EOP) processes (as described above in other sections).

How much will they be paid? The amendment to the agreement is attached. The \$960,000 represents that portion of the agreement that would be set aside for additional upgrades, enhancements and reporting only if requested by the City. The details of this future work will appropriately be provided in a "Statement of Work" as indicated and categorized above. They will be paid on an hourly basis anywhere from \$150 - \$250 depending on the resources utilized as indicated below:

Description of Other Services	Amount (\$USD)
Billing Operations	\$150/hour
Certified Network Engineers	\$150/hour
Certified DBA	\$150/hour
Security Experts	\$200/hour
Professional Services	\$200/hour
After Hours Support	\$250/hour
Training	\$175/hour

These rates have been approved by the Department of Innovation and Technology and are as referenced in Terms and Conditions Number 6 (**List of Exhibit**, is amended by adding, " Exhibit 2A, Schedule of Compensation for Hosting"):

Specification No.: 51872
 Contract (P.O.): No. 14298
 Amendment No.: 1
 Vendor No.: 50377021-A
 Mod Requisition: 35631

EXHIBIT 2A

SCHEDULE OF COMPENSATION FOR HOSTING

<u>Hosting Services</u>	<u>Amount</u>
Production Environment Set Up Fee	\$ 32,918.00
Development/Staging Hardware Set Up Fee	\$ 26,000.00
<u>Future Enhancements</u>	
Approximately 120 Resource Weeks Time & Materials Budgeted Cap	\$ 960,000.00
<u>Annual Hosting Service</u>	

1st Year Hosting
2 nd Year Hosting
3rd Year Hosting

²
\$ 180,000.00
\$ 180,000.00
\$ 180,000.00

Total Hosting Amount

540,000
\$1,558,918.00