

JUSTIFICATION FOR NON-COMPETITIVE PROCUREMENT

COMPLETE THIS SECTION IF NEW CONTRACT

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

Request that negotiations be conducted only with FIFTH Third for the product and/or services described herein.
(Name of Person or Firm)

This is a request for _____ (One-Time Contractor Requisition # _____, copy attached) or X Term Agreement or
____ Delegate Agency (Check one). If Delegate Agency, this request is for "blanket approval" of all contracts within the
____ (Attach List) Pre-Assigned Specification No. _____
(Program Name) 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 #: _____ Company or Agency Name: _____
Specification #: _____ Contract or Program Description: _____
Mod. #: _____ (Attach List, if multiple)

STEVE SAKAI 7-3753 _____ REVENUE 3/3/05
Originator Name Telephone Signature Department Date

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

<input type="checkbox"/> PROCUREMENT HISTORY
<input type="checkbox"/> ESTIMATED COST
<input type="checkbox"/> SCHEDULE REQUIREMENTS
<input type="checkbox"/> EXCLUSIVE OR UNIQUE CAPABILITY
<input type="checkbox"/> OTHER

APPROVED BY: _____ DATE _____ BOARD CHAIRPERSON _____ DATE _____
DEPARTMENT HEAD OR DESIGNEE

City of Chicago
Department of Procurement Services
Suite 403
City Hall
121 North LaSalle Street

JUSTIFICATION FOR NON-COMPETITIVE PROCUREMENT

Fifth Third Bank

PROCUREMENT HISTORY

The City of Chicago is currently in the process of negotiating a contract for the processing of credit card payments with *Fifth Third Bank*. The Department of Revenue will be using *Fifth Third Bank* for the processing of the Revenue Parking Web Payments, which is currently not part of the City Wide Web application. *Paymentech* (using *CyberSource* software) currently processes the City Wide Web application payments. The *Paymentech* contract will be expiring May 31, 2006 (or until a new contract is awarded; whichever comes first). This would be a first-time request for the Sole Source Review board to consider approval of entering into a separate contract Agreement with *Fifth Third Bank* to also provide processing of credit card payments and electronic check payments made via the City Wide Web application.

The City of Chicago is under current contract negotiations with *Fifth Third Bank*. These negotiations have developed from an RFP that was issued back on June 23, 2003. In response to the RFP, the City of Chicago's evaluation committee selected *Fifth Third Bank* as the most highly qualified especially since *Fifth Third Bank* had offered (and is currently negotiating to sustain the best price offer) to the City the most cost-competitive transaction price. However, because the processing of the City Wide Web application was contractually provided by *Paymentech* through May 2005 at the time the RFP scope of services was developed, these services had to be excluded from the RFP issued in 2003. Since the *Paymentech* contract is due to expire in May 2005, and the City is currently in negotiations with *Fifth Third Bank*, the City faces a choice of having to either go back out for a new solicitation, or to move forward with the inclusion of this piece by pursuing a separate contract with *Fifth Third Bank*. The Department of Revenue requests pursuing a separate contract via a non-competitive procurement process rather than undergoing a substantially more time consuming and redundant new solicitation process.

The RFP scope of services did include the Revenue Parking web-based functionality as a response requirement. The result of the evaluation and selection would have not changed the decision to have chosen *Fifth Third Bank* as the vendor of choice to provide credit card payment processing – whether the City Wide Web application was or was not included in the original RFP.

ESTIMATED COST

Currently the City pays an average of \$11,000 in monthly processing fees from *Paymentech*. Since *Fifth Third Bank* will be offering the City "Government rates", which are lower than current rates paid to *Paymentech*, the approval of this non-competitive procurement would facilitate negotiations consistent with the current lines of negotiations, pursuant to the RFP response from *Fifth Third Bank*. Furthermore, since the City is anticipating a growth in the number of web-based transactions as more department locations come on-line, the City will realize a per-transaction cost savings over time (compared to the current *Paymentech* price per transaction).

SCHEDULE REQUIREMENTS

Time is of the essence, and the time to capture this application is now; during the current credit card payment processing contract negotiation phase (rather than later, via an amendment process, to a contract already in effect) while the City departments are positioning themselves during the current contract negotiations phase of the RFP response from *Fifth Third Bank*.

EXCLUSIVE OR UNIQUE CAPABILITY

Fifth Third Bank was the only respondent determined by the evaluation committee, Director of Revenue, and Chief Procurement Officer to negotiate with, since they were the most highly qualified respondent offering the best price pursuant to the June 2003 RFP – which is under current negotiation for contract execution.

