



CITY OF CHICAGO

CHICAGO DEPARTMENT OF AVIATION

To: Aileen Velazquez  
Chief Procurement Officer

Attn: Steven Loboda  
Chair, Non-Competitive Review Board

From:   
David P. Winters  
Chief Legal & Accountability Officer

Date: 2/28/24

Subject: Revised Packet  
CDA Request for a New, Non-Competitive Contract with Aira Tech Corp  
"Visual Interpretation Services at Midway and O'Hare Airports and Harold  
Washington Library Center"

Vendor: Aira Tech Corp  
Requisition No.: 566516  
Specification No.: 1286461

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### **Introduction**

The Chicago Department of Aviation (CDA) is resubmitting this request to the Non-Competitive Review Board (NCRB) to update our previously submitted request. Our initial request was for a non-competitive contract with Aira Tech Corp for "Visual Interpretation Services" that included the Mayor's Office for People with Disabilities (MOPD), the Chicago Public Library (CPL), and other Using Departments. However, after presentation to the NCRB on February 6, 2024 and further discussions, this revised request removes MOPD from this request as they do not wish to participate in this contract. In addition, it removes the line for other using departments. This request is solely for the CDA and CPL.

### **Overview of Request**

The CDA respectfully resubmits this request to the Non-Competitive Review Board for a new, three (3) year contract, with the option to extend for up to two (2) additional years, with Aira Tech Corp (Aira) for services for individuals with low vision and blindness (BLV) to access visual interpretation services. The CDA is requesting a base

contract of three (3) years, with the option to extend it for an additional two (2) years. The revised total contract amount covers CDA Airports (Midway and O'Hare) for \$20,000 per year (\$100,000 for the 5 year contract) and CPL for \$10,000 per year (\$50,000 for the 5 year contract), for a total of \$150,000 for the 5 year contract.

### **Overview of Services**

Aira will provide remote assistance services for these individuals at O'Hare and Midway International Airports and the Harold Washington Library Center. This is a mobile application that will allow the traveling public to access the services via mobile application to assist individuals with low vision and blindness to access visual interpretation services 24 hours a day, 7 days a week, and 365 days a year.

The service is a live, human-to-human professional assistance service. The service provides a live interpreter to assist with tools such as wayfinding signage, maps, labels, text etc. Using the combination of a smartphone camera and a mobile device application, a professionally-trained agent will assist by visually interpreting what is in the camera's view or shared on screen, from describing to reading, from explaining to navigating – just about anything, safely and securely. Aira doesn't replace existing assistance systems. Instead, it's designed to enhance them. A BLV person navigates the world using whatever tools they normally would, such as a cane or guide dog, and calls the Aira agent when needed.

There are no technical or operational requirements to implement Aira. Aira will draw the geofence, turn it on, and can begin to accept calls. Aira relies on having a cellular connection or Wi-Fi. Once an individual is inside the geofence, the call is automatically enabled.

### **Contractor's Responsibilities**

The Aira App will cover O'Hare and Midway International Airports and the Harold Washington Library Center. The Contractor will provide unlimited usage of the Aira service for each of Chicago's Airports and the Library. In addition, the Contractor will provide the setup and provisioning of a geo-fence at O'Hare, Midway, and the Harold Washington Library Center for the service area where the CDA and CPL will offer the Aira Visual Interpretations services to its customers. Geofencing includes the following:

- i O'Hare Airport Terminal Buildings and Tunnels
- i Midway Airport Terminal Building
- i Airport Train Platforms
- i Multi-Modal Facility (ORD) and Rental Car Center (MDW)
- i All Parking Structures
- i All CDA Outlying Buildings
- i Harold Washington Library Center

- The Contractor will provide 24/7, 365 days a year unlimited access to O'Hare, Midway, and the Harold Washington Library Center. Users of the Aira App can connect using their smartphones to connect with a specially trained professional agent to navigate airports.

The Contractor will maintain service through a mobile device application (Aira App).

The Contractor will be responsible for the maintenance of the Aira App.

Service requests, requests of assistance from a visual interpreter (Aira Agent), are made via Aira App. Requests allow a person who is BLV to connect with an agent within seconds. Once connected the agent sees live streaming video.

The Aira App is free and available on both iOS and Android.

Service requests made within geofencing of the Airports and the Library will have unlimited usage without cost to the user while in the airports.

The Contractor will provide qualified Aira Agents to complete service requests.

The Contractor via Aira Agents will provide guidance on moving through crowds, finding gates, available seating, restrooms, comfort stations, luggage pickup and available amenities throughout the airport complexes. The Contractor via agents will also assist travelers in maneuvering through self-service kiosks and Transportation Security Administration (TSA) checkpoints.

The Contractor will provide users with up-to-date flight information to include gate changes, gate locations, arrival and departure times, flight delays and cancellations.

The Contractor will provide a monthly usage report, including the number of unique usages of the service, general location of the service's usage and duration of usage.

The Contractor will provide training for CDA and the Library staff in the implementation of services. The Contractor provides, at no cost, two 30-minute virtual training sessions where airport staff, tenants and TSA members are introduced to Aira and its capabilities.

Service includes access to the "Aira Access Network" where information regarding updates and enhancements to the Aira App will be available.

Aira will provide the City joint press release material, copy for website and digital signage, and an audio announcement.

Chicago's O'Hare and Midway International Airports will be listed on Aira website and included in monthly call with Aira Explorers as a new Access Partner.

### **Estimated Costs For New Contract**

This request incorporates the costs for the CDA and the CPL. The total estimated cost per year is \$20,000 per year for the CDA and \$10,000 for the CPL. This totals \$90,000 for the 3 year base contract. The additional two (2) years' extension option is an additional \$40,000 for the CDA and \$20,000 for the CPL, for a total of \$60,000 for the 2 year extension options. The total for the five (5) year contract will be \$150,000.

The CDA, in conjunction with the Chicago Public Library has reviewed the pricing proposal and per their quote and justification, concurs with these prices.

### **Compliance**

Aira has provided a solid justification for having this contract be awarded as a No Stated Goals. This service is an app-driven one, and the Aira App runs on any smartphone. The positions that Aira hires are direct hire and they do not subcontract for the Visual Interpreter role. After review, the CDA concurred with this request. DPS' Office of Contracting Equity has approved this as a No Stated Goals.

In support of this revised request, please find the following:

- Revised DPS Checklist
- Revised NCRB Application
- Aira App Exclusivity Letter (previously submitted)
- Aira App Information (previously submitted)
- Revised Aira Quote
- Revised Scope of Work, Signed by CDA
- New: CPL Commissioner Letter to Chief Procurement Officer
- New: Scope of Work from CPL
- Aira Request for Compliance Waiver (previously submitted\_
- CDA Concurrence for Compliance Waiver, with Approved Uniform Goal Request and Supporting Documentation (previously submitted; revised to reflect new amount)
- Certificate of Economic Disclosure Statement (previously submitted)
- Certificate of Liability Insurance (previously submitted)
- Email from Aira: Confirmation of City's Terms and Conditions (previously submitted)

If you have any questions or need additional information regarding this request, please contact Rosemary McDonnell at 773.894.1822. Thank you for your assistance.

Procurement Type: Non-Competitive Contract

Duration: Upon Award for a three (3) year base contract with the option to extend for up to two (2) additional years

Estimated Total Cost \$250,000

Funding Strip: CDA  
23.0740.085.4501.0166.220166 \$50,000  
23.0610.085.4501.0166.220166 \$50,000

CPL  
24.0346.912005.0140.220000 \$50,000

Vendor Contact: Marty Watts  
Aira Tech Corp  
3451 Montebello  
Carlsbad, IL 96009  
617.905.8784  
Marty.watts@aira.io

User Contact: Xochitl Rodriguez Phone: 773.894.3728

User Managing Deputy: David P. Winters Phone: 773.686.7083

# Project Checklist

Attach required forms for each procurement type and detailed scope of services and/or specifications and forward original documents to the Chief Procurement Officer; City Hall, Room 806.

