Sole Source/ Disadvantageous Procurement for e-Builder

Scope of Work - Narrative

Overall System Functionality

1. This Project Management Information System provides integrated controls, collaboration, and reporting functions on the project, program, and portfolio level. The system is principally used for the following areas of CTA Infrastructure and RPM capital improvement program and project management:
   a. Program Management Controls – Records Management, Cost, Schedule, Budget, and Administration
   b. Program Management Planning – Scope and Design
   c. Program Management Construction – Implementation and Adjacent Construction
   d. CTA Infrastructure Capital Finance – Funding and Forecasting
   e. CTA Capital Construction
   f. CTA Engineering
   g. CTA Purchasing – General Engineering and Construction Contract Administration, Oversight Agency Concurrence
   h. CTA Finance – Invoicing, Pay Applications
   i. CTA Real Estate – Concession Build-Out

2. The system's functionality includes document management, workflow management, budget and cost management, forecasting, electronic bidding, and project scheduling capability specific to design and construction projects. The system provides:
   a. Access: All authorized users have access to current and accurate project information including documents, status of business processes (such as RFIs, Submittals, MDRs) and project budget and costs.
   b. Collaboration: system acts as a central point of truth between CTA, Contractors, Designers, and other construction players.
   c. Accountability: Responsibility for tasks is assigned and tasks are tracked to completion
   d. Auditing: System provides comprehensive audit trail of system access, communications, approvals, and changes.
   e. Archiving: Ability to extract all data from the system so that the CTA and its funding agencies have long-term access to project information without accessing the vendor's application software.

3. The system is a cloud-based platform that can be accessed via a web browser with internet connection.

4. The system is used to manage and expedite project communications between Construction Managers, Contractors, Designers, Program Managers, and the CTA.

5. System provides accurate, current information regarding program and project budgets and change orders to proactively control project costs. The system preserves a snapshot of this data at each report period.

6. Each project is a separate and distinct website with its own security protocol to control access to the information managed in that website.
7. Each project can be archived – documents and data input by users can be exported in all native file formats on demand.

Document Management

1. The system serves as the project record and all documents are auditable. All project documents are stored and accessible through the Documents Module, and document provenance and versions are maintained in document properties.
2. User permissions to access documents can be configured by user or group, and at an account or project level. These permissions control the viewing, editing, versioning, and deletion of files, as well as access to folders. The system prevents circumventing these access controls.
3. Documents are indexed, stored, and can be retrieved by users based on folder and document metadata. The system prevents files from being edited while checked out by another user.

Business Process Management

1. The system provides configurable workflows, and specifically supports the following business processes:
   a. Project Initiation
   b. Design and Specifications Review
   c. Consultant Invoicing
   d. Contractor Pay Applications
   e. Meetings
   f. Requests for Information (can be linked to project costs)
   g. Issues and project-level communications
   h. Contract Change Management
   i. Contract Approval
   j. Project Estimates and Funding
   k. Non-Conformance Reports
   l. Project Closeout
   m. Reporting across projects, and dashboards
2. The business processes capture source and timing of comments and document attachments.

Budget and Cost Management

1. The system supports budget and cost tracking for cash flow forecasting as well as for project cost control.
2. The system accepts budget data input at any project phase and captures cost data from workflows throughout the project. The system can use this budget and cost information to generate reports, dashboards, and visual displays for project tracking.
3. The system has mechanisms through an API for importing from and exporting to other CTA systems.
4. The system can maintain confidential cost data fields within workflows that incorporate consultants, contractors, and other non-CTA employees.
5. The system allows for costs to be tracked at the following categories: Budget, Funding, Commitments, Invoices, Cash Flow, and Forecasting.

Software as a Service (Saas)

1. The system is procured and maintained by the vendor on a SaaS basis. This provides the following benefits:
   a. Pay-as-you-go pricing model
   b. Ability of the system to handle surges in demand without advance capacity planning on the part of the CTA.
   c. 24x7x365 operation with uptime guarantee and guarantee of availability of key system functionality as stipulated in the vendor's SLA
   d. Vendor management of all hardware, software, and communications maintenance and upgrades
   e. Vendor management of data and backup, as well as capacity planning
   f. Technology infrastructure to ensure uptime and data security:
      i. Redundancy of all components
      ii. Physical security of hosting facility
      iii. Disaster recovery provisions

Open API

1. The system application architecture has an open API to promote interfacing and exchanging data with existing systems. The open API tools support:
   a. Integration with other systems
   b. Exporting of system data for analysis or automation purposes
   c. Importing of data into system for automation purposes
   d. Facilitate real-time data exchanges
   e. Industry-standard XML data exchange format
   f. Quickly configure new integrations between the system and most commonly used enterprise applications (such as Oracle)

Support Services

1. e-Builder Account Management and e-Builder Technical Support work with CTA to address any immediate issues and also proactively assist CTA in identifying and overcoming future challenges. There is no cost for these services as they are included in CTA's license cost.

   Technical Support

   a. The Support team is responsible for addressing any product issue or question. Every service contact or request is logged into e-Builder' s Client Relationship Management system, and CTA is provided with a unique ticket number to their incident or case. All incidents are logged and tracked by e-Builder support management to ensure timely resolution. e-Builder has a record of resolving 82% of client incidents within the first phone call.
   b. Any incident that cannot be answered or resolved on the first call will be researched by e-Builder's Technical Support Analysts. They provide updates as to the status of the ticket as it progresses through the incident life-cycle. If development involvement is required, the incident will be resolved by e-Builder's Development team and delivered into the Production environment in our monthly maintenance releases.

c. Once the incident is corrected and released into Production, the individual who reported the incident is contacted by our Support team notifying them that the incident has been resolved after they have personally tested the resolution.