OTHER

Paymentech has indicated to the City their full cooperation and commitment in assuring that all parties realize a smooth and seamless transition.

MBE/WBE Compliance will be in adjunct to the MBE/WBE Compliance Plan memorialized in the final negotiated contract with *Fifth Third Bank*.

□

Scope of Services for Fifth Third Bank (non-competitive procurement contract)

Fifth Third Bank (“Contractor”) must perform all Services relating to the operation and maintenance of the System, the processing of transaction information, and authorization and deposit of Collected Funds in Designated Depositories. Contractor must perform those Services for payments made through the System. Upon the modification of the System to allow for payments for other City Departments, Contractor must perform all Services for those Departments in accordance with the same terms and conditions (including compensation) as in this Agreement. In addition to the Services described elsewhere in this Agreement, the Services include but are not limited to the following:

Payment authorization processing, deposit processing, reconciliation processing, Customer Service Terms (including):

- account management (dedicated person to the City to manage the account)
- training specialists (Person to help with reading reports and Fifth Third Bank On-line training)
- technical consultants (Dedicated person to help integrate into Fifth Third Bank for processing)
- operations, merchant services (Operations available 24/7 to troubleshoot problems)
- chargeback analysts (Dedicated person assigned the City to work on chargebacks)
- retrieval management (Dedicated person assigned the City to work on Retrieval Requests)
- fraud prevention (Fifth Third Bank supports CVV, AVS, CID to reduce fraudulent transactions.
- merchant reporting (reports are available via the internet, e-mail, fax and certain custom reports)

Functional, operational, and processing specification and Service Levels of Agreement (SLAs) specific to this scope include: Lowest Interchange Rates for which the City’s transactions qualify

- Multiple method of payment (Fifth Third Bank will process Visa, MasterCard, American Express, Discover, ACH electronic checks, debit cards) (not all services apply to all payment types)
- Contractor authorization and conditional deposit (“one-pass”) functionality defined as, at City’s request, Fifth Third Bank will deposit every transaction with a good/approved authorization without having to send in a separate settlement file
- Duplicate Authorization protection (Fifth Third Bank will protect transactions from being authorized twice for the same transaction, so long as (1) the City follows the specifications provided by Fifth Third Bank’s technical consulting department and (2) a second authorization is not otherwise required by the VISA and MasterCard rules and regulations.
- Duplicate Deposit protection (Fifth Third Bank will protect transactions from being debited or deposited twice for the same transaction for the previous 7 days transactions)

- Automatic Quality Control Program (Fifth Third Bank will perform tests to ensure all systems are working efficiently on an ongoing basis)
- Soft Descriptor and Soft Phone Number (Fifth Third Bank will provide a description of the products or services that the City is selling to the cardholder, as well as the customer service phone number)
- Fully supported Interchange modifications. (All modifications made by the card organizations will be implemented into the Fifth Third Bank processing systems).
- 24 hour/365 days a year technical support (Fifth Third Bank will provide 24/7 operational support to merchants, off hours via beeper coverage)
- Web-based reporting (Web based reporting.)
- Funds Transfer information (Fifth Third Bank will provide reporting of all activity sent through the Fifth Third Bank system and is available via the internet or e-mail)
- On-line Inquiry response on transaction history (The On-Line reporting functionality will provide transaction history and other various information that the City can use for reconciliation, once data is loaded from processing systems, could be several hours delay)
- Day-to-day customer service (Customer Service will be available to every merchant via Account Management, Merchant Services, Chargeback Analysis, and 24/7 operations)
- Merchant Account set up (Fifth Third Bank will set-up the accounts for the City)
- Bank Identification look-ups (Bank Identification will be provided by Fifth Third Bank)
- Interactive Voice Response (IVR) 24 hours per day (IVR will be made available to the City for the use of transactions)
- Dedicated chargeback specialists (The City will be assigned a dedicated Chargeback Representative to help with chargebacks)
- Chargeback statistics (Chargeback statistics will be available through the reporting that is provided)
- Management of Compliance and Arbitration Chargebacks (Fifth Third Bank will provide to the City a dedicated Chargeback Representative that will resolve compliance and arbitration chargebacks with City assistance as needed.)
- Historical trend reporting (Through the Fifth Third Bank reporting, historical trend and transaction information will be available as part of the standard reports)
- 100% of Retrieval requests fulfilled by Contractor for on-line transactions (Fifth Third Bank will provide to the City's dedicated Chargeback Representative will respond to retrieval requests with City assistance.)
- On-line Order History Date (Fifth Third Bank will provide City information for 6 months on-line. After the 6 months, Fifth Third Bank will provide City information off-line.)