**Date:**  
February 14, 2024

**Department Name:**  
CDA

**Requisition No:** 566515      **Specification No:** 1286461

**PO No:**      **Modification No:**

**Contract Liaison:**  
Rosemary McDonnell

**Telephone:**  
773.894.1822

**Email:**  
rosemary.mcdonnell3@cityofchicago.org

**Project / Program Manager:**  
Xochitl Rodriguez

**Telephone:**  
773.894.3728

**Email:**  
xochitl.rodriguez@cityofchicago.org

For blanket agreements, original or lead department must consult with other potential departments who may want to participate on the blanket agreement. If grant funded, attach copy of the approved grant application and other terms and conditions of the funding source. **Note:** 1) **Funding:** Attach information if multiple funding lines; 2) **Individual Contract Services:** Include approval form signed by Department Head and GBM; 3) **ITGB:** IT project valued at \$100,000.00 or more; attach approval transmittal sheet.

*\*By signing this form, I attest that all information provided is true and accurate.*

**\*Contract Liaison Signature**

**Project Title:**  
New Non-Competitive Contract with Aira Tech Corp. for Geofencing for visual interpretation services at Midway and O'Hare International Airports and with Chicago Public Library (Harold Washington Library). This includes training and translation services with identified languages.

**Project Description:**  
New Non-Competitive Contract with Aira Tech Corp. for Geofencing for visual interpretation services at Midway and O'Hare International Airports and at Harold Washington Library. This includes training and translation services with identified languages. This request is for a base contract term of three (3) years with the option to extend up to two (2) additional years.

**Funding:**

Corporate       Bond       Enterprise       Grant       Other:  
 IDOT/Transit       IDOT/Highway       FHWA       FTA       FAA

LINE	FY	FUND	DEPT	ORGN	APPR	ACTV	PROJECT	RPTG	ESTDOLLAR AMOUNT
1	23	0740	85	4501	0166	220166			\$50,000
2	23	0610	085	4501	0166	220166			\$50,000

**Check One:**

**New Contract Request**

*\*By signing below, I attest the estimates provided for this contract are true and accurate.*

**Project / Program Manager Signature:**  
*Xochitl Rodriguez*

**Commissioner/Authorized Designee Signature:**  
*[Signature]*

**Purchase Order Type:**

Blanket/Purchase Order (DUR)  
 Master Consultant Agreement (Task Order)  
 Standard/One-Time Purchase

**Procurement Method:**

Bid     RFP     RFQ     RFI  
 Small Order

**Special Approvals Required:**

Emergency  
 Non-Competitive Review Board (NCRB)  
 Request for Individual Contract Services  
 Information Technology Governance Board (ITGB)

**Purchase Order Information:**

**Contract Term (No. of Months):** 36

**Extension Options (Rate of Recurrence):** up to 24 months

**Estimated Spend/Value:** \$150,000.00

**Grant Commitment / Expiration Date:**

**Pre-Bid/Submittal Conference:**  Yes     No

Mandatory     Site Visit

**Contract Type:**

Architect Engineering     Commodity     Construction     JOC     SBI  
 Professional Services     Revenue Generating     Vehicle & Heavy Equipment  
 Work Service     Joint Procurement     Reference Contract

**Modification or Amendment**

**Modification Information:**

**PO Start Date:** \_\_\_\_\_

**PO End Date:** \_\_\_\_\_

**Amount (Increase/Reduction):** \_\_\_\_\_

**MBE/WBE/DBE Analysis: (Attach MBE/WBE/DBE Goal Setting Memo)**

Full Compliance     Contract Specific Goals  
 No Stated Goals     Waiver Request

**Modification/Amendment Type:**

Time Extension     Scope Change/Price Increase /Additional Line Item(s)  
 Vendor Limit Increase     Requisition Encumbrance Adjustment  
 Other (specify): \_\_\_\_\_

**Risk Management / EDS**

**Insurance Requirements (included)**     Yes     No

**EDS Certification of Filing (included)**     Yes     No

**Vendor Info:**

**Name:** Aira Tech Corp

**Contact:** Marty Watts

**Address:** 3451 Montebello, Carlsbad, IL 92009

**E-mail:** marty.watts@aira.io

**Phone:** 617.905.8784

**New NCRB AIRA APP**

New Non-Competitive Contract with Aira Tech Corp. for Geofencing for visual interpretation services at Midway and O'Hare International Airports and with Chicago Public Library (Harold Washington Library). This includes training and translation services with identified languages.

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Requisition 566515

Specification 1286461

Chicago Public Library

\$50,000

024.0346.912005.0140.220000





## DEPARTMENT OF PROCUREMENT SERVICES NON-COMPETITIVE REVIEW BOARD (NCRB) APPLICATION

Complete this cover form and the **Non-Competitive Procurement Application Worksheet** in detail. Refer to the page entitled **"Instructions for Non-Competitive Procurement Application"** for completing this application in accordance with its policy regarding NCRB. Complete "other" subject area if additional information is needed. Subject areas must be fully completed and responses merely referencing attachments will not be accepted and will be immediately rejected.

Department	Originator Name	Telephone	Date	Signature of Application Author
Aviation Contract Liaison Rosemary McDonnell	Xochitl Rodriguez Email Contract Liaison rosemary.mcdonnell3@cityofchicago.org	773-894-3728 Telephone 773.894.1822	2/16/2024	

**List Name of NCRB Attendees/Department**

Xochitl Rodriguez, Aviation Emily Thompson Gretchen Meyer Adella Gillespie	Rosemary McDonnell
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Request NCRB review be conducted for the product(s) and/or service(s) described herein.

**Company:** Aira Tech Corp

Contact Person: Marty Watts	Phone: 617-905-8784	Email: marty.watts@aira.io
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**Project Description:** Non-Competitive Bid Contract for visual interpreting services provided by Aira Tech Corp at Chicago O'Hare and Midway International Airports and Harold Washington Library Center

**This is a request for:**

<input checked="" type="checkbox"/> New Contract  <b>Contract Type</b> <input checked="" type="checkbox"/> Blanket Agreement    Term: <u>60</u> (# of mo) <input type="checkbox"/> Standard Agreement	<input type="checkbox"/> Amendment / Modification <b>Type of Modification</b> <input type="checkbox"/> Time Extension <input type="checkbox"/> Vendor Limit Increase <input type="checkbox"/> Scope Change Contract Number: _____ Specification Number: _____ Modification Number: _____
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Department Request Approval	Recommended Approval
 DEPARTMENT HEAD OR DESIGNEE <u>DAVID P WINTERS</u> PRINT NAME	 BOARD CHAIRPERSON <u>Steven M. Loboda</u> PRINT NAME
2/28/24 DATE	3/11/2024 DATE

**(FOR NCRB USE ONLY)**

Recommend Approval/Date: \_\_\_\_\_

Return to Department/Date: \_\_\_\_\_

Rejected/Date: \_\_\_\_\_

Approved     Rejected

CHIEF PROCUREMENT OFFICER    3/13/24  
 DATE





**DEPARTMENT OF PROCUREMENT SERVICES  
NON-COMPETITIVE REVIEW BOARD (NCRB) APPLICATION  
JUSTIFICATION FOR NON-COMPETITIVE PROCUREMENT WORKSHEET**

All applicable information on this worksheet must be addressed using each question found on the "Instructions for Non-Competitive Procurement Application" in this application.

**Justification for Non-Competitive Procurement Worksheet**

**PROCUREMENT HISTORY**

1. Aira Tech Corp (Aira) developed an application that provides visual interpretation services to a user, typically a visually impaired individual. A user downloads the app to their cell phone and can activate it as they proceed towards their intended destination. By pointing their cell phone's camera in the direction they are facing, an Aira visual interpreter will describe what the camera shows and provide guidance to the user to enable the user to proceed towards their destination.

