CIBER. Inc.
650 Wilson Lane
Mechanicsburg, PA
17055

717-691-5500

Fax: 717-691-7102

www.ciber.com

January 14, 2010

WV Department of Administration
Purchasing Division
2019 Washington Street, East
Building 15
Charleston, WV 25305-0130

Re: ITECH10
    Temporary Staffing with Computer Technical Expertise and IT Services for Projects

To Whom It May Concern,

CIBER is pleased to submit this proposal in response to your RFQ ITECH10 to provide temporary staffing services and IT services for projects to the State of West Virginia.

We believe that our 35 years of experience in nearly every state and over 600 state agencies uniquely qualifies CIBER to provide these services to West Virginia. Our success is based in part on the skilled resources we bring to every engagement and our ability to form alliances with our clients that result in long term business partnerships.

Shelley Ressler is the Administrative Account Manager for the State of West Virginia. She can be reached via phone at 717-691-5500, or via fax at 717-691-7102. The address for CIBER's Harrisburg, PA office which services the State of West Virginia is 650 Wilson Lane, Mechanicsburg, PA 17055. Ms. Ressler's email address is sressler@ciber.com.

Tom Saltzer is the Vice President/Area Director for CIBER's Mid-Atlantic Region. Mr. Saltzer can be reached in the Harrisburg, Pennsylvania office at 650 Wilson Lane, Mechanicsburg, Pennsylvania 17055. His phone number is (717) 691-5500; the fax number is (717) 691-7102; and his email address is tsaltzer@ciber.com.

CIBER"s response meets all of the mandatory requirements of this RFQ.

Thank you again for this opportunity to continue to service the State of West Virginia. We look forward to speaking with you further about a partnership between CIBER and the State of West Virginia.

Sincerely,

Ann Griffiths
Regional Vice President

RECEIVED

2010 JAN 13 A 10: 48

PURCHASING DIVISION
STATE OF WV

EXHIBIT 10

REQUISITION NO.: ./.TE.CH/0.

ADDENDUM ACKNOWLEDGEMENT

I HEREBY ACKNOWLEDGE RECEIPT OF THE FOLLOWING CHECKED
ADDENDUM(S) AND HAVE MADE THE NECESSARY REVISIONS TO MY
PROPOSAL, PLANS AND/OR SPECIFICATION, ETC.

ADDENDUM NO.'S:

NO. 1 ....✓

NO. 2 ....✓

NO. 3 ....

NO. 4 ....

NO. 5 ....

I UNDERSTAND THAT FAILURE TO CONFIRM THE RECEIPT OF THE
ADDENDUM(S) MAY BE CAUSE FOR REJECTION OF BIDS.   VENDOR
MUST CLEARLY UNDERSTAND THAT ANY VERBAL
REPRESENTATION MADE OR ASSUMED TO BE MADE DURING ANY
ORAL DISCUSSION HELD BETWEEN VENDOR'S REPRESENTATIVES
AND ANY STATE PERSONNEL IS NOT BINDING. ONLY THE
INFORMATION ISSUED IN WRITING AND ADDED TO THE
SPECIFICATIONS BY AN OFFICIAL ADDENDUM IS BINDING.

....
SIGNATURE

.....CIBER,.Inc.........
COMPANY

.....1/17/10..........
DATE

REV. 11/96

Table of Contents

SECTION I – CORPORATE DESCRIPTION

Company Name

CIBER, Inc.
Federal ID No. – 38-2046833

Corporate Headquarters	Local Offices
6363 South Fiddler's Green Circle Suite 1400 Greenwood Village, CO 80111	650 Wilson Lane Mechanicsburg, PA 17055

Contact Information

Shelley Ressler
650 Wilson Lane
Mechanicsburg, PA 17055
717-691-5500
800-91-CIBER
717-691-7102 (fax)
sressler@ciber.com

Date Established

CIBER was established in June of 1974 and became of publicly traded company in March of 1994. CIBER is incorporated in the State of Delaware and had approximately 5,354 full time employees as of November 1, 2009. .

Company History and Organization

ciber CIBER Inc. has been a leading international systems integrator providing superior value-priced services for both private and government sector clients for 35 years. CIBER's services are offered on a project or strategic staffing basis – in both custom and package environments – and across all technology platforms, operating systems, and infrastructures. CIBER's technological depth spans thousands of delivered solutions, including vertical industry emphasis in state government, hospitality, telecom, banking/brokerage, high-tech, manufacturing, and health care/pharmaceutical.

In 1974, in Detroit, Michigan, Bob Stevenson and two additional partners founded a company that would primarily serve the information systems needs of the burgeoning auto industry. They called the company Consultants in Business, Engineering and Research (CIBER). In 1978, Stevenson became full owner of the company and still today is its chairman of the board of directors. Headquartered in Colorado since 1988, CIBER has evolved through growth and acquisition from being an IT staffing firm into a leading international system integration consultancy providing end-to-end solutions for many of the Fortune 500 as well as mid-market companies and federal, state and local government. CIBER attributes its phenomenal growth and continued success to its caring culture, its commitment to excellence and its continuously evolving business model. The company went public in 1994 and is listed on the NYSE under CBR.

Core Competencies

Application Development
CIBER delivers full lifecycle solutions by leveraging core competencies in custom Application Development in both client/server and mainframe environments, service-oriented architecture development (J2EE, .NET), managed content services, and wireless and mobility to ensure an end-to-end solution or provide application enhancements.

Enterprise Integration
CIBER designs and integrates data and applications to deliver fully functional and integrated business environments to provide a competitive advantage and maximize return on investment. Whether you need enterprise architecture, business intelligence/data warehousing, enterprise application integration, system integration (Web services), legacy migration, business continuity/disaster recovery (BCDR), or network security, CIBER can deliver a turnkey system.

Outsourcing
CIBER manages, maintains, and enhances business applications through a variety of delivery methods to provide significant decrease in operating cost by applying standardized methodologies to eliminate inefficiencies and mitigate risk. Application and technical services range from application maintenance and support, application enhancement, production support and help desk.

The CIBER competencies can be summarized into one concise message. CIBER Builds, Integrates, and Supports systems.
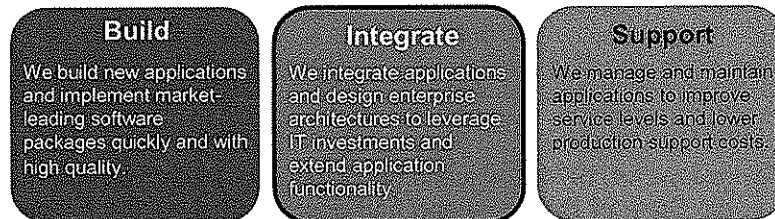
In 2008 CIBER was ranked #1 and #6 in world, respectively, by Customer Experience Survey for Mid-Tier and Tier 1 Infrastructure Outsourcing Vendors by the Black Book of Outsourcing. In 2007, CIBER was included on Vault's 2008 Top 25 Technology Consulting Firms (#25) and was ranked 8th in IT Outsourcing and 12th in Overall Outsourcing worldwide by Black Book of Outsourcing. CIBER was ranked #58 on VARBusiness magazine's "VARBusiness 500" list and was ranked #33 on their "Government VAR 100" list. In 2005, CIBER was named VARBusiness Magazine "Company of the Year", ranked CIBER CEO Mac Slingerlend #63 on its "Top Executives of the Year" list., and . In addition, Washington Technology magazine listed CIBER as one of its "Top 100 Federal Prime Contractors" in 2005. CIBER was named in Gartner's Magic Quadrants for ERP Services, Web Services, Desktop and Helpdesk in 2005. In 2004, Business 2.0 listed CIBER as one of their *"Fastest Growing Tech Companies"*. In 2003, CIBER was named in *Gartner's Magic Quadrants for North American Web Services* and recognized as Denver Business Journal's *"DealMaker in Technology"*. CIBER was ranked among VARBusiness magazine's *"Top 100"* in 2003, 2002, and 2001; SmartReseller magazine's *"Smart 100 Companies"* in 2000; SmartReseller magazine's *"Smart 50 Companies"* in 1999; ColoradoBiz magazine's *"Information Technology Company of the Year"* in 1999; and Fortune magazine's *"Top 100 Fastest Growing Companies"* in 1999 and 1998. In addition, CIBER was ranked among Forbes magazine's *"Best Small Companies"* 1994 through 1997.

Company Organization

CIBER is a rapidly growing organization through both acquisition and organic growth from within. It now comprises three separate divisions, partners in seven countries and an unlimited ability to resolve technical solutions for companies and organizations of all sizes and industries.

CIBER's **Custom Solutions** division spans all components of today's technology solutions. Whether the target is businesses, consumers, or a combination - CIBER partners with companies to help them lead their competition through fast and efficient solutions based in our expert knowledge of Datawarehousing, Network and Security solutions and Wireless technologies.

CIBER State & Local Government Solutions group is one of CIBER's largest practices within the Custom Solutions division and has more than 30 years of experience in nearly every state and 600 state agencies. CIBER's in-depth understanding of government processes and regulations and extensive expertise in a wide-range of technology solutions has delivered high-quality, cost-effective solutions for customers in Health and Human Services, Homeland Security, Law and Justice, Transportation and Finance and Administration. The State & Local Government Solutions group has focused practices in the areas of Electronic Content Management, Enterprise Architecture, and Systems Security. CIBER has developed a solid reputation within the state government arena for providing quality Information Technology services. We believe in a partnership approach to doing business, one that centers on open lines of communication and respect between our clients and ourselves. We view our role as an extension of our client's overall organization, and base our own success on our ability to translate their challenges into accomplishments.

CIBER Enterprise Solutions is the reliable source for enterprise application and business knowledge. We help global clients in a wide range of industries meet their tactical, strategic, and business goals through successful, cost-effective implementation, integration and support of leading enterprise software packages and technology infrastructure.

CIBER Europe provides high quality IT services and solutions for companies and public sector organizations throughout Europe. With approximately 1,400 employees, CIBER Europe is represented in the UK, the Netherlands, Germany, Austria, Spain, Czech Republic, Russia, throughout Scandinavia in Norway, Sweden, Denmark and Finland; and in Asia with offices in China and Singapore.