- No merchant intervention required by City of Chicago for Retrieval Requests for on-line transactions (Fifth Third Bank will respond to all on-line retrieval requests with regards to chargebacks without the intervention of the City)
- Fifth Third Bank will provide an automated chargeback management system
- Reporting Flexibility (Certain customized reports will be available via electronic mail at no charge.
- American Express Cardholder ID will be supported. (Fifth Third Bank will support American Express CID (the non-embossed number on the back of the credit card) as another form of fraud protection)
- Fraud Prevention Seminars (Fifth Third Bank will give seminars throughout the years that the City will be invited to attend all seminars)
- VISA CVV2 supported (Fifth Third Bank will support VISA CVV2 (non-embossed number on the back of the credit card) as another form of fraud prevention)
- Fully redundant processing centers (Fifth Third Bank will have two data centers that are fully redundant)
- Separate production and test environments. (Fifth Third Bank will maintain two environments: one each for testing and for actual live transactions (production).
- Multiple authorization links to card organizations (Fifth Third Bank will maintain multiple links to the card organizations for processing authorizations of credit card transactions.)
- Significant processing capabilities (up to 1.2 million transactions per hour) (Fifth Third Bank will be able to process 1.2 million transactions per hour.)
- 24 hrs/7 days a week availability. (The System is available 24/7 for authorizations and settlements)
- Comprehensive stress tests. (Fifth Third Bank will perform comprehensive tests on the systems to ensure higher efficiency and up-time on an ongoing basis)
- A fully managed frame relay connection (a network connection which allows data transmission between the City's system and Contractor) Fifth Third Bank will manage the frame relay (Dedicated, secured, connection between Fifth Third Bank and the City)
- Fifth Third Bank provides on-line real-time authorization processing and batch authorization processing.
- Fifth Third Bank will provide the City with an escalation path for problem resolution.

1.1. Operation of System

Contractor has determined that the System is capable of interfacing with its own data network so as to meet or exceed the functional requirements contained in this Agreement. Those functional requirements include the following:

Individuals and businesses will access the City of Chicago's website to query and/or pay City of Chicago obligations. Users of the website must provide required data in order to make payments on the obligation(s). The payment transactions will be sent through an interface to Contractor's System. Contractor will authorize and deposit funds, as applicable, into the account designated by the City of Chicago.

1.1.1. Payment Types

Contractor must process payments for users using multiple forms of payment on the system, including the following types of payment vehicles:

1.1.1.1. Credit Card/Bankcard

The following branded credit card/bankcard types:

- VISA®
- MasterCard®
- Discover/Novus® Brands
- American Express® Brands
- Cart Blanche
- Diners Club®

Funding of payments will be a function of Discover/Novus®, American Express®, and Diners Club®. Contractor does not fund these transactions. Contractor will provide the mechanism to route authorization and settlement information to the card company, which is required in order for the City to be paid for each transaction.

1.1.1.2. Debit/EFT card

The following branded debit/EFT card types:

- Cirrus®
- Plus®
- Honor®
- Relay®
- Most®
- Pulse®
- Visa® Debit
- MasterCard® Debit

1.1.1.3. Online Checks

Payments made via online checks from checking or savings accounts, (Electronic Check Processing,) will be handled by Fifth Third Bank.

The Contractor must debit any US bank account (checking or savings) via an ACH debit transaction provided the account number and banking account information are of a bank which is a member of the National Automated Clearing House Association (NACHA). If a US bank is not a member of NACHA, a facsimile draft may be created for deposit into the City of Chicago Account.

Disclosure for online checks

To help the user identify the proper checking account information, the City will display the following text:

“On the bottom of your check, there are three sets of numbers. One of these numbers is your bank account number, another is the routing and transit number and the third is likely your check number.

If you have a business checking account, the first number from left to right is always the check number. It may be preceded by 00's. The second number is the Routing and Transit number. This is the number that tells our computer what bank you use.

The third number is your account number with the bank. If you are using a personal check, the check number will be to the right.”

Terms and Conditions

If a user chooses to pay with online checks, the City will present a Terms and Conditions agreement. For example:

“I authorize the City of Chicago to originate debits to the financial institution account listed above upon my generating of said debits through the use of this payment program. I further authorize the named financial institution to debit such entries to the financial institution account listed above.”