Initial interest in this service came from the Mayor's Office for People with Disabilities (MOPD), who recommended this service to the Chicago Department of Aviation (CDA) Customer Service team. CDA initiated discussions with the Department of Procurement Services (DPS) and the Department of Law (DOL) regarding an appropriate course for procuring the app and its attendant services. CDA, DPS, and DOL confirmed that the app would provide a benefit to visually impaired individuals at the airports and other City facilities and events. After several rounds of discussion among all concerned, the collective decision was that: 1) the app addresses a City-wide need with respect to assisting the visually impaired, and 2) a non-competitive procurement is the best means for acquiring the app and making it available to multiple City departments. After initial presentation to the NCRB, CDA reached out to MOPD for their funding requirements. On February 9, 2024, MOPD informed CDA that they would not participate in this contract. Therefore, this revised packet removes MOPD as a participant, and it also removes the Other Using Departments' funding. The revised contract request, for up to 5 years, will be \$150,000. This request is for the CDA and the Chicago Public Library, Harold Washington Library Center.

2. This is a first-time requirement.

3. This is a new requirement, and Aira's application unique among assistive technologies. The CDA did not attempt to procure this through a competitive bid due to the unique requirements provided by Aira Tech Corp and their exclusive capability to provide these services.

4. Early on in its discussions with DPS and Law, CDA learned of Aira's main competitor, Be My Eyes. This program, like Aira, offers visual interpretation services to users. The major difference between these two offerings is that Aira's services are provided by professional, paid staff, whereas Be My Eyes' are not. Be My Eyes uses volunteers, and there is a significant risk that the volunteers could take advantage of those with low or no vision. The City of Chicago is not willing to take that risk. See "Exclusive or Unique Capability" section for further detail.

CDA connected with cities who hold contracts with Aira. Initially, CDA reached out to the San Antonio Airport to discuss their experience contracting with Aira, in hopes that San Antonio had competitively bid the contract and Chicago could use it as a reference contract. The CDA learned that they had not competitively bid, that instead they utilized a professional services contract. Once it was established that the City sought to utilize Aira in other departments, the CDA reached out to the City of Minneapolis, who previously held a contract with Aira to cover multiple city departments. Like San Antonio, Minneapolis also utilized a professional services contract. Therefore, since these contracts were not competitively bid, the CDA could not use them as a reference contract.

5. It is anticipated that the City will continue to contract with Aira for this app until a truly comparable alternative is developed.

6. At this point, competitive bidding is not possible due to the lack of other providers of a comparable app and service.

**ESTIMATED COST**

1. The CDA is requesting a three (3) year base contract term with the option to extend for up to two (2) additional years. This request incorporates costs for the base term plus the extension for a total of \$150,000. This amount will cover the annual cost for Midway and O'Hare Airports of \$20,000 (\$10,000 per airport) and the Chicago Public



**DEPARTMENT OF PROCUREMENT SERVICES  
NON-COMPETITIVE REVIEW BOARD (NCRB) APPLICATION  
JUSTIFICATION FOR NON-COMPETITIVE PROCUREMENT WORKSHEET**

Library, Harold Washington Library Center, at \$10,000 per year. The total amount for the CDA is \$100,000 for the 5 year contract, and \$50,000 for Chicago Public Library. Note that as of February 9, 2024 and per MOPD, they will not be participating in the contract. In addition, the CDA has removed the option for Other Using Departments. The funding source for CDA and CPL is operating revenues.

2. The estimated cost for the City is broken out below.

Department extension option)	Annual Cost	Total Cost for Five Year Contract (3 year base plus 2 year
CDA: Midway and O'Hare Airports	\$20,000	\$100,000
CPL	\$10,000	\$50,000
Total	\$30,000	\$150,000

CDA by fiscal year is \$20,000 (\$10,000 per airport). Estimated cost for the Chicago Public Library, Harold Washington Library Center, is \$10,000 per year. This is based on the number of estimated minutes used multiplied by \$2.50, with an annual invoice amount not to exceed \$10,000. The total cost for the five year contract is \$150,000.

3. Aira Tech Corp has offered special pricing for the app through professional associations including American Association of Airport Executives. CDA is eligible for their pricing.

4. Aira Tech Corp has a substantial dollar investment in the design of the app that they offer. See the answer to the prior question regarding savings achieved through CDA's partnership with the American Association of Airport Executives (AAAE).

5. The price offered is reasonable as the service that will be provided to users of the app may fairly be regarded as priceless.

**SCHEDULE REQUIREMENTS**

1. There is no schedule. If the acquisition is approved, CDA and CPL will acquire the app and promptly offer it as an amenity to airport users at O'Hare and Midway and the main library.
2. There are no drawings or specifications as this is not a development project. The app is already in use in other locations, e.g., other megahub airports like Los Angeles and Houston have acquired and deployed the app.
3. Schedule is not critical.
4. See the next section regarding the unique features of the app.

**EXCLUSIVE OR UNIQUE CAPABILITY**

1. This is not a consulting engagement.
2. Aira is unique among assistive technologies because (1) they are the first to incorporate Artificial Intelligence and Augmented Reality into a dashboard used by a distributed network of agents to provide location-specific and time-relevant information to users; (2) the only service to background check, train and monitor remote Agents on a secure platform; (3) the only solution deployed across multiple industries including airports that can supply remote visual interpreting services to businesses and organizations, and (4) the only broadly applicable service that can assist with any task, needed 24x7x365.
3. Aira has delivered over 10 million minutes of services, the only service to achieve this scale using secure, professional agents. They are also the only solution deployed across multiple industries, including airports in other cities (Los Angeles and Houston), and other industries. They also provide their services 24x7x365-the only one that can do this.

There are over a dozen apps that offer support to individuals with low vision. Most of these involve the use of a cell phone camera and algorithms that describe whatever the camera shows. The Aira app enables an individual with low vision to connect to an individual that will interpret what the camera is showing and interact with low vision user. Per the Okeenea Group, a French firm engaged in developing digital accessibility solutions: "What sets this



**DEPARTMENT OF PROCUREMENT SERVICES  
NON-COMPETITIVE REVIEW BOARD (NCRB) APPLICATION  
JUSTIFICATION FOR NON-COMPETITIVE PROCUREMENT WORKSHEET**

app (Aira) apart is that the sighted users, called agents, are specifically trained to assist blind or visually impaired users referred to as Explorers.”

CDA considers the use of trained agents to be the critical component of the app and services offered by Aira. The biggest competitor to Aira is Be My Eyes, which offers some specialty assistance from sighted individuals proficient in whatever task the low vision individual is seeking help with, more general tasks, like wayfinding, use volunteers. However, this app has risks because some volunteers could be individuals looking to take advantage of those with low vision. This is not a risk the City of Chicago will take, and there is no comparison to the Aira. By deploying trained agents, Aira minimizes the risks of such occurrences. Since Aira is the only app offering trained agents to provide visual interpretation services to those in need of such assistance, their app and service is indeed unique. It is the unique nature of this service that makes the Aira app inimical to competitive bidding.

4. This does not apply.

5. Aira is the only company to provide these services with trained agents. These trained agents are experts and are well equipped to provide the visual interpretation service to users of the Aira app, which makes the Aira app unique among other apps. It also makes the app uniquely suited to the City’s goal to provide a service to the visually impaired without incurring further risk to the user or the City through that process.

6. Aira has delivered over 10 million minutes of services, the only service to achieve this scale using secure, professional agents. They are also the only solution deployed across multiple industries, including airports in other cities (Los Angeles and Houston), and other industries. They also provide their services 24x7x365 - the only one that can do this.

7. Competition is precluded because no one else offers this unique capability for individuals who are blind/low vision with trained agents to provide visual interpretation.

8. This request is not for replacement parts and/or maintenance services. The users of this app pay by the minute and access the app through geofencing. No maintenance is required. The unique services provided by Aira Tech Corp cannot be procured by any other source.