An organizational chart showing these divisions is presented below.
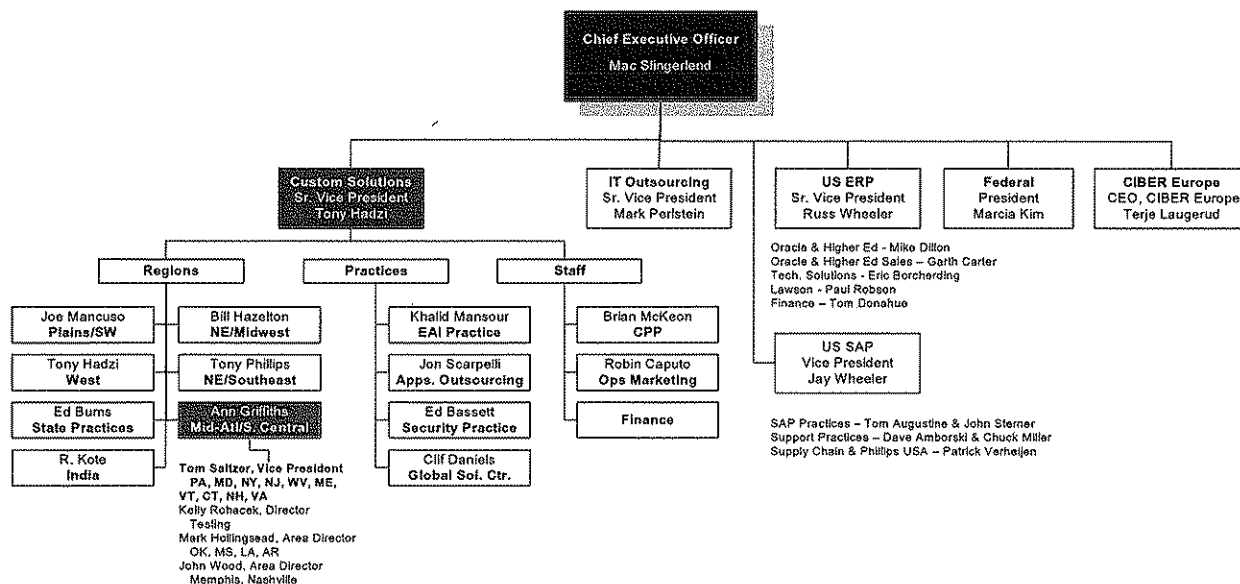
Key Individuals

Ann Griffiths is a Regional Vice President responsible for CIBER's Mid-Atlantic/South Central Regional and State Government Practices. Under the leadership of Ms. Griffiths, CIBER's State Government Practices provide nationwide support services for human services engagements, transportation, integrated justice solutions, and finance and administration.

Tom Saltzer is the Vice President/Area Director for the Mid-Atlantic Region. Based out of Harrisburg, Pennsylvania, Mr. Saltzer is responsible for CIBER consultants working for state governments from Virginia to Maine.

Shelley Ressler is the Administrative Account Manager for the State of West Virginia and is based out of CIBER's office in Mechanicsburg, PA. Ms. Ressler has over eight years of industry experience servicing the needs of State and Local government entities. Ms. Ressler will be working with Alan Black to provide services to the State of West Virginia.

Alan Black has been President of Technology Solutions since April of 1998 and took the company from a technology training firm to a multi-service systems integration and consulting firm. Mr. Black has been servicing the State of West Virginia since 1998. Technology Solutions has been established in West Virginia since 1994.

Technology Partnerships

CIBER has established strategic partnerships with product vendors when the relationship represents a strategic opportunity to extend our service offerings. These firms allow CIBER strong leverage in developing strong, viable solutions to our clients' concerns. These partnerships provide the significant technical resources of these technologically proven organizations for CIBER and its clients. Our major partnerships include:

◆ Microsoft	◆ IBM	◆ Oracle
◆ FileNet	◆ EMC	◆ Hewlett Packard
◆ Citrix	◆ Cisco Systems	◆ Rational
◆ Microstrategy	◆ BEA	◆ Viador
◆ Commerce One	◆ Vignette	◆ IONA
◆ Mercury Interactive	◆ Symbol Technologies	◆ Sun Microsystems
◆ Palm	◆ Cognos	

The following are some examples of our current partnerships and services we are providing together.

- ◆ **Microsoft** – CIBER is a Microsoft Gold Certified Partner for e-Commerce. As such, we have passed the highest level of requirements from Microsoft and have demonstrated the most robust, efficient, and scalable implementations of Microsoft technologies. In addition to Microsoft's endorsement of our knowledge, skills, and commitment to successfully implement their solutions, CIBER can leverage our partnership with Microsoft to gain preferential access to their software architects and engineers, as needed.

- ◆ **FileNet** – CIBER's State Government Operations Organization has standardized on FileNet as our EDMS/ECM product suite. CIBER is affiliated with FileNet as a member of the FileNet ValueNET® Partner Council, a certified member of the Panagon ValueNET® Program, member of the FileNet Developer Network (FNDN), and a Solution Provider Program (SPP) Participant.

- ◆ **Oracle** – CIBER has been a premier partner for Oracle ERP applications, including HR and Payroll solutions, for more than 17 years. CIBER's Oracle practice specializes in helping clients implement, upgrade, and maintain Oracle's entire application suite

> **ORACLE**
> **Partner**Network
> CERTIFIED ADVANTAGE
> PARTNER

including PeopleSoft, E-Business Suite, and JD Edwards. CIBER has the highest membership level in Oracle's partner program for system integrators, Oracle Certified Advantage Partner (CAP).

CIBER has been a PeopleSoft implementation partner for approximately 15 years, with a staff of over 235 dedicated PeopleSoft consultants, CIBER has completed more than 1,000 successful PeopleSoft implementations across multiple industries, including Public Sector, higher education, healthcare, utilities, large retail, and other commercial organizations

◆ **SAP** – As an SAP Alliance Partner and as a Special Expertise Partner to SAP in various sectors, CIBER has the skills and experience to assist our customers with all aspects of their SAP implementation. Ensuring that our customers' technology investments meet the needs of their business and deliver the results that they demand is our specialty.

CIBER has been committed to SAP and its products since 1989. CIBER acquired globally recognized SAP consultancy Novasoft and UK-based Ascent Technology to significantly enhance its SAP service offerings. We offer comprehensive solutions to support the SAP product set, including implementations and upgrades, extensions, integrations and customizations.

◆ **Mercury Interactive** – CIBER is a Mercury Interactive Solutions Partner. Mercury Interactive possesses in-depth vertical industry knowledge and presence within a geographic location. Mercury Interactive solutions include enterprise testing, production tuning, and performance management as an integral part of their business offering, and therefore commit the time and resources necessary to build their Mercury Interactive product expertise.

Due to our relationships with vendors in the industry, CIBER consultants have the ability to stay on the leading edge of technology. As a corporation, CIBER has collectively contributed to hundreds of projects and trained employees from even more organizations. Most of our team cultivated an incredible amount of experience prior to joining CIBER and therefore, has an immense depth of knowledge and experience that can be tapped to ensure the success of each client. CIBER has spent a great deal of time and resources to build a service offering that will bring the power and experience of the entire CIBER team to each and every client regardless of the location, size, and type of project.

Specifically for the opportunities within the State of West Virginia, CIBER has partnered with Technology Solutions.

◆ **Technology Solutions** - Established in 1994 and based in Charleston WV, Technology Solutions is a West Virginia company serving the Information Technology needs of the companies, organizations and State Government of West Virginia. Technology Solutions is a provider of technical professionals for permanent placement, contract, contract to permanent, and fixed price projects.

CIBER believes our partnership with Technology Solutions will give us the unique ability to service the needs of the State of West Virginia - you will receive the benefit of the local presence of Technology Solutions and the global bandwidth of CIBER's experience and delivery capabilities.

SECTION II – QUALIFICATIONS & EXPERIENCE OF THE COMPANY IN SUPPLEMENTAL STAFFING CONTRACTS

Company Experience

CIBER, Inc.

CIBER Inc. has been a leading international systems integrator providing superior value-priced services for both private and government sector clients for 35 years. CIBER's services are offered on a project or strategic staffing basis – in both custom and package environments – and across all technology platforms, operating systems, and infrastructures. CIBER's technological depth spans thousands of delivered solutions, including vertical industry emphasis in state government, hospitality, telecom, banking/brokerage, high-tech, manufacturing, and health care/pharmaceutical.

CIBER helps clients achieve their business goals by building, integrating and supporting mission-critical applications and systems for optimized quality, increased business value, faster time-to-market and reduced total cost of operations.

With a 35-year history, over $1 billion in revenue, a depth of industry experience and a proven track record of application development, CIBER has the knowledge and resources to help you meet your application development goals through strategic staffing.

A Client-Centric Approach

Nearly every business today is cost-conscious of IT investments. The evolving landscape of application development has made finding the balance between delivering real business value and its associated cost more challenging. The emergence of new technologies has decreased the overall time for application development, but constant shifts in underlying application infrastructure, as well as the skills needed to develop and deploy these in more modern application paradigms, remain serious stumbling blocks for many organizations.

Smart application development leverages technology and experience to create an application with a focus on today and an eye on tomorrow. Continually training your existing staff on new technologies while maintaining and supporting your existing applications is a challenge all of our clients face. CIBER works with you to understand your unique needs and requirements. With our Strategic Staffing experience, 8000+ consultants, and network of over 100 recruiters, CIBER has the ability to provide you with the very best resources to help you build your new applications or support the old ones.

Our Partnership with Technology Solutions

CIBER, Inc. chose to partner with West Virginia based Technology Solutions to provide Strategic Staffing Services to the State of West Virginia. CIBER believes our partnership with Technology Solutions will give us the unique ability to service the needs of the state of West Virginia - you will you will receive the benefit of the local presence of Technology Solutions and the global bandwidth of CIBER's experience and delivery capabilities.

Technology Solutions

Technology Solutions, established in 1994, is a West Virginia Company serving the Information Technology needs of the Companies, Organizations and State Government of West Virginia. Established in 1994, Technology Solutions has designed, installed, and supported business networks for a diverse base of businesses, organizations and State and Local Government Agencies. With a consistent delivery of innovative, dependable and cost-effective solutions, they offer a full array of IT Consulting, IT

outsourcing and management consulting solutions. Their clients include healthcare providers, legal firms, State, local and federal agencies.

Technology Solutions is a provider of technical professionals for permanent placement, contract, contract to permanent, and fixed price projects. They specialize in Information Technology covering such areas as Internet/Intranet Development, Client Server Application Development, Object Oriented Development, Windows Workstation, Network Administration/ Engineering, and Software Sales & Marketing.

In 1999, in response to client requests, they expanded their service base to include technical staffing placement to supplement their Information Technology services. An experienced IT recruiter was hired and they were licensed by the State of West Virginia as an employment agency. In 2000, they were selected by Information Manufacturing Corporation (IMC), a West Virginia Corporation based in Keyser serving multiple Federal clients, to provide supplemental staffing.

Some examples of Staffing engagements performed include:

IMC - Senior Data Base Management Specialist
The project was to integrate data elements from over three databases with a total of over 1 million records into an integrated data model, implement the integrated model on MS SQL Server, develop routines for data cleansing and migrate the information to a new system. *Technology Solutions* provided the Senior Database Specialist responsible for successful delivery of the task. This involved requirements gathering; development and management of budgets for staff and system resources; hands on management and supervision of staff; and briefings on database concepts issues and progress.

The Senior Database Specialist provided by *Technology Solutions* was a Ph.D. with over 15 years experience in applications design, development and implementation to include relational database management systems. The professional was expert in database design, development and implementation and maintenance.

IMC - Data Conversion Clerks
From March 2000 through December 2000, *Technology Solutions* provided **50** full time people for projects ramp up to support data/document conversion contracts with several US government agencies. The staff was required to meet strict speed and accuracy requirement to qualify and continue to work on the projects. Index/Keying accuracy for the contracts ranged from 98-99.9%.

Experience with the State of West Virginia
From 2003 to January 2006, as a subcontractor under the expired IPTEMP contract, they provided contract IT staff to various state agencies including I S & C, Workers Compensation Commission, Governors Office of Technology and Department of Administration.

From 2006 to 2010, as a subcontractor under ITECH 06 with CIBER they provided contract IT staff to various state agencies including Department Of Health and Human Resources.

