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AirportIQ Business & Revenue Manager Proposal

HUMBOLDT COUNTY AIRPORT

Proposed Cost and Services-Updated

PROPOSAL CONTACT

Spencer D. Stewart
Vice President Sales
SStewart@GoCivix.com
Dir. 805.245.9050

SUBMITTED BY

Civix
3300 W.Esplanade Avenue
Suite 400
Metairie, LA 70002

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1. Introduction

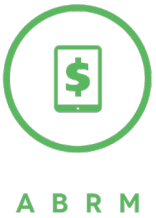
GCR Inc., DBA Civix (Civix) is a recognized leader in the development of comprehensive aviation management systems in the U.S. and abroad. Through this work, Civix has developed the AirportIQ suite of airport intelligence solutions – a comprehensive set of applications to manage virtually all aspects of an airport. AirportIQ is flexible and can be adapted to integrate with other systems currently in use at an airport.

The purpose of this proposal is to respond to the airport's request for pricing for a lease and property management software solution.

Figure 1: AirportIQ Product Suite

2. Proposed Solution

Civix's **AirportIQ Business & Revenue Manager (ABRM)** is a broad application providing a range of functionality from core operational processes to the facilitation of data-driven executive decisions. ABRM helps an airport manage its properties, leases, contacts, and revenue streams, ensuring accurate billing, reduce inefficiencies, and automate data exchanges.



ABRM INCLUDED FUNCTIONALITY

Company and Agreement Management

ABRM Company & Agreement Management enables airport staff to administer all aspects of the airport's relationship with entities that have a business relationship with the airport. The module enables airport staff to maintain information related to revenue and non-revenue lease provision details, amendments, billing rates and billing rules, insurance and surety compliance information, and contact management. Additional functionality includes the following:

- Event notification and alerts
- Document management
- Customer communication management

Billing and Invoice Management

ABRM Billing & Invoice Management includes all the tools for accurate billing of tenants, concessions, and other entities who have a business relationship with the airport. Common features include the following:

- Fixed, escalated, variable or percentage rate calculation for both aeronautical and non-aeronautical sources.
- Invoice generation and distribution through multiple methods
- Manual invoice generation for non-standard invoices
- Revenue analysis reporting
- Rate scales and minimum annual guarantees

Whether simple or complex, this module organizes and automates these tasks by providing an efficient engine for billing and invoicing work.

Aeronautical Activity Management

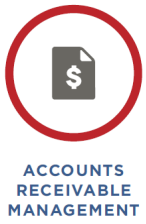
ABRM Aeronautical Activity Management is used to manage all aviation-side activity for the airport, both fixed and variable, including factors such as:

- Passenger activities
- Passenger facility charges
- Cargo activities
- Aircraft details and landings/take-off statistics

ABRM automatically combines all data that is stored and managed in this module with agreement information to provide automated billing for tenants.

Accounts Receivable Module

On the other side of the ledger, Civix's Accounts Receivable (AR) Module houses the tools for the collection of amounts owed to the Airport and the recordation of the payments received, providing a complete picture of customer accounts in real-time. The AR Module offers a complete selection of reports for analytical and other reporting purposes. Highlighted features include the following:



- Intercompany accounting
- Multiple invoices, partial-application and affiliated company receipting
- Line-item receipt application
- NSF check management
- Payment and transactional history
- Analytic reporting tools

Tenant Portal Module

Civix's Tenant Portal Module allows airport customers to access their invoice records and pay outstanding amounts online, through the use of a 3rd party payment processor, maintaining PCI DSS compliance. These payments are then automatically recorded in the Accounts Receivable module. Tenants can perform the following tasks:

- Validate all open charges
- Pay outstanding invoices online
- Enter monthly sales figures (used to calculate percentage rents)
- Update tenant contact information

OPTIONAL ABRM MODULES

GASB Module

Building on an extensive catalogue of capabilities, the GASB module offers a range of functionality to ensure compliance with the new standard, including:

- Organizing agreements
- Identifying provisions within agreements that will need to comply with GASB reporting requirements
- Degree of certainty
- Discount rate by user defined category
- Present value calculations
- Affected GL accounts
- Interest rate effects
- Policy & methodology decisions
- Transactional entries
- GASB 87 financial statement notes
- GASB 96 financial statement notes
- Principal by payment, in total, and for selected periods
- Interest by payment, in total, and for selected periods
- Notes/comments/attachments
- Reporting categorization
- Reports with detail support for both transactional entries as well as note disclosures

Property and Space Module

The Property & Space Module of ABRM is used to manage spaces and uses within the airport facilities and managed locations. With a client-customizable hierarchy, this module is used to track and manage the inventory of all spaces and parcels at all airport-owned facilities, both land- and air-side, linking spaces to agreements and lease-provisions. Highlighted features include the following:

- Customizable hierarchical structure
- Attribute association for analytic reporting
- Construction and tenant alteration detail and tracking
- Contact management tools
- Document management tools
- Unlimited custom fields
- Optional GIS integration

Using the Property & Space Module's robust GIS interface, users can access GIS maps of the spaces that relate to the provisions defined in Company & Management. Property managers will have a simple way of accessing maps of the space occupied by specific tenants directly from ABRM, without the need to use additional software.

Utilities Module

ABRM includes a fully integrated module that facilitates the metering and billing of utility usage for electricity, water, natural gas, and other similar utility services. Sub-meter management is often a messy, complex, inaccurate, and time-consuming effort, made simpler by Civix's tool. This module fully integrates with other ABRM modules so that the utility billing is connected to agreement provisions and the automated billing generation and invoicing process.

Aircraft Registration Module

Civix's Aircraft Registration Module is a tool used to track all based-aircraft activity, such as the following:

- Linking aircraft to agreements for hanger rents and permitting
- Tracking aircraft attributes, details and locations
- Track ownership details and attributes
- Document management

InsightIQ Business Intelligence

As the airport's book of record, ABRM possesses the single version of the truth for revenue and statistical data. Overlaying Civix's Business Intelligence application, airports can mine this wealth of data in meaningful ways by producing and presenting data in actionable and easily understandable graphs and charts. Figure 2 represents one Civix client's example of a financial dashboard:

BUSINESS INTELLIGENCE

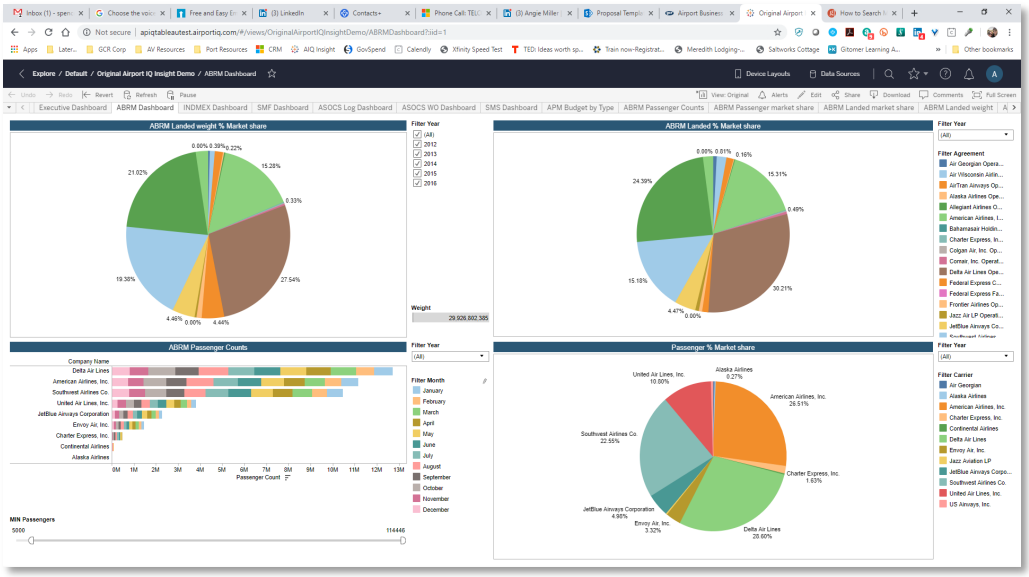


Figure 2: InsightIQ Business Intelligence Dashboard

Itinerant Billing Module

Civix's Itinerant Billing Module is an essential tool for those airports with a large number of itinerant aircraft operations. With its simplified customer and aircraft set-up, the process of tracking landings, take-offs, parking, terminal usage, and passenger fees becomes a simple, revenue-generating effort.