OTHER

MBE/WBE Compliance Plan

The app has been developed and is available for acquisition directly from the developer. There are no subcontracting opportunities therefore MBE/WBE goals are not pertinent to this procurement.



## DEPARTMENT OF PROCUREMENT SERVICES NON-COMPETITIVE REVIEW BOARD (NCRB) APPLICATION INSTRUCTIONS FOR NON-COMPETITIVE PROCUREMENT APPLICATION

### INSTRUCTIONS FOR PREPARATION OF NON-COMPETITIVE PROCUREMENT APPLICATION

If a City Department has determined that the purchase of supplies, equipment, work and/or services cannot be done on a competitive basis, a justification must be prepared on this "Justification for Non-Competitive Procurement Application" in which procurement is requested on a or non-competitive basis in accordance with 65 ILCS 5/8-10-4 of the Illinois Compiled Statutes. Using this instruction sheet, all applicable information must be addressed on the worksheet. The information provided must be complete and in sufficient detail to allow for a decision to be made by the Non-Competitive Procurement Review Board. For Amendments, Modifications, 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.

Attach a DPS Checklist and any other required documentation; the Board will not consider justification with incomplete information documentation or omissions.

### PROCUREMENT HISTORY

1. Describe the requirement and how it evolved from initial planning to its present status.
2. Is this a first time requirement or a continuation of previous procurement from the same source? If so, explain the procurement history.
3. Explain attempts made to competitively bid the requirement (attach copy of sources contacted).
4. Describe in detail all research done to find other sources; list other cities, companies in the industry, professional organizations contacted. List periodicals and other publications used as references.
5. Explain future procurement objectives. Is this a one-time request or will future requests be made for doing business with the same source?
6. Explain whether or not future competitive bidding is possible. If not, explain in detail.

### ESTIMATED COST

1. What is the estimated cost for this requirement or for each contract, if multiple awards are contemplated? What is the funding source?
2. What is the estimated cost by fiscal year?
3. Explain the basis for estimating the cost and what assumptions were made and/or data used (i.e., budgeted amount, previous contract price, current catalog or cost proposal from firms solicited, engineering or in-house estimate, etc.)
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.
5. Explain what negotiation of price has occurred or will occur. Detail why the estimated cost is deemed reasonable.

### SCHEDULE REQUIREMENTS

1. Explain how the schedule was developed and at what point the specific dates were known.
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.
3. Outline the required schedule by delivery or completion dates and explain the reasons why the schedule is critical.
4. Describe in detail what impact delays for competitive bidding would have on City operations, programs, costs and budgeted funds.

### 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, and/or other factors make this person or firm exclusively or uniquely qualified for the project. Attach a copy of the cost proposal, scope of services, and **Temporary Consulting Services Form**.
2. Does the proposed firm have personnel considered unquestionably predominant in the particular field?
3. What prior experiences of a highly specialized nature does the person or firm exclusively possess that is vital to the job, project or program?
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?
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?
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, possess. Is compatibility with existing equipment critical from an operational standpoint? If so, provide detailed explanation?
7. Is competition precluded because of the existence of patent rights, copyrights, trade secrets, technical data, or other proprietary data (attach documentation verifying such)?
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 on company letterhead.

### MBE/WBE COMPLIANCE PLAN

- \* 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 completed C-1 and D-1 form, which is available on the Procurement Services page on the City's intranet site. The City Department must submit a Compliance Plan, including details about direct and indirect compliance.

### OTHER

1. Explain other related considerations and attach all applicable supporting documents, i.e., an approved "ITGB Form" or "Request For Individual Hire Form".

### REVIEW AND APPROVAL

This application must be signed by both Originator of the request and signed by the Department Head. After review and final disposition from the Board, this application will be signed by the Board Chairman. After review and final disposition from the Board, this form will be presented to the Chief Procurement Officer recommending approval.



December 15th, 2023

### Sole Source Justification Letter

To Whom it May Concern;

Aira is a visual interpreting service. Live, on-demand access to visual information. It's an accommodation or productivity tool that connects you to actual humans to simplify your daily life.

Aira is a live, human-to-human professional assistance service, an accommodation or productivity tool, that enhances independence by delivering on-demand, skilled, and reliable visual interpreting for just about any task.

Using the camera and an app on your smartphone, a trained agent will assist by visually interpreting your surroundings, from describing to reading, from explaining to navigating – just about anything, safely and securely. With Aira, at the touch of a button, people who want access to visual information have it, enhancing everyday efficiency, engagement, and independence.

Aira is unique among assistive technologies or services for four primary reasons.

1. The first to incorporate Artificial Intelligence and Augmented Reality into a dashboard used by a distributed network of agents to provide location-specific and time-relevant information to its users.
2. The only service to background check, train and monitor remote Agents on a secure platform. Aira has delivered over 10 million minutes of service - the only service to achieve this scale using secure, professional paid agents.
3. Aira is the only solution deployed across multiple industries, including over 50 airports, 1,000's of grocery stores, 1,000's of retail locations, 10,000's of banking locations, and more. Aira has more 100K locations in total. No other service supplies remote visual interpreting services to businesses and organizations.
4. Aira is the only broadly applicable service that can assist with any task, needed at any time (24X7). There are many assistive technology solutions such as single-purpose mobile applications that can help with specific tasks such as reading text, providing basic navigation information using available digital map information, or identifying the color or shape of objects in the field of view of the mobile camera. The combination of these apps, which are both paid and free, cannot solve the complex use cases that occur in everyday life for people who are visually impaired.

To learn more about our Service please visit our website at [aira.io](http://aira.io).

If you have any questions regarding our product, service, or patent, please contact me anytime.

Regards,  
Troy Otilio | CEO  
Aira Tech Corp  
[troy@aira.io](mailto:troy@aira.io)  
Office: 800-835-1934  
Mobile: 858-245-5272



## Enhanced efficiency for travelers who are blind or low vision

### Enhance accessibility during traveling with Aira

With 10 million people who are blind or low vision in the US, and another 75,000 being added each year, delivering access to visual information should be a top concern for airport authorities. Aira is a unique service that makes visual information readily available to those who are blind or low vision.



#### Streamline Navigation

A McKinsey report finds that navigating an airport is the second most disruptive factor to the customer experience. With real time narrative from an agent, Aira enables the visually impaired to freely and confidently move through crowds, avoid obstacles and arrive at their desired locations on time.



#### Alert to Changes

Flight delays and gate changes are common challenges for travelers. With Aira, an agent can review schedule boards and inform a user of any adjustments to be made.



#### Enhance Connection Waits

Passengers consistently cite wait time as a negative in their airport experience. With Aira, an agent can direct a visually impaired traveler to available seating, comfort stations or a nearby restaurant and interpret menus rather than wait and rely on busy staff to provide assistance.

## Aira combines the latest technology with human interaction

Aira is an assistive service made possible through mobile technology, but brought to life by human interactions between users and remotely-located Aira agents. A camera embedded in a pair of smart glasses streams video to an agent's computer dashboard, which also gives the agent access to GPS, Google Maps, and rideshare services. Using this technology, Aira agents immerse themselves into the user's world and delivers objective visual information to enhance efficiency and engagement when completing tasks or navigating new environments.

**"I have traveled hundreds of airports across the country. This is the first time I could do so without assistance. It was fantastic!"**



### What is Aira?

Aira is a service that uses artificial intelligence and augmented reality to connect people to remotely-located, professional agents. At the touch of a button, Aira delivers instant access to information, enhancing everyday efficiency, engagement, and independence.



### What is Aira Airport Network?

Aira Airports equips transportation authorities to make the service available to Aira users when they are on premise.



### How does it work?

You enter into a contract offering unlimited usage of Aira on an annual basis. Pricing is based on airport hub size. You receive a monthly report on usage at your facility.