Currently, as Prime Contractor to BrickStreet Insurance they provide a number of contract staff: FileNet Developers, Oracle Developers and .NET Developers.

CIBER is confident that Technology Solutions' experience in providing technology and management support services to the State of West Virginia, combined with related technology project experience to other government agencies, makes them a true asset to this partnership and to West Virginia.

Our confidence is based on the following advantages that Technology Services brings to this solicitation.

♦ **Technical Capacity** – They employ a knowledgeable, skilled and experienced team of Information Technology experts. This team's skill-sets encompass all areas of IT expertise from

programming, database design to network implementation.

♦ **Responsiveness** – They are a small company that is very customer focused and, therefore, very quick to respond to customer needs.

♦ **Small Business Participation** – Their business qualifies as a small business enterprise having fewer than 50 employees and under $10,000,000 in revenues.

Together CIBER and Technology Solutions services are modeled to meet and exceed West Virginia's every technical staffing need for contract placement and consulting services. We will take the time to get to know your needs and the skill sets that match your requirement. We will present qualified technical candidates that have been carefully pre-screened for both technical and soft skills.

We will match the right resource at the right rate, in a fast turnaround timeframe for your needs for Project timelines and results. We can provide you with a highly skilled specialist or an entire workgroup. When you need technical contract talent for project management, network integration, e-commerce, application development, or software migration projects, look to us because CIBER and Technology Solutions deliver.

Staffing References for West Virginia

Web Programming

Client Name (Organization/Division)	West Virginia Information Services & Communications
Client Contact	Supervisor declined to be identified citing State of West Virginia policy
Client Address	One Davis Square 321 Capitol Street Charleston, WV 25301
Client Contact Telephone Number	
Client Email Address	
Project Value	$300,000
Project Length	30 months
Type of Contractor	.NET Developer

Project Description
Inmate Management Information System (IMIS) for WV Division of Corrections is an enhanced replacement of the Tracking application at various WVDOC facilities throughout the state. IMIS is n-tier architecture web application designed and developed in dot net framework environment.

PC Programming

Client Name (Organization/Division)	RxDataTrack
Client Contact	Mr. M. Arjuna
Client Address	4803 MacCorkle Ave. SE Charleston, WV 25304
Client Contact Telephone Number	(304) 720-2246
Client Email Address	support@rxtrak.com
Project Value	$100,000
Project Length	12 months
Type of Contractor	.NET Programmer, Project Manager

Project Description
RxDataTrack, a custom data collection and management application. Project included coding, testing, integration, debugging, modifying, compiling, documentation, change management, implementation training, enhancements and project management of the programs and the application.

Mainframe Programming

Client Name (Organization/Division)	West Virginia Dept of Administration
Client Contact	Mr. G. Burton (then Cabinet Secretary, now President of BrickStreet Insurance)
Client Address	Bldg EB 64 1 1900 Kanawha Blvd East Charleston WV 25305
Client Contact Telephone Number	(304) 926-6050
Client Email Address	greg.burton@brickstreet.com
Project Value	$55,000
Project Length	3 months
Type of Contractor	Programmer Analyst Mainframe, COBOL

Project Description
Performed technical review of the Human Resources Management Information System (HRMIS). Primary objectives:
- Code review
- Document review
- Evaluation of technical issues
- Testing (Critical & Actual data)
- Recommendations for enhancement

Computer Systems Analysis

Client Name (Organization/Division)	RxDataTrack
Client Contact	Mr. M. Arjuna
Client Address	4803 MacCorkle Ave. SE Charleston, WV 25304
Client Contact Telephone Number	(304) 720-2246
Client Email Address	support@rxtrak.com
Project Value	$100,000
Project Length	12 months
Type of Contractor	Project Manager, SQL DBA, .NET Programmer

Project Description
RxDataTrack, a custom data collection and management application. Project included requirements definition, data and process modeling, prototyping, conceptual design, detail design, integration design, documentation, initial implementation training, data base design, planning, systems conversion, systems migration, and project management.

Computer Systems/Network Security

Client Name (Organization/Division)	City of Charleston
Client Contact	Peter Gallo, IT Director
Client Address	501 Virginia Street East Charleston, WV 25301
Client Contact Telephone Number	(304) 348-8048
Client Email Address	peter.gallo@cityofcharleston.org
Project Value	$12,500
Project Length	3 weeks
Type of Contractor	Certified Network Security Engineers

Project Description
Performed an IT Security Audit, which in its Examination Phase, determined the general environment information including existing documentation, the existence of security policies and procedures, and the known vulnerabilities to current configurations.

Database Management

Client Name (Organization/Division)	West Virginia Information Services & Communications
Client Contact	Supervisor declined to be identified citing State of West Virginia policy
Client Address	One Davis Square 321 Capitol Street Charleston, WV 25301
Client Contact Telephone Number	
Client Email Address	
Project Value	$300,000
Project Length	28 months
Type of Contractor	Oracle Database Administrator

Project Description
Oracle database administration for the Department of Corrections Inmate Tracking System

Desktop Support

Client Name (Organization/Division)	Bailey & Wyant Law Firm
Client Contact	Louise Cleek
Client Address	500 Virginia Street East Suite 600 Charleston, WV 25301
Client Contact Telephone Number	304 345 4222
Client Email Address	lcleek@baileywyant.com
Project Value	$65,000
Project Length	12 months ongoing
Type of Contractor	Microsoft Certified Systems Engineer

Project Description
Migrated OS from Novell to Microsoft. Installed new PC's, Microsoft software, migrate to Microsoft Exchange Server, desktop problem resolution, install printers, scanners etc.

Electronic Document Management

Client Name (Organization/Division)	West Virginia Workers Compensation Commission
Client Contact	Phil Weikle, CTO
Client Address	4101 MacCorkle Ave, SE Charleston, WV 25304
Client Contact Telephone Number	(304) 926-3434
Client Email Address	phil.weikle@brickstreet.com
Project Value	$150,000
Project Length	2 months ongoing
Type of Contractor	FileNet Programmers (2)

Project Description
Developed custom workflow for different contract requests, customization on FileNet web services and integration of Image services.

GIS Services

Client Name (Organization/Division)	PA Department of Transportation
Client Contact	Frank DeSendi, Manager, Geographic Information Division
Client Address	Bureau of Planning and Research 6th Floor, Commonwealth Keystone Building 400 North Street Harrisburg, PA 17120-0094
Client Contact Telephone Number	(717) 787-3738
Client Email Address	fdesendi@state.pa.us
Project Value	
Project Length	20 years
Type of Contractor	GIS Developers, Analysts, Team Leads

Project Description
CIBER has been working with PA Department of Transportation to provide GIS resources since 1990. Provided analysis and design for mapping applications. Created web services to Crash Analysts and Police Officers to define crash locations by creating maps of the crash location and retrieving related road information using Oracle Spatial technologies.

Help Desk Support

Client Name (Organization/Division)	West Virginia State Board of Pharmacy
Client Contact	Supervisor declined to be identified citing State of West Virginia policy
Client Address	232 Capitol Street Charleston, WV 25301
Client Contact Telephone Number	
Client Email Address	
Project Value	$15,000
Project Length	One Year
Type of Contractor	Certified Systems Engineer

Project Description
Help desk to support roll-out of new electronic reporting prescription monitoring program to 1000 pharmacies/physicians.

IT Support Staff – Operations

Client Name (Organization/Division)	Serzone Claims Administration
Client Contact	Jill Bak
Client Address	405 Capitol Street Charleston, WV 25301
Client Contact Telephone Number	(800) 564-6019
Client Email Address	jill@schcpa.com
Project Value	$50,000
Project Length	Twelve months
Type of Contractor	Various

Project Description
Start up call center to serve Serzone Class Action Claims Administration: Included, interim IT services Operator, data Clerk, Documentation Specialist, Help Desk Specialist, Systems Programmer, Tape Librarian, and LAN Administrator.

LAN/WAN Support

Client Name (Organization/Division)	Bailey & Wyant Law Firm
Client Contact	Louise Cleek
Client Address	500 Virginia Street East Suite 600 Charleston, WV 25301
Client Contact Telephone Number	(304) 345-4222
Client Email Address	lcleek@baileywyant.com
Project Value	$50,000
Project Length	12 months ongoing
Type of Contractor	Microsoft Certified Systems Engineer

Project Description
Performed the following for a 50-node network: integration, planning, designing, building, upgrading, requirements definition, connectivity and interoperability, determination of logical relationships and physical specifications.

Graphics and Presentation

Client Name (Organization/Division)	West Virginia Governors Office of Technology and West Virginia Information Services & Communications
Client Contact	Supervisor declined to be identified citing State of West Virginia policy
Client Address	One Davis Square 321 Capitol Street Charleston, WV 25301
Client Contact Telephone Number	
Client Email Address	
Project Value	$300,000
Project Length	28 months
Type of Contractor	.NET Developer

Project Description
Completed the following activity for the above customer.

WV Governor & First Lady Websites

Web user interface design. System analysis, design, development. Thumbnail images storage, display and retrieval for Image gallery. RSS feed, Image slide show, attaching image gallery in emails. XML functional implementation. JavaScript validations

WV Security& Privacy training (www.wvhippa.org/pa_test)

System analysis, design, programming & Screen design and layout. Created user controls, custom controls. Middleware - Microsoft Application data block. Security design (Role based) , implementation, and maintenance. Used Java Script for all client side validations. Coded static methods, base classes. Admin module screens development and programming.

www.wv.gov (WV State Web Portal)

Involved in design, analysis, development and current maintenance. Web interface layout design. Created user controls, custom controls. Middleware - Microsoft Application Data Block. Java Script for all client side validations and Menus. Coded base class functions/methods. Implemented web crawler for searching the typed keywords in all related websites in portal. Weather web services & RSS feeds for local news, US news and WV legislature news.

www.wvtourism.com (WV Tourism Department)

System design, analysis and programming. Web UI design & user controls design. Stored Procedures for data select, insert, update and delete. Used validation web controls for the required field validation. Used Java Script for all other client side validations. Created and maintained sessions for travel planner and event calendar. Implemented site search.

Project Management Services

Client Name (Organization/Division)	West Virginia State Board of Pharmacy
Client Contact	Supervisor declined to be identified citing State of West Virginia policy
Client Address	232 Capitol Street Charleston, WV 25301
Client Contact Telephone Number	
Client Email Address	
Project Value	$20,000
Project Length	Four months
Type of Contractor	Project Manager

Project Description
Review and planning for a Prescription Management Program to collect and manage data for controlled substances. Included project initiation, review, life cycle, configuration management, control management, resource management, risk management, status reporting, time and cost analysis.

Telecommunications Services

Client Name (Organization/Division)	All State agencies, Executive branch, Legislative branch, Higher Education, K-12, and Lottery
Client Contact	Performance can be verified by management at West Virginia Information Services & Communications
Client Address	
Client Contact Telephone Number	
Client Email Address	
Project Value	Multi million
Project Length	Four months
Type of Contractor	Telecommunications Consultant - Robert F. Roush Jr. (Now retired from Verizon and working through Technology Solutions)

Project Description
As a design engineer for Verizon for 17 years, this consultant designed the network infrastructure for the State of WV contract. He managed the implementation of the networks. The networks included the WAN/MAN/LAN. He managed the technology transitions on the networks. There were over 3000 physical locations on the networks.