The user must be able to accept or decline the agreement.

1.2 Merchant Processing

Contractor must process all transaction information and enter such information into the appropriate settlement network (credit card, debit card, on-line checking) to effectuate payment for credit card/debit card and online check payments. Contractor must perform the following:

Authorize Transactions real time via Contractor's conditional deposit functionality (“one-pass”) functionality defined as, at City's request, Fifth Third Bank will deposit every transaction with a good/approved authorization without having to send in a separate settlement file.

- At the City's request, deposit transactions by virtue of conditional deposit functionality (“one-pass”) functionality defined as, at City's request, Fifth Third Bank will deposit every transaction with a good/approved authorization without having to send in a separate settlement file¹.
- Provide Charge-back notification and reporting for reconciliation to City of Chicago.
- Block repetitive card payments (provide duplicate entry protection).

¹ Authorizing transactions and depositing funds as soon as authorized requires set up and use of Frame Relay (instead of dial up) connection to Contractor. Contractor must provide Frame Relay as part of the services at the cost specified on Exhibit 5.

- Provide reporting of Non-sufficient funds (NSF) and NOC (Notice of Change) for online checks to City of Chicago.
- Deposit funds into the City of Chicago designated account on a daily basis after transactions have been submitted to the System for clearing.
- Each payment transaction that is initiated by a user will be immediately submitted for authorization to the respective credit card association for approval.
- Upon acknowledgment of a positive transaction, the card issuer provides an authorization code to the System that ties it to each transaction.
- At the end of each processing day, Contractor must submit all authorized transactions for settlement to the appropriate card networks.
- During the settlement process these transactions are transferred to each issuing bank via the credit submitted.
- Contractor must then make a deposit to the respective City of Chicago Settlement account, in a Designated Depository on a daily basis, for the previous days submissions.
- Provide reports to compare with the City's Analysis Reporting (for efficient account reconciliation.)
- Provide payment history in the form of a report.
- Automatically respond to a request for any billing error chargeback, including providing information to the cardholder without involving the City of Chicago.

1.3 Fraud and Charge-back Prevention

Contractor must support the processes described below to actively deter attempted payment fraud activities. Further, the Contractor must support the City in defending all Charge-back requests by providing daily reporting of initiated Charge-back actions of bill payers. (Contractor must provide the following):

- The City's website may require entry fields which will reduce charge-backs, prevent fraud and ensure the lowest interchange rates based on the standard processing requirements for credit/debit card and online check payment processing.
- Credit/Debit Card Fraud prevention: perform address verification service, AVS, to prevent against fraud (performed by Card Issuing Bank during authorization process).
- Credit/Debit Card Fraud prevention: support capture of Card Verification Value (CVV), Card Verification Code (CVC), and any applicable magnetic stripe protection values for all card programs that support such controls.

Some of the fraud detection validations the Contractor will provide are:

- Provide response by which the City or its contractors may verify that user provided the same card billing address as the one maintained by the card issuing entity.

- Provide response by which the City or its contractors may verify that the user entered a valid CVV/CVC.

1.4 Payment Entry Fields

The System will require the following information to be provided by the user in order to accomplish the payment process based on the method of payment selected.

Credit Card/Debit Card	
Required	Description
Card Account Number	The credit or debit card number
Names	The name of the card holder as it appears on card
Address	Full credit card billing address including zip code
Payment Amount	Amount to be paid
Expiration Date	Credit or Debit card expiration date

Optional	Description
CVV/CVC	Value from card plastic – may be required at a later date when standard is required on all credit cards

Online Check Payment	
Required	Description
Account type	Checking or savings
Bank routing/transit number	The bank routing/transit number
Bank account number	Account number

The City will define rules to determine when, and how much of, a partial payment is allowed.

1.5 Interfaces

Contractor must provide and fully manage Frame Relay. City of Chicago or its contractors are responsible for all interfaces to the Frame Relay.

1.6 Credit Card and Debit Card Flows

- Bill information is presented online.
- The user selects credit card or debit card as the payment type.
- The user enters payment information.
- The payment information is validated.
- The payment is sent to Contractor. Contractor communicates with the card-issuing bank.
- If the card-issuing bank authorizes the transaction, Contractor processes the transaction through certain credit card networks and the funds received from those credit card networks (Visa and MasterCard only) are deposited into the City's designated bank account by Contractor.

