

8.0 Chargeback Services Requirements

Instructions to Vendors: Vendor shall address in its proposal the solution it proposes to the Commonwealth's Chargeback System and Chargeback Services Requirements. The Commonwealth shall submit to Vendor additional instructions and documentation of such requirements shortly after this release of the initial Detailed Package documents.

8.1 Chargeback Applications Solution Overview

Instructions to Vendors: Provide an overview of the Internal Applications Services solution you propose to address the Commonwealth Requirements stated in Schedule 3.3 – Appendix 2. This overview should **not be more than two-pages** long. Additional details should be provided in Section 11 of this Vendor Proposal document.

Please refer to section 11.3.12 Details of the Chargeback Proposed Solution for additional information on Chargeback.

The Commonwealth Partner's Vision for the Commonwealth

- Equitable billing
- Single solution
- Web-based
- Analysis enablement

The objective of Internal Applications services is to “provide accurate and timely support for in-scope internal administration systems used by VITA for managing delivery and chargeback of VITA services”. The Commonwealth Partners acknowledge VITA’s need to consolidate and integrate the current chargeback applications. Our solution strategy will enhance the following areas of the chargeback system:

- Improve administrator efficiency by moving from five separate applications to a single integrated solution. This includes maintenance of a single set of tables (e.g. rates, agency, information).
- Improve agency visibility into invoices by providing an online, web-based interface. For example, a single bill will be presented with the ability to drill-down to specific detailed data.
- Provide equitable billing by moving from Direct Billing Services to consumption based billing (e.g. for servers).
- Support analysis of data by storing chargeback data in a database for subsequent mining.

Our solution mitigates risk by using existing, commercial-off-the-shelf (COTS) software. The solution outlined in this section is patterned after similar solutions that have been successfully deployed for other large engagements. COTS software (e.g. SAS IT Charge Manager and SAS IT Resource Manager) will be used to provide a web-based billing / accounting application. This software will allow billing adjustments (e.g. credit an account) and drill-down to billing details. All collected chargeback data is stored in a database for the billing application to use.

Consumption-based data collected by the COTS software will replace the current Direct Billing Services System being used for servers. Software (BMC Perform and Predict) will be used for collection of server data. This enables billing by organizational units such as user / location or business unit. Server-level resource data (e.g. CPU) can be collected for consumption by servers.

Software reuse for those invoicing systems currently meeting customer needs will be leveraged when possible. This enables cost savings and reduces time to deliver. For example, we will attempt to reuse

portions of the Computer Services Billing System (CSBS) for collection of IBM and Unisys mainframe data. The collected data will be provided to the billing / accounting application mentioned above. In addition, the software will be designed with the goal of enabling integration of other business software. Integration includes both data collection for invoicing purposes as well as supporting data to other business applications (e.g. PeopleSoft).

Solution Description

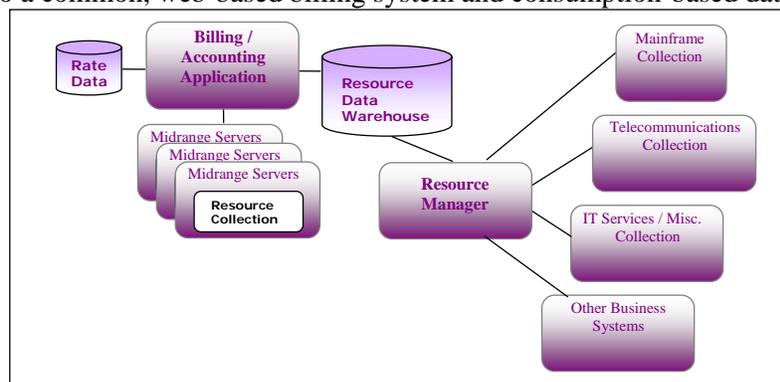
Initially, we will assume responsibility for the current chargeback applications. Chargeback applications consist of the following five programs, and during the transition period, the Commonwealth Partners will maintain and support them.

We bring experience in developing
Chargeback Systems for large enterprises

- Computer Services Billing System – invoicing system that bills for IBM and Unisys Mainframe resources (CPU, print lines, transactions, disk storage, tape storage, tape services)
- Direct Billing System – invoicing system that bills for desktop and midrange resources
- Telecommunications Inventory and Billing System (TIBS) – invoicing system that bills for telecommunications (voice, video, audio) services and resources.
- Manpower Accounting and Control System (MACS) – invoicing system that bills for services offered to agencies that VITA serves
- Miscellaneous Billing Application (MBA) – billing system handling recurring transactions

A **new** chargeback solution will be provided to address the Commonwealth’s requirements. Key enhancements include integration to a common, web-based billing system and consumption-based data

collection for servers. Our team is experienced in developing chargeback solutions for large enterprises. This experience will be leveraged in constructing the Commonwealth’s new chargeback system. Our team will work with the VITA personnel to define the architecture. Our proposed solution and cost estimates are based on chargeback projects successfully delivered for other large enterprise customers.



Implementation of the Chargeback System will follow the software development processes defined for Internal Applications. The Commonwealth Partners will assist VITA in requirements definition. Project plans, cost estimates, schedules, technical specifications, and management reports will be provided to VITA for approval. Access to the Chargeback System, data and records will be provided to support federal and other regulatory audits.

Benefits/ Future State

The new chargeback solution will support a shared services billing model. This will enable an equitable means for billing the agencies using these services. This solution will also simplify the job of invoicing personnel and consumers of billing information. Invoicing personnel will have a single, web-based interface as opposed to the multiple systems currently being used. In addition, agencies will have the ability to view consolidated billing information with the ability to view billing details.

8.2 Service Environment

8.2.1 Chargeback Service Acceptance and Exceptions

Vendor shall reference and provide detailed accepted and/or proposed service environment elements as attachments to the proposal where required and as indicated in Schedule 3.3 – Appendix X,.



Check - Vendor agrees with Schedule 3.3 – Appendix X, except for the elements in the table listed below..

Table 1. Chargeback Services Requirements Issues

(Redacted)

8.3 Chargeback Management Tools

Describe the tools used in the delivery of this service in the table below.

Table 2. Chargeback Service Management Tools

(Redacted)