- Aira user logs in
- Highly trained, remote Aira agent provides information
- The airport experience is enhanced

To schedule a demonstration, or learn more about the Aira Airport Network, visit [aira.io](http://aira.io) or call 800-835-1934 and mention "Airport Network"





### Account Information

Account Name Chicago Department of Aviation Contact Xochitl Rodriguez

### Quote Details

This document contains terms that explain how Aira Tech Corp., a Delaware corporation ("Aira"), delivers service to ("you" or "Customer") as specified in this quote.

Access Methods may include any of the following:

- **Location** – Enables Users to receive Aira Service within the geographical boundaries of locations you define (the "Locations").
- **Linked Explorers** - Enables users to receive Aira Service by having an account mapped to or linked to a parent account, providing anywhere, anytime access to Aira (the "Linked Explorers" or "Business Account" or "Business Users").
- **Access Offers** – Enables Users to receive Aira Service anywhere, anytime for calls relating to the usage of products or promotions, physical or virtual, you define (the "Products").

### Additional Details

REQUEST FOR NEW NON-COMPETITIVE BID BLANKET CONTRACT WITH AIRA TECH CORP FOR GEOFENCING FOR VISUAL INTERPRETATION SERVICES. AIRA APP FOR MIDWAY AND O'HARE AIRPORTS. INCLUDES TRAINING APP TRANSLATIONS IN ENGLISH, SPANISH AND FRENCH.

QTY: Yearly

COST PER YEAR: \$10,000

GRAND TOTAL OVER 5 YEARS: \$100,000

REQUEST FOR NEW NON-COMPETITIVE BID BLANKET CONTRACT WITH AIRA TECH CORP FOR GEOFENCING FOR VISUAL INTERPRETATION SERVICES, AIRA APP FOR CHICAGO PUBLIC LIBRARY. INCLUDES TRAINING. APP TRANSLATIONS IN ENGLISH, SPANISH AND FRENCH.

QTY: Yearly Allowance

COST PER YEAR: \$10,000

GRAND TOTAL OVER 5 YEARS: \$50,000

- \$10K per Year for each Chicago Airport location
- \$10K per Year for Chicago Public Library
- TOTAL COST FOR UP TO 5 YEAR CONTRACT - \$150,000

### Reporting

Within 5 days of the end of each calendar month, Aira will provide you with a report of the aggregate minutes' usage by Users accessing Services within the Access Methods.

DocuSigned by:  
  
C0CFA004E1CC425...

Marty Watts

Aira Tech Corp

VP, Sales

2/15/2024

## **1. SCOPE OF SERVICES**

### **1.1. INTRODUCTION**

The Contractor's scope of work will provide services to start with O'Hare and Midway International Airports. These services will also include the Chicago Public Library (CPL), for services at Harold Washington Library (as part of the Chicago Public Library).

Aira Tech Corp – Access to Information through Remote Assistance (“AIRA”), will provide unlimited usage of Aira Visual Interpretation application services to O'Hare (“ORD”) and Midway (“MDW”) International Airports. This application will also be used by the Chicago Public Library. The mobile application will allow the traveling public to access the services via mobile application to assist individuals with low vision and blindness (“BLV”) to access visual interpretation services 24 hours a day, 7 days a week, and 365 days a year.

The service is a live, human-to-human professional assistance service. The service provides a live interpreter to assist with tools such as wayfinding signage, maps, labels, text etc. Using the combination of a smartphone camera and a mobile device application, a professionally-trained agent will assist by visually interpreting what is in the camera's view or shared on screen, from describing to reading, from explaining to navigating – just about anything, safely and securely. Aira does not replace existing assistance systems. Instead, it's designed to enhance them. A BLV person navigates the world using whatever tools they normally would, such as a cane or guide dog, and calls the Aira agent when needed.

There are no technical or operational requirements to implement Aira. Aira will draw the geofence, turn it on, and can begin to accept calls. Aira relies on having a cellular connection or WiFi. Once an individual is inside the geofence, the call is automatically enabled.

### **1.2. CHICAGO DEPARTMENT OF AVIATION (“CDA”) REPRESENTATIVE and HAROLD WASHINGTON LIBRARY REPRESENTATIVE**

The CDA Representative for the Aira contract is the ADA Compliance Officer. The CDA representative will coordinate all work and the CDA will be the sole judge concerning acceptability and quality of work. The CDA representative will be consulted on any concerns and issues arising during the performance of this contract. The representative at the Harold

Washington Library will be the Deputy Director of Facilities for the Chicago Public Library. The Deputy Director of Facilities will coordinate all work with the Contractor, in conjunction with the CDA, and will work with the CDA on the acceptability and quality of work. The Deputy Director of Facilities will work with the CDA representative and consult if there are any concerns and issues arising during the performance of this contract.

### **1.3. CONTRACTOR RESPONSIBILITIES**

- A. The Contractor will provide unlimited usage of the Aira Service for each of Chicago's airports, O'Hare, and Midway International Airports for an annual fee of \$10,000 per airport for a total of \$100,000 for the 5 year contract. The Contractor will provide unlimited usage of the Aira Service at the Harold Washington Library for an annual fee of \$10,000 for a total of \$50,000 for the 5 year contract.
- B. The Contractor will provide the setup and provisioning of a geo-fence at ORD and MDW for the service area where CDA will offer the Aira Visual Interpretations services to its customers. The Contractor will provide the setup and provisioning of a geo-fence at the Harold Washington Library.

Geofencing includes the following:

- O'Hare Airport Terminal Buildings and Tunnels
  - Midway Airport Terminal Building
  - Airport Train Platforms
  - Multi-Modal Facility (ORD) and Rental Car Center (MDW)
  - All Parking Structures
  - All CDA Outlying Buildings
  - The inside perimeter of the Harold Washington Library
- C. The Contractor will provide 24/7, 365 days a year unlimited access to ORD and MDW travelers to use their smartphones to connect with a specially trained professional agent to navigate airports.
  - D. The Contractor will maintain service through a mobile device application ("Aira app").
    - 1. The Contractor will be responsible for the maintenance of the Aira app.
    - 2. Service requests, requests of assistance from a visual interpreter

(“Aira Agent”), are made via Aira app. Requests allow a person who is BLV to connect with an agent within seconds. Once connected the agent sees live streaming video.


3. The Aira app is free and available on both iOS and Android.
  4. Service requests made within geofencing of CDA and the Harold Washington Library will have unlimited usage without cost to the user while in the airports.
- E. The Contractor will provide qualified Aira Agents to complete service requests.
1. The Contractor via Aira Agents will provide guidance on moving through crowds, finding gates, available seating, restrooms, comfort stations, luggage pickup and available amenities throughout the airport complexes. The Contractor via agents will also assist travelers in maneuvering through self-service kiosks and Transportation Security Administration (TSA) checkpoints.
  2. The Contractor will provide users with up-to-date flight information to include gate changes, gate locations, arrival and departure times, flight delays and cancellations.
  3. The Contractor will provide a monthly usage report, including the number of unique usages of the service, general location of the service’s usage and duration of usage.
- F. The Contractor will provide training for CDA staff and CPL staff in the implementation of services.
1. The Contractor provides, at no cost, two 30-minute virtual training sessions where library staff, airport staff, tenants and TSA members are introduced to Aira and its capabilities.
- G. Service includes access to the “Aira Access Network” where information regarding updates and enhancements to the Aira app will be available.
- H. Aira will provide CDA and CPL joint press release material, copy for website and digital signage, and an audio announcement.
- I. Chicago’s O’Hare and Midway International Airports, and Chicago Public Library’s Harold Washington Library will be listed on Aira website and included in monthly call with Aira Explorers as a new Access Partner.

## 1.4 ESTIMATED COSTS

This request incorporates the identified using departments and those that may be added at a later date. The total estimated cost for this up to 5 year contract will be \$150,000. The identified using departments are Chicago Department of Aviation O'Hare and Midway International Airports and the Chicago Public Library.

### REVIEW AND APPROVAL

This form must be signed by both the Originator of the request and approved by the Department Head or authorized designee. After review and final disposition from the Board, this form will be stamped to indicate the final disposition and signed by the Chairperson of the Board head or authorized designee.