- If the card-issuing bank does not authorize the transaction, the City is notified that the transaction was declined and can choose to request the consumer to re-enter submitted information, use a different card, pay via online check, or contact his/her issuing bank.

1.6.1 Online Checking Flow

- Bill information is presented online.
- The user selects online checking as payment type. Note: depending on the detailed requirements, which will be defined, some transactions may require online checking.
- The user enters payment information.
- The payment information is validated.
- The payment is sent to Contractor. Contractor sends transactions through the ACH network.
- Contractor credits funds to the City's designated bank account.
- If the user's bank account is NSF (non-sufficient funds), a charge back is initiated and the credit to the City's bank account reversed. The City will need to initiate a "returns process" (i.e.: contact the user or present a new bill).

Contractor must provide to City Contractor's Daily E-mail Report and Online reports, to respond to user questions and to manage charge backs.

1.7 Reporting

Contractor will provide City with daily and monthly reports to allow the City personnel to account for and reconcile receipts collected through the System. Contractor must also provide reports to be used by the system administrators to measure usage of the System.

1.7.1 Payment Reporting

Report Types and Description

Contractor must provide the following reports to the City to support the accounting and reconciliation of payment activity processed through the Online Bill Payment Center.

A report that will provide a daily recap of all batches submitted for processing. This report indicates number and dollar amount of items, which were rejected, Authorized Only, and/or Declined Deposit. Further, the report provides a breakdown of Total Deposited Items by card type both for the number of items and the total dollar amount for each card type.

The report also provides a distinction between activity that was settled and funded to the City and those items that were conveyed or transmitted to American Express, Discover/Novus, and Diners for processing. Funding to the City for these items is an activity originated by those respective card companies and is not done by Contractor.

A report that will provide a detailed analysis of how all the submitted transactions were cleared through the card systems and the line item costs associated with processing each type of qualified group of transactions.

This report serves the primary information source to allow the City to reconcile card payment processing costs to the amount of funds deposited into the City's bank account on a daily basis.

A report that provides the transaction details for all items that were submitted for processing to Contractor. This information is provided at the batch deposit level and is summary information only.

The report also provides transaction level detail for every item that is rejected by Contractor's payment processing system. This report provides the specific reason for the rejection in order for the City personnel to attempt to either correct the transaction (if possible) or contact the user and work with them to resolve the reason for payment rejection or obtain another form of payment.

A report that provides a detail accounting of all requests received from the card issuing banks for copies of the sales slip or proof that the cardholder completed the transaction.

This report is extremely critical to the daily reconciliation and oversight process to ensure that all requests for Retrievals are immediately and properly handled to prevent financial loss to the City.

A report that provides information on a daily basis about the number of chargeback items currently in process, new items received, Contractor adjustments, and completed items. The following categories are represented:

- Received Items
- Re-Presented Items
- Items Returned from Merchant
- Items Returned to Merchant
- Ending Inventory

This report is also critical to the daily reconciliation process. Whenever an item is charged back from the issuing bank to the merchant bank, Contractor will reflect such amounts on its invoices.

This report serves as an excellent method to capture an entire processing month's activity in one report. The information is consolidated by the reason code for each of the following categories:

- Received Items
- Re-Presented Items
- Items Returned from Merchant
- Items Returned to Merchant
- Ending Inventory

1.7.2 Contractor Online Reporting Tool

The Contractor must include an online reporting tool for internal users within the City of Chicago organization. The reporting tool provides the designated personnel with the ability to review transaction reports via a secure Internet session and allows the information to be printed for later use.

Contractor must also provide an Internet customer service tool. Fifth Third Bank must provide a 24-hour Internet gateway to the same up-to-date information that the Merchant Services Group delivers the merchants. Online Transaction History, Bank Account Transfer, and Bank Information are the three main applications.

The web-reporting tool, is included as part of the Services. City may search the database online, alleviating the need to call Merchant Services or call the Interactive Voice Response (IVR) system. An online tool is also a great customer service tool, since City may access crucial information while the consumer is on the phone.

Contractor's IVR affords City 24-hour, touch-tone access to transaction information. This system is designed to provide City with information on payment processing data, such as:

- Historical sales data and refund information organized by the customer's credit card number
- Electronic Check Processing transactions
- Consumer's checking
- Savings Account Number
- Telephone Numbers for issuing banks
- Detailed bank account transfer information

Payment Processing Reliability

Contractor must provide for uptime and reliability of all systems as specified in the Agreement.