Business Analyst Services

Client Name (Organization/Division)	BrickStreet Insurance
Client Contact	Tony Laska CTO
Client Address	400 Quarrier Street, Charleston, WV 25301
Client Contact Telephone Number	304 941 1015
Client Email Address	tony.laska@brickstreet.com
Project Value	
Project Length	Six Months
Type of Contractor	Six Sigma consultant

Project Description

Captured business requirements for claim fraud detection and CIS (Customer Information Services) data warehouse project. Mapped As-Is processes and developed To –Be process models to include new data warehouse system capability, also assisted in the identification and implementation of numerous process improvements. Performed as liaison between business areas and programmers to accomplish project deliverables. Developed and utilized Traceability Matrix to track business requirements through entire SDLC process to ensure accomplishment of all identified business requirements. Developed formal requirement change control process, test cases, and tested new system capabilities.

ERP Implementation Services

Client Name (Organization/Division)	State of Indiana
Client Contact	Jim Welsh, Deputy/Asst IT Director
Client Address	100 N Senate Ave Room N551 Indianapolis, IN 46204
Client Contact Telephone Number	(317) 232-0183
Client Email Address	jwelsh@iot.state.in.us
Project Value	Work was done over 10 years; dollar amount is not available
Project Length	1999 - present
Type of Contractor	Project Manager, Peoplesoft Subject Matter Experts, Business Analysts, Trainers

Project Description

Provided PeopleSoft resources over a 10 years span to implement HRMS, Financials and Procurement systems for the State of Indiana.

VoIP Implementation Services

Client Name (Organization/Division)	WV DHHR
Client Contact	Supervisor declined to be identified citing State of West Virginia policy
Client Address	Capitol Street, Charleston, WV 25301
Client Contact Telephone Number	
Client Email Address	
Project Value	
Project Length	Six Months
Type of Contractor	consultant

Designed, supported and maintained the physical and network layer of the WVDHHR complex network composed of over 220 sites and which include the use of QOS as needed. As senior network specialist for DHHR I report directly to the agency CTO and work directly with senior management throughout the department. I also managed maintenance contracts with major vendors and outside users to ensure networks are designed and implemented in the most efficient and cost effective manner possible including maintenance contracts on equipment. Network support includes installation, configuration and backup of Enterasys switches, testing/selection, installation, configuration and backup of Cisco Routers and firewall, Nortel 1750 VPN router and 1600 IP services gateway, Polycom Video Conferencing unit and MCU equipment. I have designed and managed the IP addressing schemes and load calculation requirements for the DHHR Network (switched and routed) and have used VLANS to segment network traffic types (data/voice/video). In addition to managing the network both from onsite and remote sites

Section III – Qualifications & Experience of the Company in Service Categories

CIBER Project Experience

CIBER's State & Local Government Solutions group is one of CIBER's largest practices within the Custom Solutions division and has more than 30 years of experience in nearly every state and 600 state agencies. CIBER's in-depth understanding of government processes and regulations and extensive expertise in a wide-range of technology solutions has delivered high-quality, cost-effective solutions for customers in Health and Human Services, Homeland Security, Law and Justice, Transportation and Finance and Administration. The State & Local Government Solutions group has focused practices in the areas of Electronic Content Management, Enterprise Architecture, and Systems Security. CIBER has developed a solid reputation within the state government arena for providing quality Information Technology services. We believe in a partnership approach to doing business, one that centers on open lines of communication and respect between our clients and ourselves. We view our role as an extension of our client's overall organization, and base our own success on our ability to translate their challenges into accomplishments.

Application Development
CIBER delivers full lifecycle solutions by leveraging core competencies in custom Application Development in both client/server and mainframe environments, service-oriented architecture development (J2EE, .NET), managed content services, and wireless and mobility to ensure an end-to-end solution or provide application enhancements.

Enterprise Integration
CIBER designs and integrates data and applications to deliver fully functional and integrated business environments to provide a competitive advantage and maximize return on investment. Whether you need enterprise architecture, business intelligence/data warehousing, enterprise application integration, system integration (Web services), legacy migration, business continuity/disaster recovery (BCDR), or network security, CIBER can deliver a turnkey system.

Outsourcing
CIBER manages, maintains, and enhances business applications through a variety of delivery methods to provide significant decrease in operating cost by applying standardized methodologies to eliminate inefficiencies and mitigate risk. Application and technical services range from application maintenance and support, application enhancement, production support and help desk.

Technology Solutions Project Experience

Technology Solutions has successfully completed projects creating custom applications/software, database design and implementation and web development.

As a Microsoft Certified Technical Education Center (1997 – 2002), they delivered technical training on all Microsoft products ranging from desktop applications to programming and database administration for a large number of West Virginia State Agencies.

As a Microsoft Certified Partner (1997 – current) they presented network and application solutions to state agencies and local companies. They have strong experience in supporting Enterprise Level wide area networks.

They currently maintain a support call center staffed 7:00 a.m. to 7:00 p.m. Monday through Friday.

Our Partnership with Technology Solutions

CIBER believes our partnership with Technology Solutions will give us the unique ability to service the needs of the State of West Virginia - you will you will receive the benefit of the local presence of Technology Solutions and the global bandwidth of CIBER's experience and delivery capabilities.

The CIBER/Technology Solutions team has hands on referencable, delivery experience with projects involving:

- Application Design and Development
- E-Commerce Development
- Web & Systems Integration
- Data Warehousing
- Outsourcing
- Enterprise Integration
- Network Services
- Quality Assurance and Testing
- Data Transformation
- Legacy Systems
- Technical Wiring
- Technical Support
- Training

From software development to training, from application architecture to networking, from implementing and customizing packaged software to full life cycle development projects we present efficient, motivated solutions through the skills of our Project Teams and individuals consisting of our most dedicated and highly gifted employees and contractors.

Data Warehouse Development and Implementation

Special Qualifications

CIBER's Global Enterprise Integration Practice (GEIP) focuses on business-driven architectural solutions to our clients' business and IT challenges. GEIP focuses on core competencies including Business Intelligence and information Management, Agile and IT Strategy, and Architecture and Governance. The practice is led by Dr. Khalid Mansour, and employs principal consultants and architects, all of whom have strong business and technology consulting backgrounds and utilize CIBER's repeatable methodology frameworks.

GEIP team members include enterprise architects, business architects, information architects, data architects, integration architects, application architects, project managers, data and process integration experts, data governance experts, metadata experts, business analysts, data modelers/analysts, extract/transform/load (ETL) architects and developers, and Web Services, JavaEE, .Net, Web 2.0, and Enterprise Service Bus (ESB) experts. Many are authors (books and white papers), speakers, certified architects and technologists who actively participate in leading industry groups such as DAMA (Data Management Association), TDWI (The Data Warehouse Institute), Apache Software Foundation, NFJS, APLN, Scrum Alliance, and OMG (Object Management Group).

Business intelligence is not a product that can be installed. Instead, it's a way of gathering, using, and storing data to promote a smarter way of doing business. CIBER can assist in your business intelligence initiative, whether you're just getting started or have a mature process in place that only needs refining.

CIBER offers Discovery, Assessment, and Development services in these areas:

- Enterprise Information Management
- Performance Management
- BI Analytical Reporting, Visualizations and Dashboards
- Data Warehousing
- Data Integration
- Data Quality Process and Infrastructure
- Data Governance and Stewardship
- Master Data Management

CIBER is included in the niche quadrant of Gartner, Inc.'s Magic Quadrant for Business Intelligence Services, North America, 2007 (published 3/13/07).

Reference #1
State of Tennessee

Client Name (Organization/Division)	State of Tennessee
Project Title	Health Planning Decision Support System
Client Contact	Jefferson H. Ockerman Director, Division of Health Planning
Client Address, City, State, Zip	21st Floor, Tennessee Tower 312 Eight Avenue, North Nashville, TN 37243
Client Contact Telephone Number	(615) 532-3188
Client Email Address	jeff.ockerman@tn.gov
Length of Project	August 2005 – December 2008
General Value of Project	$350,000
Types of Employees	Project Manager, Business Intelligence software Analyst, Solution Architect, Telecommunications Specialist, Systems Analyst
Technical Environment	Microsoft SQL Server database and the Microstrategy business intelligence software NextGen Community Health System software and HL7 interfaces

Project Description

The State's public health analysts and program directors lacked appropriate decision support tools and ready access to critical data for decision making. To address this problem, the State Finance and Administration Department funded a multi-year project to design and develop a centralized decision support system that utilized business intelligence software to address this need. CIBER provided critical solution design, project management, and business intelligence programming services for this project.

Key accomplishments included: researching health planning systems used by other states and foundations, documenting requirements from multiple State agencies, playing a key role in the Robert Wood Johnson Foundation Information Links program (identifying public health information requirements that could be met with the exchange of electronic health data), development of a governance model, development of business intelligence data models, recommendations for extracting, transforming, and loading source data into the data warehouse, the design of six data marts to support Healthcare Facility Planning, State Health Planning, Health Costs/Value Data analysis, Health Disparities analysis, Chronic Disease analysis, and Health Information Exchange analysis. This project also included the development and implementation of the first data mart – the Healthcare Facility planning Data Mart which went live in 2008.

CIBER provided consultants averaging 1.2 FTE's over the 3.5 year duration of this project that involved designing and developing a data warehouse and decision support system for the Health Planning Division of the State of Tennessee. The total project team consisted of both State and contracted systems analysts, project managers, programmers, subject matter experts, program directors, business analysts, business intelligence software analysts, and data base administrators. Best practices and methodologies used in this effort included the PMBOK Project Management methodology, the Capability Maturity Model

Integration (CMMI) methodology for business intelligence, the Public Health Information Network (PHIN) model, the National Health Information Network (NHIN) model, and the Medicaid Information Technology Architecture (MITA) enterprise architecture.

The State of Tennessee utilized a staffing contract with CIBER to secure key consultants design and develop the State's Health Planning Decision Support system. This work included providing services for project management, data governance design, business intelligence programming, enterprise architecture modeling, data modeling, requirements gathering, application solution design, data integration consulting, and conducting research of related business intelligence and health planning best practices. The key deliverables from this 3 ½ year effort included: studying health planning decision support systems used by other states and foundations, documenting requirements and best practices for health planning decision support, identifying, inventorying, and analyzing approximately 100 potential data source systems, developing the design of the decision support system (that included six data marts), developing the specifications for required software, developing a governance model and data stewardship guidelines, and developing, and implementing the first data mart of the decision support system.

Reference #2
Roomful Express Furniture

Client Name (Organization/Division)	Roomful Express Furniture
Project Title	Datawarehouse Discovery and Build
Client Contact	Mary Fortun, Applications Support Manager
Client Address, City, State, Zip	2250 Roswell Drive Pittsburgh, Pennsylvania 15205
Client Contact Telephone Number	412-444-2300 x314
Client Email Address	mfortun@roomfulexpress.com
Length of Project	9 months – implemented Fall 2009
General Value of Project	Approx $600k
Types of Employees	Business Analysts Solutions Architects BI Architects
Technical Environment	Windows Server MS-SQL

Project Description

CIBER designed, developed and deployed a BI/DW Solution for Roomful Express. This project used an agile development methodology to rapidly build the DW by integrating numerous data sources into SQL Server 2005 data warehouse.