DocuSigned by:  
  
ABS2B82FD7FF47E...

Xochitl Rodriguez

Project Manager, CDA



Jamie L. Rhee

Commissioner, CDA



CITY OF CHICAGO

CHICAGO PUBLIC LIBRARY

February 15, 2024

To: Aileen Velazquez  
Chief Procurement Officer

Attn: Steve Loboda  
Chair, Non-Competitive Review Board

From: Chris Brown  
Commissioner  
Chicago Public Library

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

Re: CPL Request for Inclusion in Non-Competitive Contract with AIRA Tech Corp

Requisition No.: 566515

Specification No.: 1286461

The Chicago Public Library (CPL) respectfully requests to be included in The Chicago Department of Aviation's (CDA) contract with Aira Tech Corp for visual interpretation services. CPL is requesting a three (3) year contract with a twenty-four (24) month extension option.

CDA and CPL are seeking approval to access Aira Services. Aira services are accessed through the Aira app. Aira services and by extension the Aira app is proprietary and exclusively maintained by Aira Tech Corp. Aira App is an amenity app servicing people who are blind or low vision. It provides accessibility and mobility directions to pathways throughout various locations such as airports, libraries and parks. The Artificial Intelligence (AI) remote assistance provides accessibility with verbal communications. Aira is a live app providing human to human professional assistance. CPL's participation in this project will allow our blind and low vision community to independently access Harold Washington Library Center, CPL's main location.

CPL estimates that its portion of the contract will be \$50,000 over five years. The funding strip for this procurement will be 024.0346.912005.0140.220000.



CITY OF CHICAGO



CHICAGO PUBLIC LIBRARY

Aria's services are app-driven and Visual Interpreters are hired directly, not subcontracted. Therefore, there are not any opportunities for MBE/WBE participation in this contract. DPS has approved No Stated Goals for this request.

Thank you for your attention to this request. If further information is required, please contact Sabrina Lillard at (312) 745-0994 or [cross@chipublic.org](mailto:cross@chipublic.org).



## **1. SCOPE OF SERVICES**

### **1.1. INTRODUCTION**

Aira Tech Corp - Access to Information through Remote Assistance (“AIRA”), will provide pay per use services to The Chicago Public Library’s (CPL) Harold Washington Library Center (HWLC) via its mobile application, ARJA App. The mobile application will allow patrons with low vision and blindness (“BLV”) to access visual interpretation services during library hours of operation.

The service is a live, human-to-human professional assistance service. The service provides a live interpreter to assist with tools such as wayfinding signage, maps, labels, text etc. Using the combination of a smartphone camera and a mobile device application, a professionally-trained agent will assist by visually interpreting what is in the camera’s view or shared on screen, from describing to reading, from explaining to navigating – just about anything, safely and securely. Aira doesn't replace existing assistance systems. Instead, it's designed to enhance them. A BLV person navigates the world using whatever tools they normally would, such as a cane or guide dog, and calls the Aira agent when needed.

There are no technical or operational requirements to implement Aira. Aira will draw the geofence, turn it on, and can begin to accept calls. Aira relies on having a cellular connection or Wi-Fi. Once an individual is inside the geofence, the call is automatically enabled.

### **1.2. CHICAGO PUBLIC LIBRARY REPRESENTATIVE**

The CPL Representative for the Aira contract is the Language Access Officer. The CPL representative will coordinate all work and will be the sole judge concerning acceptability and quality of work. The CPL representative will be consulted on any concerns and issues arising during the performance of this contract.

### **1.3. CONTRACTOR RESPONSIBILITIES**

- A. The Contractor will provide pay per use access of the Aira Service for HWLC up to \$10,000 annually.
- B. The Contractor will provide the setup and provisioning of a geo-fence at HWLC for the service area where CPL will offer the Aira Visual Interpretations services to its patrons.
- C. The Contractor will provide access, during operational hours, to HWLC

patrons to use their smartphones to connect with a specially trained professional agent to navigate the library.

- D. The Contractor will maintain service through a mobile device application (“Aira app”).
  - 1. The Contractor will be responsible for the maintenance of the Aira app.
  - 2. Service requests, requests of assistance from a visual interpreter (“Aira Agent”), are made via Aira app. Requests allow a person who is BLV to connect with an agent within seconds. Once connected the agent sees live streaming video.
  - 3. The Aira app is free and available on both iOS and Android.
  - 4. Service requests made within geofencing of HWLC will have unlimited usage without cost to the user while in the library.
- E. The Contractor will provide qualified Aira Agents to complete service requests.
  - 1. The Contractor via Aira Agents will provide guidance on moving through crowds, finding floors, available seating, restrooms, and available amenities throughout HWLC. The Contractor via agents will also assist patrons in utilizing self-service kiosks.
  - 2. The Contractor will provide a monthly usage report, including the number of unique usages of the service, general location of the service’s usage and duration of usage.
- F. The Contractor will provide training for CPL staff in the implementation of services.
  - 1. The Contractor provides, at no cost, two 30-minute virtual training sessions where library staff and building management employees are introduced to Aira and its capabilities.
- G. Service includes access to the “Aira Access Network” where information regarding updates and enhancements to the Aira app will be available.
- H. Aira will provide CPL joint press release material, copy for website and digital signage, and an audio announcement.
- I. CPL will be listed on Aira website and included in monthly call with Aira Explorers as a new Access Partner.

#### **1.4 ESTIMATED COSTS**

This request incorporates the identified using departments. The total estimated cost per year is \$30,000 for a total of \$150,000. The identified using departments are Chicago Department of Aviation O'Hare and Midway International Airports and Chicago Public Library.

Aira Tech Corp  
3451 Via Montello  
STE 192 PMB 214  
Carlsbad, CA. 92009



**December 10th, 2023**

Jamie Rhee  
Commissioner, Chicago Department of Aviation (CDA)  
10510 W. Zemke Rd.  
Chicago, Illinois 60666

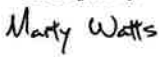
Commissioner Rhee, Aira Tech Corp provides on-demand access to Visual Interpreters for people who are blind or have low vision (BLV). We are an app-driven service, the Aira app, free to install, runs on any smartphone.

Similar to how a person who is deaf or hard of hearing gains access to information using a sign language interpreter, people who are BLV gain access to visual information using a Visual Interpreter.

Aira has been partnering with airports since 2017 and has contracts with approximately 65% of all large hub airports across the country. CDA is engaging with Aira to provide our service to BLV travelers in both ORD and MDW.

Our open positions for employment are direct hire. We do not subcontract for the Visual Interpreter role. Because we do not subcontract for the Visual Interpreter role, there are no opportunities for subcontracting to any firm, including MBE and WBE firms. We request a full MBE and WBE waiver for this contract.

Regards,  
Marty Watts  
VP, Sales  
[marty.watts@aira.io](mailto:marty.watts@aira.io)  
617-905-8785

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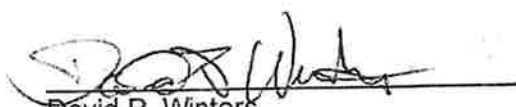


CITY OF CHICAGO

CHICAGO DEPARTMENT OF AVIATION

To: Aileen Velazquez  
Chief Procurement Officer

Attention: Tammi Morgan  
Contracting Equity Officer/Managing Deputy Commissioner

From:   
David P. Winters  
Chief Accountability Officer/Managing Deputy Commissioner

Date: 2/20/24

Subject: **CDA Revised Request: Priority Resubmission**  
Concurrence Memo  
No-Stated Goals for New, Non-Competitive Contract for "Geofencing for Visual Interpretation Services at Midway and O'Hare Airports"

Vendor: Aira Tech Corp.  
Requisition Number: 566515  
Specification Number: 1286461

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The Chicago Department of Aviation (CDA) is resubmitting this request to the Department of Procurement Services Office of Contracting Equity (DPS-OCE) with a revision to our estimated contracting goals. On December 11, 2023, under the same Requisition and Specification, the CDA requested that a new, non-competitive contract be approved as a No-Stated Goals Contract. At that time, we requested an up to five year contract value of \$250,000 for a new Aira Application for individuals with low vision or those who are blind. This request revises that estimated contract value to \$150,000. The reason for the change is that the Mayor's Office for People with Disabilities (MOPD) recently informed the CDA that they will not participate in this contract. The CDA is requesting this contract for the CDA and the Chicago Public Library (CPL). We are including a revised DPS Project Checklist, Uniform Goal Request, and backup documentation. The original request, that OCE approved, is included at the end of this packet for reference only.