1.7.3 Statistical and Security Reports

Internal users will be provided with summary and detail reports to present statistical and security data. Report frequency and distribution are to be determined.

Following are examples of information that will be reported.

- Statistical reports for Water payments
- Number of users that made partial payments
- Number of users that made full payments
- Number of users that made payments to shut-off accounts

- Security Reports
- Number of successful logins
- Number of user profiles created in one day
- Inactive users (last date of login)



INFORMATION TECHNOLOGY STRATEGY COMMITTEE COMPUTER EXPENDITURES/SERVICES REVIEW FORM

Department requests for hardware/software and consulting services must be submitted to the Commissioner of Business and Information Services for review and approval prior to procurement of goods and/or services.

Business & Info. Services
Department Name

On-Line Bill Payment Services
Program Name

0 3 / 1 4 / 0 2

Date request was initiated

Used for Paymentech's contract

Justification: Describe in detail; where products should shipped, PC imaging (if any), and why products or services needed.

Provision of automated on-line bill payment services for the Dept. of Revenue, and other departments by Paymentech, a merchant processing firm.

Requests will not be processed without valid funding strip.

FY	FUND	DEPT	ORGN	APPR	OBJT	ACTV	RPTG (Grants Only)	PROJECT # (Enotes Only)
01	449	06	2005	3140	0149			45506031

Funding Strip

Angela Ball

Originator's Name (Please Print)

74 4 2 - 5 1 3 9

Originator's Phone Number

Deputy Chief Information Officer

Originator's Job Title

ITSC Signature

APPROVALS

[Signature]

Department Head Signature (No Substitutes)

0 3 1 1 4 1 2 0 0 2

ITS Committee Approval/Disapprove Date

(Assigned By BIS)

[Empty Box]

ITS Committee #

Commissioner of BIS Signature

[Empty Box]

PG# For Order

CPAC PROJECT CHECKLIST

For CPAC Team Use Only	
Date Received	_____
Date Returned	_____
Date Accepted	_____

IMPORTANT: PLEASE READ AND FOLLOW THE INSTRUCTIONS FOR COMPLETING THE PROJECT CHECKLIST AND CONTACT THE APPROPRIATE TEAM LEADER IF YOU HAVE ANY FURTHER QUESTIONS. ALL INFORMATION SHOULD BE COMPLETED INCLUDING THE SUPPLEMENTAL CHECKLIST REQUIRED BY THE SPECIFIC CPAC TEAM. 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.

PROJECT

Date: 21 MARCH 2005
 ID No (Spec, RX, Project): 19948
 Department: Revenue
 Division: Payment Processing
 Contract No (if known): _____
 Project Title/Description: Citywide Web Internet Payment - Credit Card Processing Services

Contact Person: Steve Sakai
 Tel: 7-3753 Fax: 7-7420 E-mail: Groupwise
 Project Manager: Julia Trinh
 Tel: 4-8139 Fax: 4-2303 E-mail: Groupwise
 Estimated Value \$ 600,000 for first 3-years.

SCOPE STATEMENT

attached is a detailed scope of services and/or specification

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

The following is a general description of what would 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)

Competitive Bid RFQ/RFP/RFS/RFI Sole Source** Term Agreement One Shot
 Mod/Amendment Time Extension Additional Funding Small Order S/O Emergency

FORMS F-25* (add line item) F-10* (special approvals) SSRB** (sole source approval)
 F-26* (new term agreement) RX (one-shot requisition) OBM Authorization
 F-27* (time extension) APRF (all purpose request form)
 F-29* (change vendor limit)

** Sole source requests must include vendor quotes/proposal and MBE/WBE compliance requirements

FUNDING

City: Corporate Bond Enterprise Grant* Other _____
 State: IDOT/Transit IDOT/Highway Grant* Other _____
 Federal: FHWA FTA FAA Grant* Other _____
 Funding Strip(s): 100-29-4641-0140-0140

* Attach copy of any applicable grant agreement terms and conditions

TIME FRAME

Date Needed: ~ July 1, 2005 Requested Contract Term (y/m/d): 3 yrs + 2 1-yr optn options

PRE BID/SUBMITTAL REQUIREMENTS

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



PROJECT CHECKLIST

N/A

ARCHITECTURAL/ENGINEERING SUPPLEMENTAL CHECKLIST

Required Attachments: Scope of Services, including location, description of project, services required, deliverables, and other information as required

Risk Management

Will services be performed within 50 feet of CTA train or other railroad property? Yes No

Will services be performed on or near a waterway? Yes No

Pre-Qualification Category No. _____ Category Description: _____

For Pre-Qualification Program, attach list of suggested firms to be solicited

Other Agency Concurrence Required: None State Federal Other (fill in) _____

AVIATION CONSTRUCTION SUPPLEMENTAL CHECKLIST

DOA sign-off for final design documents: Yes No

Required Attachments:

Copy of Draft Contract Documents and Detailed Specifications.