The project was divided into 5 iterations starting with Sales with each phase ending with the deployment of Dashboards & Scorecards.

The five phases for this project included:

♦ Discovery

♦ Assessment

♦ Data Warehouse Design

♦ Data Warehouse Creation

♦ Deployment

CIBER facilitated the Sales Pilot group to collaboratively refine requirements, validate design and build the BI Solution through a series of working prototypes based on a cycle of 2-week "sprints".

CIBER provided technical expertise to evaluate source systems (Escalate Retail, Red Prairie Warehouse Management ERP system in Oracle), model the data, design cubes and build reports and dashboards using Reporting Services (SSRS) and PerformancePoint Server 2007.

Reference #3
Duke Energy

Client Name (Organization/Division)	Duke Energy
Project Title	Data Warehouse Assessment/ ICE Hub and BI Analytics Pool/ SOA and MDM Assessment and Roadmap
Client Contact	Charlie Ward or Steve Morgan (Kim Arciero as Rep)
Client Address, City, State, Zip	400 S. Tryon St. Charlotte, NC 28285650 Wilson Lane, Mechanicsburg, PA, 17055
Client Contact Telephone Number	Please contact Kim Arciero at CIBER to set up a reference call 704-609-4762
Client Email Address	Please contact Kim Arciero at CIBER to facilitate the reference karciero@ciber.com
Length of Project	2 months / 3+ years / 4 months
General Value of Project	120K / 10M+ / 400K
Types of Employees	Data Architects, ETL Developers, Report Writers, Data Modelers, Project Manager
Technical Environment	Analyze, architect, and develop the environment for the ICE hub to streamline the development process across the enterprise.

Project Description
CIBER has performed multiple Datawarehousing/ Business Intelligence projects for Duke Energy.

Data Warehouse Assessment:
The goal of the engagement was to provide independent, unbiased best practices and thought leadership around Duke's BI/DW approach to make them a more "strategic" organization in their approach towards projects, rather than thinking tactically for each project. The benefit of the engagement was in gaining a better understanding of how to implement a BI Hub and have a single source of the truth for the data that they had, and thus make better and more efficient decisions. The timing was right after a merger where they had an incentive to make the new approach work.

The result of that assessment was a roadmap that identified future IT projects and recommendations that supported the build-out of an information infrastructure that would accommodate mergers and allow Duke Energy to look at business from an enterprise-wide focus. This project was delivered under budget and ahead of schedule. Duke has implemented a number of these recommendations, including the development of the ICE Hub and BI Analytics Pool, which CIBER currently supports.

ICE Hub and BI Analytics Pool:
CIBER created and designed a best practice approach for data architecture for many projects throughout Duke. We provided high-level consultants to do ETL Development, Report Writing, Data Modeling, and Project Management for many projects throughout the organization. As part of this work CIBER helped implement a BI Analytics Hub that is used enterprise-wide. The benefits of the project were that Duke has saved millions of dollars by eliminating the linear dependencies that projects have on each other. The development efforts for projects are not dependent on each other for data due to the hub schema that was implemented.

At peak, CIBER had approximately 20 data integration specialists responsible for ETL development using Microsoft and Informatica tools, performing data architecture and data modeling activities, and providing reporting services work. Resources in the pool are assigned to key projects in a coordinated manner to ensure that a strategic approach towards BI is integrated into all of Duke Energy's IT projects. In the past, IT projects tended to be run as individual silos and the resulting decisions, although generally supportive of the business units requesting the work, were not necessarily in the best interest of the overall enterprise. Business support of the coordinated resource pool concept has been a big step in getting individual business units to make strategic decisions for the greater good of the company.

CIBER is helping Duke by providing *qualified* resources in a *timely* manner, This "resource pool" is comprised of consultants that are typically very difficult to find and screen properly; yet they are very important to the timely progression of projects across the enterprise. Drawing from CIBER's bench, CIBER has been able to locate these resources within an average period of 8 calendar days from the date that Duke Energy requests a particular resource, and 20 calendar days from the time work begins at Duke Energy. The match rate of required resources to provided resources is nearly 100%. Our responsiveness represented a significant improvement as compared to prior processes where the interview and review process would take months, only to learn that often there were disconnects between the required and provided resources. In the meantime, the projects would stall until the key resource could be found, potentially to have it happen all over again. This issue affected many projects across the enterprise.

SOA and MDM Assessment and Roadmap:
CIBER was called upon to develop a roadmap for SOA and MDM for Duke's next big initiative, their SmartGrid Project. As part of this project, CIBER created a roadmap for both areas of focus, then created a project plan organized in priority sequence and created a resource list to allow for the successful completion of the multi-faceted overall initiative.

The deliverables for this project were a Current State Analysis, a Future State Model, a Gap Analysis, and a Roadmap for Implementation. Duke Energy is a fairly sophisticated customer and understands at a high level what their needs and actions should be. Incorporated into the deliverables for this project were detailed, actionable steps for Duke Energy to pursue, mapped to their ability to realistically staff, technical constraints, operating priorities, and incumbent skill sets. Any gaps that remained were highlighted and addressed, as well.

Electronic Commerce - Web-based Development

Special Qualifications

CIBER's State & Local Government Solutions group has an in-depth understanding of government processes and regulations and extensive expertise in a wide-range of technology solutions has delivered high-quality, cost-effective solutions for customers in Health and Human Services, Homeland Security, Law and Justice, Transportation and Finance and Administration. The State & Local Government Solutions group has focused practices in the areas of Electronic Content Management, Enterprise Architecture, Systems Security, and Mobility Solutions.

Below is only a sampling of the types of projects that CIBER has delivered to our clients.

Health and Human Services

CIBER is one of the nation's largest Health and Human Services providers having served over 25 HHS agencies for the past 25 years. The company's Human Services expertise includes a thorough understanding of programmatic issues, information systems planning, Advance Planning Documents (APD), state/federal budget processes and statewide network planning/design. CIBER's Human Services information systems resume includes:

- State Automated Child Welfare Information Systems (SACWIS)
- Child Support Enforcement (CSE)
- Health Insurance Portability and Accountability Act (HIPAA)
- Temporary Assistance for Needy Families (TANF)
- Medicaid Eligibility
- Child Care/Day Care Licensing

- Women, Infants and Children (WIC)
- Children's Health Insurance Programs (CHIP)
- Job Opportunities and Basic Skills (JOBS)
- Food Stamps
- Electronic Benefits Transfer System (EBT)
- Unemployment Insurance Tax

Transportation

CIBER has helped Transportation agencies across the country increase the effectiveness of their information technology capabilities. Our projects contribute to the ability of these departments to consistently meet their business requirements, expand their services and exceed the expectations of constituencies. CIBER's Transportation resume includes:

- Implemented the software tools and databases that serve as the foundation for a Department of Transportation's Geographic Information System.
- Designed and implemented a Web-based tool to guide users through the process of obtaining waterway permits for highway and bridge projects.
- Provided a cost effective, highly scaleable system and provided upgrading of the realtime command and control management software for a major Interstate tunnel/traffic operation.
- Fully automated the construction management processes and operations of a Construction and Materials Management System, including developing measurement and payment systems, material testing and certification and inventory controls.
- Established an enterprise-wide project management office for a regional transit authority to better align IT with the business organization, integrating cross-functional projects and activities and increasing customer-centric focus.
- Integrated three independent financial management systems, including the sharing of data and processes to optimize departmental resources.
- Designed and managed the development and implementation of an automated toll collection and operations system.

Reference #1
Orange County Public Schools

Client Name (Organization/Division)	Orange County Public Schools
Project Title	Web Portal Solution Implementation
Client Contact	Hermes Mendez, Director ICTS
Client Address, City, State, Zip	445 West Amelia Street Orlando, Florida 32801
Client Contact Telephone Number	407.317.3200
Client Email Address	mendezh@ocps.net
Length of Project	8 months; February 2007 - September 2007
General Value of Project	$1.2 million
Types of Employees	Project Manager, Developers
Technical Environment	Microsoft Office SharePoint 2007

Project Description

As the 11th largest K-12 public school district in the United States, Orange County Public Schools (OCPS) wanted to enhance and expand its Internet presence and services to constituents. OCPS needed a new portal that offered:

♦ a consistent look and feel with OCPS branding

♦ secure access to information for students, staff, faculty, and citizens

♦ simple content management capabilities so non-technical staff could keep the site up-to-date Based on CIBER's reputation, successful previous project deliveries, and understanding of the local K-12 environment, OCPS chose CIBER to establish an effective portal governance strategy and then to implement a new portal.

CIBER delivered to OCPS—on time and on budget—a custom Web portal that efficiently and cost-effectively delivers information to constituents while enabling OCPS staff to easily and quickly update content.

OCPS wanted to develop and implement a customized Web portal solution that would provide a single source of public and restricted information for students, parents, the community, and employees. The solution had to solve several challenges by offering these features:

♦ Scalable platform to securely provide public and restricted content to the relevant audiences while accommodating future growth

♦ Distributed content management to allow non-technical subject matter owners to add and update content quickly and easily without relying on technical resources

♦ Easy maintenance of information using a system-based content expiration policy that reminds content owners to update or remove dated site content

♦ Easy adherence to portal governance standards by providing an approval workflow of all content prior to publication

♦ Effective training of non-technical content creators enabling them to use standard templates

and features to ***focus on content rather than on the technology to publish content***

♦ Consistent user interface and OCPS branding so visitors know that all OCPS information is contained on one place

♦ Quick and easy access to information using common links at the home page, links based on audience profiles, and a powerful search function

♦ Collaboration tools that ensure tight integration with the existing operating environment and that offer robust storage, version control, and document / file sharing capabilities

CIBER led the entire project, beginning with developing an effective portal governance strategy. The strategy was developed to securely manage and support the publishing of public-facing and restricted content to the district's parents, students, community, and employees.

To support the strategy, CIBER was asked to evaluate and recommend a portal platform to meet current OCPS needs while being scalable to address future needs. The analysis included reviewing numerous portal applications and content management systems. CIBER recommended Microsoft Office SharePoint Server (MOSS) 2007 because of the benefits it would provide to OCPS.

Pleased with CIBER's responsiveness and attention, OCPS further engaged CIBER to develop and implement a customized portal using Microsoft Office SharePoint 2007 to lay the foundation for public and restricted content while providing a conduit to other applications accessed by OCPS employees. CIBER evaluated, designed, and documented system requirements, architecture specifications, database design, and testing and training plans.

CIBER then constructed, implemented, and tested the system, and trained OCPS staff on its use—all on time and on budget.

OCPS now benefits from many MOSS 2007 capabilities, including the abilities to:

♦ Merge the collaboration power of SharePoint 2003 with the content management capabilities of Microsoft Content Management Server (MCMS)

♦ Provide Microsoft Office-like tools and environment to reduce the learning curve

♦ Seamlessly integrate with Active Directory to easily manage access for content management and audience targeting

♦ Provide out-of-the-box approval workflow and email alerts for edited pages, images, documents, and lists

♦ Enable feature customization via access to the SharePoint object model using the .NET framework

♦ Provide easy customization and branding of the user interface using master pages, templates, and cascading style sheets

♦ Enable flexible and easy-to-use site configuration and navigation

♦ Offer powerful administration capabilities that can be distributed and controlled

♦ Provide scalable architecture topology using common network frameworks

The new system streamlines processes, offers secure access, and enables easy updating for non-technical staff.