Account Management

a. The e-Builder Account Management team assists CTA with non-support related issues and is accountable for ensuring CTA's satisfaction with e-Builder. CTA has an assigned e-Builder Account Manager who proactively contacts CTA to ensure that CTA is achieving the use of e-Builder for which it was purchased, monitoring application and use, and identifying and mitigating any issues with the process or product that may not have been identified or communicated. The e-Builder Account Manager ensures efficient and effective communication and escalation of issues - should they be required.

b. Additionally, the Account Manager is key CTA's contact for any vital communications and is there to assist with processes and business change. If CTA wishes to utilize a new processes or other components of e-Builder, e-Builder will assist in exploring these areas and aid with the direction of implementing any additional component(s).

	Requirement
	Major Functionality
1	System includes a document management module
2	System includes a workflow/business process management functionality
3	System includes a project budget and cost management functionality
4	System incorporates a project scheduling function
5	System is available on a Software as a Service (SaaS) basis
6	System includes a role and permission based structure for users
	Document Management
6	System automates document versioning and includes capability to view and roll back previous versions
7	System incorporates multi-format document viewing and markup and correctly displays autoCAD (all releases R12 through current) drawings with external references
8	System permits linking of documents to forms and workflows
9	System facilitates batch uploading of multiple documents
10	System can upload/ retrieve files without limitation of file format or size
	Forms and Workflows
11	System provides forms for typical construction business processes, such as RFIs and Pay Requests, which can be customized for CTA
12	System provides functionality for creating new, unique workflows and forms
13	Whenever an attachment or comment is entered for a form or workflow, the system makes clear who commented to attached and when
14	Whenever an attachment is related to a specific comment or field, the system makes that relationship clear
15	System stores all files linked to forms and workflows in the document management module
16	Files attached to a workflow or form are static
17	System permits linking of forms to workflows
18	System permits linking of workflows to other workflows
19	System enables routing of each workflow step to one or more users
20	Workflow items can be made accessible to additional users for comment
21	System displays log of workflows that shows minimum of item, status, responsibility, and due date
22	Form fields can be relabeled to match the CTA's terminology
	Scheduling
23	System can use project schedule/milestones to predict cashflow
	Reporting and Searching
24	System supports reporting at the individual project, group of projects, and all projects levels, including reporting on workflows across projects
25	System permits authorized users to create their own report formats
26	System permits reporting on form data, workflow data, and cost data in the same report
	Project Budget and Cost

27	Approvals or status changes of workflows affecting budget/cost automatically update the budget/cost module data
28	System is able to manage multiple contracts per project
29	System is able to manage project costs, including internal costs, outside of specific contracts
30	Budget and cost labels can be changed to match CTA's terminology
31	System is able to manage CTA fund sources on a project by project basis
32	System is able to enforce cost controls to prevent errors or over allocations
	Security and Auditability
31	Only authorized users with login credentials can access the system, and only those modules to which access has been granted
32	System provides field-level data access controls
33	Access controls applied in any module of the system carry over to every other module (i.e. document access)
34	Access controls applied in any module of the system carry over to reporting
35	Access controls applied in any module of the system carry over to archiving
36	All system modules maintain an audit trail that indicates, at a minimum: creation or upload - by whom and date; edit or update - by whom and date; action (such as check out, approve, respond, or close) - by whom and date; view - by whom and date
37	Users are assigned to groups and permissions can be granted at the group level
38	Users can belong to different groups on different projects
	System Operation
39	System can be run through a browser interface with minimal browser add-ons, without installing software agents or applications on the client-side desktop
40	System integrates with standard email to provide user notification and links to documents and tasks within the system
41	Vendor offers 24/7/365 system availability, with the exception of scheduled downtime for maintenance
42	Vendor offers an SLA
	Data Import/Export
43	System provides tools for importing and exporting documents, form field data, and budget and cost data to/from other systems
44	At project closeout, CTA can extract all project data in legible and searchable format for transfer to an archiving system
45	At project closeout, CTA can download all or selected documents in their native formats
46	Vendor will provide escrow account?
	API
47	System will continue to provide access to e-Builder data via API
48	Any updates, enhancements, or added filtration parameters will not affect existing CTA queries or posts to API
49	System will continue to provide and maintain up-to-date documentation related to API endpoints, request parameters, response parameters, date filtering, and authentication
50	System will allow for multiple connections from multiple sources simultaneously
51	System will provide error messages when performing data validation via API
	Support Services - Technical Support
52	Every service contact or request is logged and assigned a unique ticket number
53	If development involvement is required, the incident will be resolved and delivered into the Production environment in monthly maintenance releases

54	Service ticket originator will be contacted regarding resolution
**Support Services - Account Management**
55	An account manager will be assigned to ensure that the system is used in accordance with requirements
56	The account manager will monitor application and use, and identify and mitigate any issues with the process or product that may not have been identified or communicated
57	If CTA wishes to utilize a new processes or other components of the system, the account manager will assist in exploring these areas and aid with the direction of implementing any additional component(s).