Risk Management:

Current Insurance Requirements prepared/approved by Risk Management: Yes No

Will work be performed within 50 feet of CTA or ATS structure or property? Yes No

Will work be performed airside? Yes No

CAPITAL EQUIPMENT (VEHICLES) SUPPLEMENTAL CHECKLIST

Required Attachments:

Detailed Specifications including detailed description of the vehicle(s) or equipment, mounted equipment, if any, and options/accessories.

Special Provisions (Delivery, Warranty, Manuals, Training, Additional Unit Purchase Options, Bid Submittal Information, etc.)

Delivery Location(s)

Technical Literature

Drawings, if any

Part Number List (Manufacturer; or Dealer; or Other Source: _____)

Copy of current Price List(s)/Catalog(s)

Form F-10 or other authorization document

Any other exhibits and attachments

COMMODITIES SUPPLEMENTAL CHECKLIST

Required attachments:

Copies of price lists, catalogs, drawings, variations of part numbers

Any other exhibits or attachments

CONSTRUCTION SUPPLEMENTAL CHECKLIST (LARGE & SMALL)

Required attachments: Copy of Draft (80% Completion)

Copy of Draft (80% Completion) Contract Documents and Detailed Specifications

Risk Management

Will services be performed within 50 feet of CTA train or other railroad property? Yes No

Will services be performed on or near a waterway? Yes No

CPAC PROJECT CHECKLIST

DELEGATE AGENCY SUPPLEMENTAL CHECKLIST

Required attachments:

Attach Scope of Services that includes the following information 1) Program background & objectives; 2) Type of services for which proposals are sought; 3) Location and time line for delivery of services; 4) Qualifications, skills, and/or experience necessary; 5) Special licenses or certifications required; 6) Evaluation process (if known).

Other Attachments (please submit all that apply)

1. Copy of grant application and/or grant agreement
2. Evidence of award authority (DAAC agenda with agency name highlighted; City Council ordinance with agency name highlighted; or OBM letter)
3. Modification information (Copy of Form F-8A; screen print of EPS AWDS table)

Does program require Executive Order 91-1 clearance? Yes No
 Is boilerplate from Law available or in production? Yes No
 Would your department benefit from technical assistance? Yes No

N/A

HARDWARE/SOFTWARE SUPPLEMENTAL CHECKLIST

ITSC (approved by BIS)

OBM (approved by Budget form/memo)

This requirement is to proceed in connection with the existing scope with Fifth Third Bank (pursuant to a previously approved RFP), and is an extension of the current Paymentech scope (PO# T26B30).

Attach any documentation indicating any previous purchase activity to assist in the procurement process

Grant document attached

PROFESSIONAL SERVICES SUPPLEMENTAL CHECKLIST

- Detailed scope of services as described on page 1.
- The Schedule of Compensation
- Deliverables
- Request for individual contract services (if applicable)
- The appropriate EPS form

* If this is a Telecommunications/Utilities project, please also address the following:

Has the project been reviewed by DGS? Yes No
 Attach copy of DGS Recommendation; Reservation(s); or participate under current contract.
 Does the project include software? Yes No
 If yes, is signed ITSC form attached? Yes No
 Does the location involve:
 A public way? Yes No
 Any concession in the City's facilities? Yes No
 Is it anticipated City Council approval of the project or contract will be required? Yes No

N/A see above note.



PROJECT CHECKLIST

SMALL ORDERS SUPPLEMENTAL CHECKLIST

Yes No

- 1. Special Approval Form/Justification Letter.
e.g. (Emergency Contract, Telecommunication Back-up documents, Proposals , EPS Form F-10, etc.,)
- 2. Suggested Vendor.
- 3. Commodity Code, Manufacturer, Catalog Information, Model No., Quantity, Unit Cost/Measure, Color etc.,
- 4. Detailed Specification or Scope of Work.