Reference #2
Wisconsin Department of Health

Client Name (Organization/Division)	Wisconsin Department of Health
Project Title	WIC Vendor Portal
Client Contact	Carrie Coenen, Nutrition Management Unit Supervisor
Client Address, City, State, Zip	Department of Health and Family Services 1 W. Wilson Street, Room 243 Madison, WI 53701
Client Contact Telephone Number	(608) 267-9744
Client Email Address	Carrie.Coenen@dhs.wisconsin.gov
Length of Project	14 months
General Value of Project	$69k
Types of Employees	Project Manager, Developers, Business Analyst
Technical Environment	ASP.NET 2.0, Windows 2003, IIS 6.0, SQL Server 2000

Project Description

CIBER transferred the Vendor Portal created initially for the PA Department of Health's Women Infants and Children (WIC) program and modified it for the use of the Wisconsin WIC Program. The Vendor Portal is a website destination for WIC vendors. Vendors can download important WIC documentation and also maintain their information with WIC. WIC vendors can sign up for the site using an email address.

The initial release of the site allows WIC vendors to update their store and contact information. This information is transferred to the WIC Vendor Management System that is used by the state.

WIC Vendors are able to enter stock price survey data online. Instead of submitting paper forms, each vendor can enter their stock prices directly into the Vendor Portal. The WIC Program uses this information to calculate maximum prices for each type of WIC food by peer group.

Reference #3
PA Department of Environmental Protection

Client Name (Organization/Division)	Pennsylvania Department of Environmental Protection
Project Title	Continuous Emissions Data Processing System (CEMDPS)
Client Contact	Greg Parish, Chief, Division of Source Monitoring and Testing
Client Address, City, State, Zip	12th Floor, Rachel Carson State Office Building Harrisburg, PA 17105
Client Contact Telephone Number	(717) 783-9479
Client Email Address	gparish@state.pa.us
Length of Project	April 2006 – present
General Value of Project	$1 million
Types of Employees	Project Manager, DBA, Oracle/Java Developers, Technical Writer, Air Quality SME
Technical Environment	Oracle 10g Application Server, Oracle 8i and 9i Database Management Systems, Java, JSP, XML, XSL and PDF, PL/SQL, HTML, STRUTS

Project Description

In 2006, Pennsylvania DEP selected CIBER to develop the Continuous Emission Monitoring Data Processing System (CEMDPS). This system supports PA DEP's CEM Section that is responsible for regulating Continuous Emission Monitoring System requirements within the Commonwealth of Pennsylvania. The CEM Section is organized into three workgroups: Certification, Data Processing, and Auditing. These workgroups, in co-operation with the Division of Compliance and Enforcement, approve industry-installed CEM devices and systems, process quarterly emissions reporting results, and conduct a quality assurance auditing program including department-conducted analyzer and system performance audit testing, review of audit testing protocols, observation of industry/consultant-conducted audit testing, and review of audit testing reports.

A team of CIBER consultants has worked with DEP since April of 2006 to design, develop and implement the new CEMDPS. This system's architecture is consistent with that of the other enterprise systems that CIBER has developed for PA DEP: Air Emissions Inventory System and the Air Information Management System. The system supports major Pennsylvania regulatory changes and their impact on continuous emissions monitoring processes for industry and DEP. In part, the regulatory changes bring the Pennsylvania emissions reporting requirements closer to those of the EPA. By 'harmonizing' the federal and state reporting requirements and implementing a web-based system to support the process of continuous emissions quarterly reporting, facility and agency users will realize efficiencies in various business processes. For this project, CIBER has been responsible for the design, development and implementation of the new CEMDPS. In addition, we are providing end user training and statewide outreach services.

Electronic Document Management Development and Implementation

Special Qualifications

CIBER's State & Local Government Solutions group has an in-depth understanding of government processes and regulations and extensive expertise in a wide-range of technology solutions has delivered high-quality, cost-effective solutions for customers in Health and Human Services, Homeland Security, Law and Justice, Transportation and Finance and Administration. The State & Local Government Solutions group has focused practices in the areas of Electronic Content Management, Enterprise Architecture, and Systems Security.

CIBER's Enterprise Content Management (ECM) Center of Excellence serves as an enabler for all ECM-related client engagements and supporting activities within CIBER. The ECM Center of Excellence utilizes the strength of our resources and strategic vendor partnerships in order to deliver solutions that fully satisfy our clients' content management business needs. Additionally, the ECM Center of Excellence partners with CIBER's Custom Solutions Division or CIBER's State and Local Government Solutions division to implement collaborative commerce solutions to address the full spectrum of clients' IT needs.

CIBER's ECM Center of Excellence serves many clients organized across state and local governments, federal government and private sectors. The Center of Excellence utilizes industry standard delivery methodologies and frameworks proven to attain an extremely fast return on investment in ECM technology. We have a successful record of assisting state government agencies with integrating this efficient, cost effective technology into their operations.

CIBER's ECM Center of Excellence currently employs professionals experienced in every aspect of implementing content management solutions across an enterprise. Our specialists are certified in the configuration and application of industry-leading ECM and enabling technologies. Our resource base possesses subject matter expertise in revenue collection, legal case management and transportation and many others areas.

CIBER's commitment to ECM technology provides for continuous investment in our capacity to deliver solutions and we feature key facilities to support our delivery.

- **Research and Testing Laboratory** - For testing the latest ECM technology prior to integration into our recommended solutions or our client's environment

- **Remote Development Facility** - For providing cost-effective solution development for companies with limited space or IT budgets

- **Demonstration and Training Rooms** - For demonstrating the benefits of specific ECM technologies and for preparing client staff for new ECM solutions

- **Secure Server Site** - Internet-accessible platforms that showcase the products we design, build and support

Reference #1
PA Dept of Transportation

Client Name (Organization/Division)	Pennsylvania Department of Transportation Utilities and Right-of-Way Section
Project Title	Grade Crossing Electronic Document Management System (GC-EDMS)
Client Contact	Jack Hubbard, PE
Client Address, City, State, Zip	P.O. Box 3362 Harrisburg 17105
Client Contact Telephone Number	(717) 787-6935
Client email address:	jhubbard@state.pa.us
Length of Project:	March 2006 - September 2007
Project End Date	
General Value of Project	$1.20 million
Technical Environment	FileNet, JavaScript, J2EE, SQL Server, IBM Rational Application Developer and IBM WebSphere

PennDOT can now easily track the inventory of railroad grade crossings and manage the projects associated with those crossings thanks to the new Grade Crossing Electronic Document Management System (GC-EDMS) successfully implemented in August 2007 by CIBER. CIBER designed the GC-EDMS to provide a state-of-the-art Internet system for maintaining grade crossing inventory information and grade crossing documentation for PennDOT projects involving railroad facilities.

GC-EDMS streamlines the process for updating and maintaining the Pennsylvania-wide grade crossing inventory database and provides electronic updates to the Federal Railroad Administration (FRA), while offering a simpler and more complete way of managing projects that involve grade crossing improvements, alterations, or abolishments through the Pennsylvania Public Utility Commission (PUC) process. The system enables faster, more efficient communication between PennDOT and railroad business partners, comprehensive tracking of project tasks, and an easy method of submitting and receiving crossing inventory updates from the Federal Railroad Administration (FRA).

Special features of the system include active interfaces to data and content in PennDOT's Multi-Modal Project Management System (MPMS), PennDOT's FileNet based Electronic Document Management System (EDMS), and PennDOT's Geographic Information System (GIS).

CIBER worked closely with PennDOT business and technical staff to design GC-EDMS with a focus on satisfying business needs. The system development process incorporated the following tools, languages and technologies: FileNet, JavaScript, J2EE, SQL Server, IBM Rational Application Developer and IBM WebSphere.

Reference #2
Orange County Public Schools

Client Name (Organization/Division)	Orange County Public Schools
Project Title	Web Portal Solution Implementation
Client Contact	Hermes Mendez, Director ICTS
Client Address, City, State, Zip	445 West Amelia Street Orlando, Florida 32801
Client Contact Telephone Number	407.317.3200
Client Email Address	mendezh@ocps.net
Length of Project	8 months; February 2007 – September 2007
General Value of Project	$1.2 million
Types of Employees	Project Manager, Developers
Technical Environment	Microsoft Office SharePoint 2007

Project Description

As the 11th largest K-12 public school district in the United States, Orange County Public Schools (OCPS) wanted to enhance and expand its Internet presence and services to constituents. OCPS needed a new portal that offered:

♦ a consistent look and feel with OCPS branding

♦ secure access to information for students, staff, faculty, and citizens

♦ simple content management capabilities so non-technical staff could keep the site up-to-date Based on CIBER's reputation, successful previous project deliveries, and understanding of the local K-12 environment, OCPS chose CIBER to establish an effective portal governance strategy and then to implement a new portal.

CIBER delivered to OCPS—on time and on budget—a custom Web portal that efficiently and cost-effectively delivers information to constituents while enabling OCPS staff to easily and quickly update content.

OCPS wanted to develop and implement a customized Web portal solution that would provide a single source of public and restricted information for students, parents, the community, and employees. The solution had to solve several challenges by offering these features:

♦ Scalable platform to securely provide public and restricted content to the relevant audiences while accommodating future growth

♦ Distributed content management to allow non-technical subject matter owners to add and update content quickly and easily without relying on technical resources

♦ Easy maintenance of information using a system-based content expiration policy that reminds content owners to update or remove dated site content

♦ Easy adherence to portal governance standards by providing an approval workflow of all content prior to publication

♦ Effective training of non-technical content creators enabling them to use standard templates

and features to *focus on content rather than on the technology to publish content*

- ◆ Consistent user interface and OCPS branding so visitors know that all OCPS information is contained on one place

- ◆ Quick and easy access to information using common links at the home page, links based on audience profiles, and a powerful search function

- ◆ Collaboration tools that ensure tight integration with the existing operating environment and that offer robust storage, version control, and document / file sharing capabilities

CIBER led the entire project, beginning with developing an effective portal governance strategy. The strategy was developed to securely manage and support the publishing of public-facing and restricted content to the district's parents, students, community, and employees.

To support the strategy, CIBER was asked to evaluate and recommend a portal platform to meet current OCPS needs while being scalable to address future needs. The analysis included reviewing numerous portal applications and content management systems. CIBER recommended Microsoft Office SharePoint Server (MOSS) 2007 because of the benefits it would provide to OCPS.

Pleased with CIBER's responsiveness and attention, OCPS further engaged CIBER to develop and implement a customized portal using Microsoft Office SharePoint 2007 to lay the foundation for public and restricted content while providing a conduit to other applications accessed by OCPS employees. CIBER evaluated, designed, and documented system requirements, architecture specifications, database design, and testing and training plans.

CIBER then constructed, implemented, and tested the system, and trained OCPS staff on its use—all on time and on budget.