#### **CDA's Request**

The CDA respectfully requests that a new, non-competitive contract be awarded as No-Stated Goals. The new contract was presented to the Non-Competitive Review Board on February 6, 2024. This request is for a new contract with Aira Tech Corp. The services will be for geofencing for visual interpretation services at Midway and O'Hare Airports and at the Harold Washington Library. This new contract will include training and translation services.

The CDA is in receipt of the letter from Aira Tech Corp on November 22, 2023. This new request involves on-demand access for Visual Interpreters for individuals who are blind or have low vision. The person who is blind or have low vision will gain access to the Aira app on their smart phones. The Visual Interpreters that they provide specifically for this application are direct hires, and there are no opportunities for compliance with MBE and WBE firms. The CDA conducted a search in the City's Certification and Compliance (C2) System under "geofencing", "visual interpreters", "visual interpretation training" and "visual interpretation translation" and found no certified Vendors who provide these services. Therefore, the CDA concurs with Aira's request for a No Stated Goals contract. Thank you for your assistance.

**Contract Goal Participation Determination Form**

**Project Title:** REVISION: NEW NON-COMPETITIVE CONTRACT WITH AIRA TECH CORP FOR GEOFENCING FOR VISUAL INTERPRETATION SERVICES AT MIDWAY AND O'HARE AIRPORTS AND CHICAGO PUBLIC LIBRARY. INCLUDES TRAINING AND TRANSLATIONS IN IDENTIFIED LANGUAGES.

**Project Description:**  
 REVISION: NEW NON-COMPETITIVE CONTRACT WITH AIRA TECH CORP FOR GEOFENCING FOR VISUAL INTERPRETATION SERVICES AT MIDWAY AND O'HARE AIRPORTS AND CHICAGO PUBLIC LIBRARY. INCLUDES TRAINING AND TRANSLATIONS IN IDENTIFIED LANGUAGES.

Specification No. 1286461 Requisition No. 566515

Funding Source(s): City  Federal  Other

Target Market: Yes  No  MBI  SBI I  SBI II

No Stated Goal: Yes  No

Previous Contract No(s): N/A

**SCOPE OF WORK:**

The service is a live, human-to-human professional assistance service. The service provides a live interpreter to assist with tools such as wayfinding signage, maps, labels, text etc. Using the combination of a smartphone camera and a mobile device application, a professionally-trained agent will assist by visually interpreting what is in the camera's view or shared on screen, from describing to reading, from explaining to navigating -- just about anything, safely and securely. Aira doesn't replace existing assistance systems. Instead, it's designed to enhance them. A BLV person navigates the world using whatever tools they normally would, such as a cane or guide dog, and calls the Aira agent when needed.

**SUBCONTRACTING OPPORTUNITIES**

(Subcontracting opportunity list is based on specialty areas of known Certified MBE/WBE/VBE/DBE contractors)

Type of Work	Estimated Dollar Amount	Percentage of Total Contract	Goal Percentage of Participation			
			MBE%	WBE%	VBE%	DBE%
TOTAL						

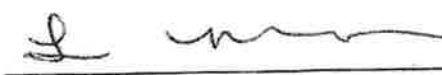
TOTAL ESTIMATED CONTRACT VALUE \$ \$ 150,000.00

GOAL RECOMMENDATION: MBE participation 0 WBE participation 0 VBE participation 0 DBE participation   

*For Construction Projects Only*  
 RECOMMENDED PROJECT AREA: YES  NO  (If yes, attach a project/community areas map)   %

Recommended:  2/20/24  
 (User Department Authorized Signature) Date  
AVIATION  
 (Name of User Department)

Department of Procurement Services

Approved By:  2-22-24  
 Tammi Morgan, Contracting Equity Officer Date



### Search: Certified Vendors

Users Vendors Contracts Concessions Proposals Outreach

Search for vendors using names, location, classifications, and/or other criteria. Enter information into any of the boxes below and click one of the search buttons. Some parameters may be required.

Search

Clear Form

#### Quick Search Options

Click a button to initiate an immediate search:

Current Certified Directory

Certified Directory as of:

mm/dd/yyyy

#### Search Parameters

BUSINESS NAME/DBA

Enter business name, DBA name, Tax ID number, or System Vendor Number; all search

Search any  Search beginning

CONTACT PERSON

First name

Last name

Contact Type

Users

CITY

STATE/PROVINCE

Select one or more

ZIP CODE/POSTAL CODE

Search for multiple zip codes and post codes by separating with commas

DISTANCE SEARCH

Within

5 miles

of zipcode

PHONE AREA CODE

COMMODITY CODES

Click to Lookup Commodity Codes

BUSINESS DESCRIPTION



geofencing

If one or more certification options are selected below, search of above location parameters will be based on certification data; otherwise vendor profile data will be used.

#### Certification Parameters

CERTIFICATIONS

Use the field below to identify organizations and certification types for this search. Click an organization name to select/unselect all of its types.

## Search: Certified Vendors

[Users](#) [Vendors](#) [Contracts](#) [Concessions](#) [Proposals](#) [Outreach](#)

Listed below are all of the vendors that match your search criteria. Use the sort and filter functions of the table to reduce the size of the list. You can view more listings by using the navigation line at the bottom of the table.

To resort click column title. To filter click drop down menu.

<u>Business Name</u> <small>All</small> <input type="text"/>	Location	Phone Number	Agency & Type	Status	Actions
Your search parameters did not return any matches. Click <b>Search Again</b> to modify the search parameters.					

0 - 0 of 0 records displayed: Page

[Search Again](#)

[Add New Vendor](#)

### Customer Support

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# Search: Vendors

Users Vendors Contracts Concessions Proposals Outreach

Search for vendors using names, location, classifications, and/or other criteria. Enter information into any of the boxes below and click one of the search buttons. Some parameters may be required.

Search

Clear Form

## Quick Search Options

Click a button to initiate an immediate search:

Current Certified Directory

Certified Directory as of:

mm/dd/yyyy

## Search Parameters

BUSINESS NAME/DBA

Enter business name, DBA name, Tax ID number, or System Vendor Number; all search

Search any  Search beginning

CONTACT PERSON

First name

Last name

Contact Type

Users

CITY

STATE/PROVINCE

Select one or more

ZIP CODE/POSTAL CODE

Search for multiple zip codes and post codes by separating with commas

DISTANCE SEARCH

Within 5 miles of zipcode

PHONE AREA CODE

COMMODITY CODES

Click to Lookup Commodity Codes

BUSINESS DESCRIPTION

visual interpreters

If one or more certification options are selected below, search of above location parameters will be based on certification data; otherwise vendor profile data will be used.

## Certification Parameters

CERTIFICATIONS

Use the field below to identify organizations and certification types for this search. Click an organization name to select/unselect all of its types.

## Search: Vendors

[Users](#) [Vendors](#) [Contracts](#) [Concessions](#) [Proposals](#) [Outreach](#)

Listed below are all of the vendors that match your search criteria. Use the sort and filter functions of the table to reduce the size of the list. You can view more listings by using the navigation line at the bottom of the table.

To **resort** click column title. To **filter** click drop down menu.

<u>Business Name</u> <small>All</small> <input type="button" value="v"/>	<u>Location</u>	<u>Phone Number</u>	<u>Agency &amp; Type</u>	<u>Status</u>	<u>Actions</u>
Your search parameters did not return any matches. Click <b>Search Again</b> to modify the search parameters.					