ATTACHMENT REQUIRED FOR EACH SMALL ORDERS PROCUREMENT TYPE

(Check Appropriate Group)

1. ONE SHOT (PN)

- YES () NO () Detailed Specifications
- YES () NO () Suggested Vendor
- YES () NO () Support Documentation

3. EMERGENCY CONTRACT

- YES () NO () Justification Letter
- YES () NO () Vendor Proposal
- YES () NO () Pre-assigned Requisition (RX)

2. SOLE SOURCE REQUIREMENTS

- YES () NO () Vendor Proposal
- YES () NO () Disclosure Affidavit
- YES () NO () Letter of Exclusive or Unique Capability
- YES () NO () Support Documentation from Vendor/Manufacturer.
- YES () NO () Signature(s) of Originator or Departmental Head/Designee.

4. TELEPHONE/FAX BIDS

- YES () NO () Justification Letter

N/A

WORK SERVICES & FACILITY MAINTENANCE SUPPLEMENTAL CHECKLIST

Required Attachments: Detailed Specifications (Scope of Services) including detailed description of the work, locations (with supporting detail), user department contacts, work hours/days, laborer/supervisor mix, compensation and price escalation considerations, contract term and extension options, contractor qualifications, citation of any applicable City/State/Federal statutes or regulations, citation of any applicable technical standards and price lists, catalogs, technical drawings and other exhibits and attachments as appropriate.

Risk Management

- Will services be performed within 50 feet of CTA train or other railroad property? Yes No
- Will services be performed on or near a waterway? Yes No
- Will services require the handling of hazardous/biowaste material? Yes No
- Will services require the blocking of streets or sidewalks in any way?
Which may affect public safety? Yes No

**CITY OF CHICAGO
 PURCHASE REQUISITION**

Copy (Department)

DELIVER TO: 029-4641 CH 107 121 N. LA SALLE ST. ROOM 107 Chicago, IL 60602	REQUISITION: 19948 PAGE: 1 DEPARTMENT: 29 - DEPARTMENT OF REVENUE PREPARER: Mark E Galvan NEEDED: 7/1/2005 APPROVED: 3/18/2005
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REQUISITION DESCRIPTION

New sole source contract request - Citywide Web Internet Payment - Credit Card Processing Services
 SPECIFICATION NUMBER: 34640

COMMODITY INFORMATION

LINE	ITEM	QUANTITY	UOM	UNIT COST	TOTAL COST							
1	94635 Credit card, charge card services	600,000.00	USD	0.00	0.00							
SUGGESTED VENDOR: FIFTH THIRD BANK		REQUESTED BY: Mark E Galvan										
DIST	BFY	FUND	COST CTR	APPR	ACCNT	ACTV	PROJECT	RPT CAT	GENRL	FUTR	Dist. Amt.	
1	005	0100	0294641	0140	220140	0000	00000000	000000	00000	0000	0.00	
LINE TOTAL:											0.00	
REQUISITION TOTAL:											0.00	



March 21, 2005



City of Chicago
Richard M. Daley, Mayor

Ms. Mary Dempsey
Interim Chief Procurement Officer
Department of Procurement Services
121 North LaSalle Street, Room 403
Chicago, Illinois 60602-1284

Department of Revenue
Bea Reyna-Hickey
Director

City Hall, Room 107
121 North LaSalle Street
Chicago, Illinois 60602
(312) 747-4747 (IRIS)
(312) 744-0471 (FAX)
(312) 744-2975 (TTY)

<http://www.cityofchicago.org>

Subject: New Non-Competitive Procurement Contract Request
Vendor: **Fifth Third Bank**
Title: *Citywide Web Internet Payment – Credit Card Processing Services*
RX No.: 19948
Spec. No.: 34640
Estm. Value: \$600,000 for an initial 3-year period.

Dear Ms. Dempsey:

The Department of Revenue requests a non-competitive procurement contract for: *Citywide Web Internet Payment – Credit Card Processing Services*, with **Fifth Third Bank**.

Attached please find the CPAC Checklist, RX #19948, non-competitive procurement justification forms and documents, and a hardcopy of the Scope of Services.

If you would like further information, please contact Steve Sakai, Contract Coordinator, at 747-3753; or Mark Galvan, Fiscal Administrator, at 747-2254.

Very truly yours,

Bea Reyna-Hickey
Director

Attachments
BRH:meg

cc: Julia Trinh – Department of Revenue
Stephanie Thibodeaux – Department of Procurement Services
Miriam Velazquez – Department of Revenue
Steven Sakai – Department of Revenue