OCPS now benefits from many MOSS 2007 capabilities, including the abilities to:

- ◆ Merge the collaboration power of SharePoint 2003 with the content management capabilities of Microsoft Content Management Server (MCMS)

- ◆ Provide Microsoft Office-like tools and environment to reduce the learning curve

- ◆ Seamlessly integrate with Active Directory to easily manage access for content management and audience targeting

- ◆ Provide out-of-the-box approval workflow and email alerts for edited pages, images, documents, and lists

- ◆ Enable feature customization via access to the SharePoint object model using the .NET framework

- ◆ Provide easy customization and branding of the user interface using master pages, templates, and cascading style sheets

- ◆ Enable flexible and easy-to-use site configuration and navigation

- ◆ Offer powerful administration capabilities that can be distributed and controlled

- ◆ Provide scalable architecture topology using common network frameworks

The new system streamlines processes, offers secure access, and enables easy updating for non-technical staff.

Reference #3
New Jersey Department of Transportation

Client Name (Organization/Division)	New Jersey Department of Transportation
Project Title	Automated Procurement Requisition Workflow System
Client Contact	Tom Kennedy, Project Manager
Client Address, City, State, Zip	1035 Parkway Avenue, PO Box 600 Trenton, NJ 08625-0600
Client Contact Telephone Number	(609) 530-6252
Client Email Address	thomas.kennedy@dot.state.nj.us (preferred method of contact)
Length of Project	April 2005 – present
General Value of Project	$500k
Types of Employees	Project Manager, FileNet Developers, Business Analyst
Technical Environment	FileNet P8 - Workplace, Process Engine, Content Engine and Application Engine 3.5 and eForms 5.0

Project Description

The New Jersey Department of Transportation contracted with CIBER Inc. to design, develop, test and implement an Automated Procurement Requisition Workflow System (APRWS). CIBER designed this system utilizing components from FileNet's P8 product suite, including Workplace, BPM Process Engine, Content Engine and Application Engine 3.5 and eForms 5.0.

The purpose of this engagement is to provide the end-user community of NJDOT with an automated workflow that will replace their existing procurement process. At a high level, the objective behind the development of APRWS is to bring major efficiencies to the existing procurement process through the use of state-of-the-art technologies.

The new system replaced the process of completing internal department forms used to request the procurement of goods and or services with state of the art electronic forms. The manual process of routing the paper documents to different individuals or organizations within the department for approval is also automated via workflows.

The new APRWS enables personnel in organizational units within NJDOT to use one electronic form for all procurement and funding agreement transactions regardless of procurement authority or funding sources. The new system also includes a new electronic form for recording and tracking partial or complete receipts of goods or services.

End users of the new APRWS are able to sit down at their workstations, log into a web page, fill out a purchase requisition, and launch the appropriate workflow process. Once launched, the purchase request work item will be available immediately at the next step in the process, ready to be reviewed and/or approved by the person or group assigned to that step. End Users will also receive automated email notifications informing them of the status of their request.

While initially implanted in 2006, CIBER has continued to support and enhance this application since that time adding functionality such as Custom Search and Archive capability and modifying workflows to adjust to changing business processes.

Technology Advisory Services

Special Qualifications

CIBER's Global Enterprise Integration Practice (GEIP) focuses on business-driven architectural solutions to our clients' business and IT challenges. GEIP focuses on core competencies including Business Intelligence and Information Management, Agile and IT Strategy, and Architecture and Governance. The practice is led by Dr. Khalid Mansour, and employs principal consultants and architects, all of whom have strong business and technology consulting backgrounds and utilize CIBER's repeatable methodology frameworks.

GEIP team members include enterprise architects, business architects, information architects, data architects, integration architects, application architects, project managers, data and process integration experts, data governance experts, metadata experts, business analysts, data modelers/analysts, extract/transform/load (ETL) architects and developers, and Web Services, JavaEE, .Net, Web 2.0, and Enterprise Service Bus (ESB) experts. Many are authors (books and white papers), speakers, certified architects and technologists who actively participate in leading industry groups such as DAMA (Data Management Association), TDWI (The Data Warehouse Institute), Apache Software Foundation, NFJS, APLN, Scrum Alliance, and OMG (Object Management Group).

Additionally, GEIP offers Organizational Alignment services designed to ensure that the IT organization is well aligned with those it serves and positioning IT to enable business units or departments to achieve their objectives. CIBER utilizes a framework with specific phases and prescribed activities to undertake Organizational Alignment

Phase I: Strategic Planning - Identify business unit (or departmental) strategies and objectives that have been defined along with any measures identified to determine progress against those strategies and objectives. Synthesize specific IT strategies and activities to support the business units in executing those strategies and achieving their objectives.

Phase II: Organizational Assessment and Definition - Assess the current IT organization against the capabilities required to achieve identified business objectives and the strategies and synthesized IT strategies and initiatives required to support the business units. Define a target IT organization with the capabilities required to more effectively align with and support the business unit strategies and objectives. Perform a gap analysis between the two organizations.

Phase III: Organizational Planning - Develop plans (technology, organizational) that guide the evolution of the existing IT organization into an IT organization which aligns more effectively with the business units or departments. Develop support plans (communication, resource, funding) to support the required changes.

Phase IV: Organizational Alignment - Execute the organizational alignment plans resulting in the transformation of the existing Information Technology organization.

Reference #1
State of Tennessee

Client Name (Organization/Division)	State of Tennessee
Project Title	Health Planning Decision Support System
Client Contact	Jefferson H. Ockerman Director, Division of Health Planning
Client Address, City, State, Zip	21st Floor, Tennessee Tower 312 Eight Avenue, North Nashville, TN 37243
Client Contact Telephone Number	(615) 532-3188
Client Email Address	jeff.ockerman@tn.gov
Length of Project	August 2005 – December 2008
General Value of Project	$350,000
Types of Employees	Project Manager, Business Intelligence software Analyst, Solution Architect, Telecommunications Specialist, Systems Analyst
Technical Environment	Microsoft SQL Server database and the Microstrategy business intelligence software NextGen Community Health System software and HL7 interfaces

Project Description

The State's public health analysts and program directors lacked appropriate decision support tools and ready access to critical data for decision making. To address this problem, the State Finance and Administration Department funded a multi-year project to design and develop a centralized decision support system that utilized business intelligence software to address this need. CIBER provided critical solution design, project management, and business intelligence programming services for this project.

Key accomplishments included: researching health planning systems used by other states and foundations, documenting requirements from multiple State agencies, playing a key role in the Robert Wood Johnson Foundation Information Links program (identifying public health information requirements that could be met with the exchange of electronic health data), development of a governance model, development of business intelligence data models, recommendations for extracting, transforming, and loading source data into the data warehouse, the design of six data marts to support Healthcare Facility Planning, State Health Planning, Health Costs/Value Data analysis, Health Disparities analysis, Chronic Disease analysis, and Health Information Exchange analysis. This project also included the development and implementation of the first data mart – the Healthcare Facility planning Data Mart which went live in 2008.

CIBER provided consultants averaging 1.2 FTE's over the 3.5 year duration of this project that involved designing and developing a data warehouse and decision support system for the Health Planning Division of the State of Tennessee. The total project team consisted of both State and contracted systems analysts, project managers, programmers, subject matter experts, program directors, business analysts, business intelligence software analysts, and data base administrators.   Best practices and methodologies used in this effort included the PMBOK Project Management methodology, the Capability Maturity Model

Integration (CMMI) methodology for business intelligence, the Public Health Information Network (PHIN) model, the National Health Information Network (NHIN) model, and the Medicaid Information Technology Architecture (MITA) enterprise architecture.

The State of Tennessee utilized a staffing contract with CIBER to secure key consultants design and develop the State's Health Planning Decision Support system. This work included providing services for project management, data governance design, business intelligence programming, enterprise architecture modeling, data modeling, requirements gathering, application solution design, data integration consulting, and conducting research of related business intelligence and health planning best practices. The key deliverables from this 3 ½ year effort included: studying health planning decision support systems used by other states and foundations, documenting requirements and best practices for health planning decision support, identifying, inventorying, and analyzing approximately 100 potential data source systems, developing the design of the decision support system (that included six data marts), developing the specifications for required software, developing a governance model and data stewardship guidelines, and developing, and implementing the first data mart of the decision support system.

Reference #2
Duke Energy

Client Name (Organization/Division)	Duke Energy
Project Title	SOA and MDM Assessment and Roadmap
Client Contact	Charlie Ward or Steve Morgan (Kim Arciero as Rep)
Client Address, City, State, Zip	400 S. Tryon St. Charlotte, NC 28285
Client Contact Telephone Number	Please contact Kim Arciero at CIBER to facilitate the reference 704-609-4762
Client Email Address	Please contact Kim Arciero at CIBER to facilitate the reference karciero@ciber.com
Length of Project	4 months
General Value of Project	$ 400K
Types of Employees	Data Architects, ETL Developers, Report Writers, Data Modelers, Project Manager
Technical Environment	Analyze, architect, and develop the environment for the ICE hub to streamline the development process across the enterprise.

Project Description
CIBER has performed multiple Datawarehousing/ Business Intelligence projects for Duke Energy.

Data Warehouse Assessment:
The goal of the engagement was to provide independent, unbiased best practices and thought leadership around Duke's BI/DW approach to make them a more "strategic" organization in their approach towards projects, rather than thinking tactically for each project. The benefit of the engagement was in gaining a better understanding of how to implement a BI Hub and have a single source of the truth for the data that they had, and thus make better and more efficient decisions. The timing was right after a merger where they had an incentive to make the new approach work.

The result of that assessment was a roadmap that identified future IT projects and recommendations that supported the build-out of an information infrastructure that would accommodate mergers and allow Duke Energy to look at business from an enterprise-wide focus. This project was delivered under budget and ahead of schedule. Duke has implemented a number of these recommendations, including the development of the ICE Hub and BI Analytics Pool, which CIBER currently supports.

ICE Hub and BI Analytics Pool:
CIBER created and designed a best practice approach for data architecture for many projects throughout Duke. We provided high-level consultants to do ETL Development, Report Writing, Data Modeling, and Project Management for many projects throughout the organization. As part of this work CIBER helped implement a BI Analytics Hub that is used enterprise-wide. The benefits of the project were that Duke has saved millions of dollars by eliminating the linear dependencies that projects have on each other. The development efforts for projects are not dependent on each other for data due to the hub schema that was implemented.

At peak, CIBER had approximately 20 data integration specialists responsible for ETL development using Microsoft and Informatica tools, performing data architecture and data modeling activities, and providing

reporting services work. Resources in the pool are assigned to key projects in a coordinated manner to ensure that a strategic approach towards BI is integrated into all of Duke Energy's IT projects. In the past, IT projects tended to be run as individual silos and the resulting decisions, although generally supportive of the business units requesting the work, were not necessarily in the best interest of the overall enterprise. Business support of the coordinated resource pool concept has been a big step in getting individual business units to make strategic decisions for the greater good of the company.

CIBER is helping Duke by providing *qualified* resources in a *timely* manner, This "resource pool" is comprised of consultants that are typically very difficult to find and screen properly; yet they are very important to the timely progression of projects across the enterprise. Drawing from CIBER's bench, CIBER has been able to locate these resources within an average period of 8 calendar days from the date that Duke Energy requests a particular resource, and 20 calendar days from the time work begins at Duke Energy. The match rate of required resources to provided resources is nearly 100%. Our responsiveness represented a significant improvement as compared to prior processes where the interview and review process would take months, only to learn that often there were disconnects between the required and provided resources. In the meantime, the projects would stall until the key resource could be found, potentially to have it happen all over again. This issue affected many projects across the enterprise.