ITINERANT BILLING

3. Delivery Strategy & Approach

The following outlines the Civix software application project delivery strategy and approach.

Implementation Services

- PMP Standards
- Dedicated Project Manager
- WBS & Requirements Traceability Matrix
- Project Plan & Milestone Schedule
- Action/Risk Log & Status Reports
- Project Status Meeting Cadence
- Leverage Core Features for Quick Delivery & Immediate Use (Accelerated Project Schedule)
- Discovery & Requirement Workshops
- Incorporate Iterative Workflow & Collaborate Approach
- Ongoing Training
- Quality Assurance Checkpoints

Post Go-live Services

- Civix Service Desk Handoff
- Client Dialog Sessions/Webinars
- Quarterly Client Check-ins
- Semi-annual Product Releases

Project Deliverables

- Project Management services to oversee the implementation, create/maintain a project schedule, assign tasks via the work breakdown structure, manage deliverables, address action items, and communicate project statuses to customer stakeholders
- Application site setup on the on the Civix Amazon Web Services (AWS) Cloud for two (2) environments, TEST and PRODUCTION
- Application security profile setup with five (5) Power User accounts for identified customer stakeholders
- Application reference tables configuration based on industry standards and best practices
- One (1) discovery workshop (remote) to review Company & Agreement Management and enhance the reference tables with any customer specific lookup values that fit within the standard configuration

- One (1) discovery workshop (remote) to review Billing & Invoice Management and enhance the reference tables with any customer specific lookup values that fit within the standard configuration
- Optional discovery workshops (remote) if modules are purchased (AR Module, Tenant Portal Module, Utilities Module, Property & Space Module, GASB Module, Aircraft Registration Module)
- Three (3) application training sessions of 2-4 hours each (remote), may increase depending on modules purchased
- System Integration Testing to validate setup, configurations, business processes, and reports against the application data in the TEST environment
- User Acceptance Testing assistance (remote) to answer questions and provide guidance for final acceptance
- Go-live assistance (remote) for the week of go-live and two (2) weeks post go-live
- Transition assistance to the Civix Service Desk for ongoing product support

4. Costs

The following price proposal represents Civix's aggressive effort to earn your business both through functionality and pricing. Please note the following highlights:

- ✓ It is a hosted solution for the highest-availability and up-time on the market.
- ✓ It is enterprise-wide, meaning there is no limit to the number of users who can access every portions of the platform.
- ✓ Fixes the annual increase for easy budgeting.
- ✓ Pricing will be honored for 60 days from proposal date

ABRM – Software as a Service (SaaS) – Non-Hub				
Commercial				
Part Number	**Description**	**Qty**	**Pricing[1]**	**Annual License**
BA-ABRM-SaaS	AirportIQ Business & Revenue Manager Core software for a Basic airport. Cloud hosted.	1	$24,847.00	$24,847.00
BA-AR-SaaS	Accounts Receivable Module for a Basic airport.	1	$5,800.00	$5,800.00
BA-TP-SaaS	Tenant Portal Module for Basic airport.	1	$4,800.00	$4,800.00
Concession	*Tenant Portal Concession-Year 1 Only*			*($4,800.00)*
			AirportIQ Business & Revenue Manager (ABRM) Year 1 Total	**$30,647.00**
[1]5% annual increase for subsequent years				

ABRM – Fixed Price Implementation – Non-Hub	
Commercial	
Implementation and Training	**Labor Price**
ABRM Core: Company & Agreement Manageme	$23,064.00
ABRM Core: Billing & Invoice Management	$21,516.00
ABRM AR Module	$10,788.00
ABRM Tenant Portal Module (includes Finzeo P	$12,828.00
Concession: Multiple Modules and Term	*($18,908.00)*
Implementation and Training Total	**$49,288.00**

Analysis	Annual Fee
Year 1	$79,935.00
Year 2	$37,219.35
Year 3	$39,080.32
Year 4	$41,034.33
Year 5	$43,086.05