0 - 0 of 0 records displayed: Page

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### Search: Vendors

Users Vendors Contracts Concessions Proposals Outreach

Search for vendors using names, location, classifications, and/or other criteria. Enter information into any of the boxes below and click one of the search buttons. Some parameters may be required.

Search Clear Form

#### Quick Search Options

Click a button to initiate an immediate search:

Current Certified Directory Certified Directory as of: mm/dd/yyyy

#### Search Parameters

BUSINESS NAME/DBA Enter business name, DBA name, Tax ID number, or System Vendor Number; all search  Search any  Search beginning

CONTACT PERSON First name Last name Contact Type Users

CITY

STATE/PROVINCE Select one or more

ZIP CODE/POSTAL CODE Search for multiple zip codes and post codes by separating with commas

DISTANCE SEARCH Within 5 miles of zipcode

PHONE AREA CODE

COMMODITY CODES Click to Lookup Commodity Codes

BUSINESS DESCRIPTION visual interpretation training

If one or more certification options are selected below, search of above location parameters will be based on certification data; otherwise vendor profile data will be used.

#### Certification Parameters

CERTIFICATIONS Use the field below to identify organizations and certification types for this search. Click an organization name to select/unselect all of its types.

## Search: Vendors

[Users](#) [Vendors](#) [Contracts](#) [Concessions](#) [Proposals](#) [Outreach](#)

Listed below are all of the vendors that match your search criteria. Use the sort and filter functions of the table to reduce the size of the list. You can view more listings by using the navigation line at the bottom of the table.

To resort click column title. To filter click drop down menu.

<u>Business Name</u> All ▾	Location	Phone Number	Agency & Type	Status	Actions
Your search parameters did not return any matches. Click <b>Search Again</b> to modify the search parameters.					

0 - 0 of 0 records displayed: Page 1 ▾

Search Again

Add New Vendor

[Customer Support](#)

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### Search: Vendors

Users Vendors Contracts Concessions Proposals Outreach

Search for vendors using names, location, classifications, and/or other criteria. Enter information into any of the boxes below and click one of the search buttons. Some parameters may be required.

Search Clear Form

#### Quick Search Options

Click a button to initiate an immediate search:

Current Certified Directory Certified Directory as of: mm/dd/yyyy

#### Search Parameters

BUSINESS NAME/DBA  Enter business name, DBA name, Tax ID number, or System Vendor Number; all search

Search any  Search beginning

CONTACT PERSON First name  Last name  Contact Type **Users** ▼

CITY

STATE/PROVINCE **Select one or more**

ZIP CODE/POSTAL CODE  Search for multiple zip codes and post codes by separating with commas

DISTANCE SEARCH Within **5 miles** ▼ of zipcode

PHONE AREA CODE

COMMODITY CODES

BUSINESS DESCRIPTION  **visual interpretation translation**

If one or more certification options are selected below, search of above location parameters will be based on certification data; otherwise vendor profile data will be used.

#### Certification Parameters

CERTIFICATIONS Use the field below to identify organizations and certification types for this search. Click an organization name to select/unselect all of its types.

## Search: Vendors

[Users](#) [Vendors](#) [Contracts](#) [Concessions](#) [Proposals](#) [Outreach](#)

Listed below are all of the vendors that match your search criteria. Use the sort and filter functions of the table to reduce the size of the list. You can view more listings by using the navigation line at the bottom of the table.

To **resort** click column title. To **filter** click drop down menu.

<u>Business Name</u> <input type="text" value="All"/>	Location	Phone Number	Agency & Type	Status	Actions
Your search parameters did not return any matches. Click <b>Search Again</b> to modify the search parameters.					

0 - 0 of 0 records displayed: Page

[Search Again](#)

[Add New Vendor](#)

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CERTIFICATE OF FILING FOR  
CITY OF CHICAGO ECONOMIC DISCLOSURE STATEMENT

EDS Number: 190481  
Certificate Printed on: 11/11/2023

Date of This Filing: 11/08/2023 05:52 PM  
Original Filing Date: 11/08/2023 05:52 PM

Disclosing Party: Aira Tech Corp  
Filed by: Marty Watts

Title: VP, Sales

Matter: Visual Interpreters for people who are blind/low vision, for Chiaco Airports, Mayor's Office for People with Disabilities and Chicago Public Library

Applicant: Aira Tech Corp

Specification #:

Contract #:

The Economic Disclosure Statement referenced above has been electronically filed with the City. Please provide a copy of this Certificate of Filing to your city contact with other required documents pertaining to the Matter. For additional guidance as to when to provide this Certificate and other required documents, please follow instructions provided to you about the Matter or consult with your City contact.

A copy of the EDS may be viewed and printed by visiting <https://webapps1.chicago.gov/eds> and entering the EDS number into the EDS Search. Prior to contract award, the filing is accessible online only to the disclosing party and the City, but is still subject to the Illinois Freedom of Information Act. The filing is visible online to the public after contract award.



**Certification: View**[Certification List](#)[Add Date Alert](#)

This record is from **SAM.gov**. It is not managed by City of Chicago.

**Vendor Information**

BUSINESS NAME	<b>AIRA TECH CORP.</b>
SYSTEM VENDOR NUMBER	<b>20522798</b>
PRIMARY OWNER'S NAME	<b>ANNE BOHN</b>
ETHNIC GROUP	
GENDER	

**Certification Information**

CERTIFYING AGENCY	<b>SAM.gov</b>
CERTIFICATION TYPE	<b>SDB - Small Disadvantaged Business</b>

**Contact Information**

MAIN PHONE	<b>835-1934</b>
MAIN COMPANY WEBSITE	<b><a href="http://www.aira.io">http://www.aira.io</a></b>

**Addresses**

PHYSICAL ADDRESS	<b>4225 EXECUTIVE SQUARE STE 400, LA JOLLA, CA 92037-1499 <a href="#">[map]</a></b>
MAILING ADDRESS	<b>4225 EXECUTIVE SQUARE STE 400 LA JOLLA, CA 92037-1499 <a href="#">[map]</a></b>

**Business Capabilities**

BUSINESS CERTIFIED FOR

FULL DESCRIPTION OF  
CAPABILITIES/PRODUCTS

COMMODITY CODES

NAICS 511210

Software publishers (changed in 2022 codeset to 513210)  
([More](#))

### Owner Ethnicity and Gender

ETHNIC GROUP

GENDER

### Location


COUNTY

Certification List

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## Re: City of Chicago Template

Marty Watts <marty.watts@aira.io>

Wed 1/3/2024 8:03 AM

To: Rosemary McDonnell <Rosemary.McDonnell3@cityofchicago.org>

Cc: Xochitl Rodriguez <Xochitl.Rodriguez@cityofchicago.org>

[Warning: External email]

I have received the City of Chicago's Terms and Conditions. Thank you.

Regards,  
Marty

Marty Watts | VP, Sales

[marty.watts@aira.io](mailto:marty.watts@aira.io)

+1 617-905-8784

On Tue, Jan 02, 2024 at 9:49 AM, Rosemary McDonnell <[Rosemary.McDonnell3@cityofchicago.org](mailto:Rosemary.McDonnell3@cityofchicago.org)> wrote:

Hi Marty,

As part of the NCRB process, I need to send the attached City of Chicago's Terms and Conditions. Please confirm in an email that you have received this. It will be included in the packet.

Thank you,

Rosemary

**Rosemary C. McDonnell**

Assistant Commissioner



Chicago Department of Aviation

10510 W. Zemke Road | Building 804  
Chicago, IL 60666

Office: (773) 894-1822

Email: [Rosemary.McDonnell3@cityofchicago.org](mailto:Rosemary.McDonnell3@cityofchicago.org)

Visit us at [flychicago.com](http://flychicago.com).

Contact us at [aviation@flychicago.com](mailto:aviation@flychicago.com).

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