SOA and MDM Assessment and Roadmap:
CIBER was called upon to develop a roadmap for SOA and MDM for Duke's next big initiative, their SmartGrid Project. As part of this project, CIBER created a roadmap for both areas of focus, then created a project plan organized in priority sequence and created a resource list to allow for the successful completion of the multi-faceted overall initiative.

The deliverables for this project were a Current State Analysis, a Future State Model, a Gap Analysis, and a Roadmap for Implementation. Duke Energy is a fairly sophisticated customer and understands at a high level what their needs and actions should be. Incorporated into the deliverables for this project were detailed, actionable steps for Duke Energy to pursue, mapped to their ability to realistically staff, technical constraints, operating priorities, and incumbent skill sets. Any gaps that remained were highlighted and addressed, as well.

Reference #3
MD Dept of Transportation State Highway Administration

Client Name (Organization/Division)	MD Dept of Transportation State Highway Administration
Project Title	Preliminary Assessments and Requirements Analysis Support Services
Client Contact	Vicki McVey, Project Manager
Client Address, City, State, Zip	707 N. Calvert Street Baltimore, MD 21202
Client Contact Telephone Number	410-652-3011
Client Email Address	vmcvey@sha.state.md.us
Length of Project	April 2007 – August 3
General Value of Project	$3,079,706.00
Types of Employees	Business Analysts, Technical Writer, Project Manager
Technical Environment	n/a

Project Description

In February 2007, The Maryland Department of Transportation announced that CIBER Inc. was awarded a Master Contract Task Order, # J02P6200035, to provide Preliminary Assessments and Requirements Analysis Support Services. The Task Order is intended to provide support to the State Highway Administration's (SHA) rigorous process for planning, evaluating and selecting IT projects from their IT investment portfolio, which provide the most benefit for SHA.

Under the Master Contract, the State Highway Administration Office of Information Technology issues Task Orders for various projects identified in SHA's IT Investment Portfolio. CIBER supports up to three phases for each project following SHA's System Development Lifecycle (SDLC). The three phases as defined in the Master Contract include the following:

♦ Phase I Preliminary Analysis / Feasibility Study

♦ Phase II Planning and Requirements Analysis

♦ Phase III Task Order or RFP Development

Deliverables produced in Phase I include a System Boundary Document and Comprehensive Risk Management Plan. Creating the System Boundary Document (SBD) involves facilitating client meetings and analyzing the client's existing systems technologies and capabilities to identify the 'as is' state while capturing high level requirements to determine 'to be' state. The SBD also includes evaluation and recommendations regarding alternative options for the transition from the "as is" to the "to be" state as well as the project's mission, objectives, goals, critical success factors, high level requirements, impact analysis, total project costs, schedule, cost benefit analysis, return on investment and a conceptual design. The comprehensive Risk Management Plan includes risk identification, assessment and strategies for threats and opportunities following PMI guidelines.

Deliverables produced in Phase II include a comprehensive Project Management Plan, Detailed Requirements Document and Test and Evaluation Master Plan, in accordance with the Maryland Department of Budget & Management System Development Life Cycle (SDLC) process. The Project

Management Plan includes a project description, organizational roles and responsibilities communication plan, detailed project schedule and Work Breakdown Structure (WBS) through the implementation phase along with resource and cost estimates. The Detailed Requirements Document includes use cases reflecting business requirements, system features, interface requirements, data dictionary, data models, data flow diagrams, Extract Transform Load (ETL) rules and a requirements traceability matrix. The Test and Evaluation Master Plan includes a comprehensive plan for unit testing, system integration testing and user acceptance testing including detailed test cases for each requirement in the Requirements Traceability Matrix.

To date, CIBER has completed Phase I and II for an enterprise Human Resource Application and Data Warehouse project, which included interfaces and ETL rules for ten external systems and Phase I for a Budget Program Management application and a Computer Software Licensing Management System. The Budget Program Management application is designed to accurately plan, and track budgeted, encumbered and obligated amounts on both a contract basis and project basis. The Computer Software Licensing Management System is designed to enable SHA to effectively track and monitor request for computer software licenses to ensure compliance as well as utilization. All task orders issued to CIBER to date have been completed on time, within budget, with a high degree of client satisfaction.

Major Project Implementation (including Project Management)

Special Qualifications

CIBER's State & Local Government Solutions group has an in-depth understanding of government processes and regulations and extensive expertise in a wide-range of technology solutions has delivered high-quality, cost-effective solutions for customers in Health and Human Services, Homeland Security, Law and Justice, Transportation and Finance and Administration.

Health and Human Services – please see additional information on page III-6

With an extensive track record and prominent subject matter expertise in the Health and Human Services (HHS) sector, CIBER is an industry leader in the design, construction and implementation of customized solutions for a number of integrated support programs, and has been recognized as a front-runner of Web-based initiatives. The company's focus is ensuring the level of repeatable success that customers have come to expect from CIBER. Its solutions are specifically designed to help Health and Human Services agencies Streamline and automate large volumes of data, Ensure confidentiality of information, and Accommodate change and growth.

Workforce & Labor

Our Labor and Workforce Development Practice provides business operations software and custom application development solutions for Labor and Workforce Development agencies at both the State and local level. Our solutions have been deployed in more than 20 states and have received nationwide acclaim from the National Association of State Workforce Agencies (NASWA) and the U.S. Department of Labor's Employment and Training Agency.

Our Subject Matter Experts have delivered products and services to Labor and Workforce Development agencies in more than 20 states, with a nearly 100 percent client retention rate. CIBER has extensive experience in developing a Workforce Information Portal Solution, One-Stop System Development and Unemployment Insurance Modernization.

Law & Justice

At CIBER, we understand technology and how to apply it to help the Law and Justice Community. Our solutions are secure, flexible, scalable and able to accommodate the rapid change you're experiencing. In addition, we have products for justice agencies and data exchange between agencies. Two of our solutions include:

CRIMES™ (Case Records Information Management and Exchange System) is a comprehensive attorney automation system. The CRIMES solution fully integrates case processing and reporting, legal support and research functions and eliminated duplication of data entry.

SCALES is a Case Management System for Public Defenders that tracks detailed information about public defender clients and delivers an automatic search feature that immediately alerts staff of potential conflicts of interest.

Transportation – please see additional information on page III-6

CIBER has helped Transportation agencies across the country increase the effectiveness of their information technology capabilities. Our projects contribute to the ability of these departments to consistently meet their business requirements, expand their services and exceed the expectations of constituencies. A sampling of the projects that CIBER has delivered to our Transportation clients is available for your review on page III-6.

Reference #1
PA Turnpike Commission

Client Name (Organization/Division)	PA Turnpike Commission
Project Title	SAP Implementation
Client Contact	Tim Delp
Client Address, City, State, Zip	P.O. Box 67676 Harrisburg 17106-7676
Client Contact Telephone Number	717-939-9551 x6550
Client Email Address	tdelp@paturnpike.com
Length of Project	May 2006 – October 2008
General Value of Project	$58 million
Types of Employees	Project Manager, Business Analysts, SAP Consultants, Cultural Change Specialists, Document Management Specialists, Networking Specialists
Technical Environment	SAP

Project Description

CIBER was awarded a $58 million contract with the Pennsylvania Turnpike Commission (PTC) to integrate and implement mySAP™ Business Suite™. CIBER used SAP's Accelerated SAP (ASAP) methodology, augmented with the CIBER Accelerated Solutions Templates and Project Management Methodology (CPMM), and a waterfall approach methodology as we paralleled the PRIDE project's staged implementation strategy to implement SAP. Additionally, CIBER partnered with other organizations to provide specific business expertise that falls into specialized industry, business, technical or operational areas and help to ensure success in all facets of the ERP implementation. CIBER worked with PTC to set the project plan and for the arrival of consultants to perform the work on this large project. The project was actually the second phase of a two-phase project. During Phase One, which concluded in March 2006, CIBER provided leadership for the ERP software selection process, assessed the PTC's IT systems and business processes, and identified what the PTC must do to revamp its infrastructure.

During the Preparation phase CIBER worked with the PTC Project Director and Steering Committee to set the project plan and budget detail, prepared for the arrival of the consultants, and prepared the project team to ensure that there was agreement on the approach and handling of risk and scope management. CIBER worked with the PTC to tailor the implementation approach to the staged methodology and unique culture of the PTC.

During the Blueprint phase CIBER and PTC worked to understand the business processes and requirements and established the model of the processes within the SAP application. The business process requirements were gathered in a series of structured meetings utilizing interactive sessions. Once requirements were gathered and mapped to SAP, the "Business Blueprint" documents were created and approved. CIBER started this phase with training sessions to give the process team an overview of each impacted module within SAP with emphasis on the main functionality within the module and how that functionality integrates with the overall business flow for a best practices company. CIBER moved to discussions on the PTC business processes and documenting PTC's key business processes paying careful attention to areas needing improvement and those considered best business practices. CIBER held breakout session to work through the PTC's business scenarios at the detailed level and mapped those scenarios to SAP functionality. The team used the SAP system to prototype how SAP will

fulfill the PTC's needs, which early on in PRIDE is with the time entry functions. The end result of the sessions was a documented plan for how the PTC will utilize SAP and the roadmap for the configuration and testing of the system in the Realization phase.

During the Realization phase for each stage CIBER conducted system development and baselined configuration into an integrated and documented system that meets business requirements. The Business Blueprint was used to establish baseline configuration. Thorough testing, final configuration and documentation of business processes accomplished the evolution of the system. The team confirmed, refined and finalized the configuration in a structured approach and all gap development and testing was done at this point as a parallel activity.

During the Final Preparation phase for each stage CIBER conducted the: final system testing, final training for the end users and cut over of the data and system to the production environment. Final system testing encompassed testing conversion programs, conducting volume and stress tests and conducting a full integration test with all on-line, batch and interfaces running simultaneously. Also planning the go-live strategy which includes business readiness preparation, timing, resources and audit procedures. In this phase final training courses were given, documentation was completed and a comprehensive plan to take the SAP system live was reviewed and refined. Go / No Go gates were established for the cutover process and contingency and back out plans were prepared and presented to the Steering Committee for approval. The production hardware was set up and tested and final data loads were integrated into the system and checked for accuracy and completeness. At the end of this phase, a readiness assessment checklist was completed and, after satisfactory results, the decision to go live was announced to the users along with a presentation on what to expect in the coming weeks.

During Go-Live and Support phase for each stage the system was reviewed and refined to ensure that the performance met expectations. Business benefits were measured. A period-end closing process was developed to expedite and coordinate the end user activities under the new system. The support team focused on supporting the users. Business results and system performance were measured daily and reviewed by project leadership.

The PRIDE project is managed through the development, use and refinement of a Project Governance document. It presents all components that were used in the governance of the PRIDE Project. This was a living document referred to as the guiding principles for the entire PRIDE Project. CIBER built into the overall project plan quality assurance procedures used to perform periodic project reviews and as communication and progress check points for both PTC and CIBER leadership.

The overall goal of this project was to optimize the PTC's human capital, making sure that the most productivity with the least amount of effort is attained through the use of consolidation, elimination, and automation of business processes. Retiring existing duplicate or inefficient Information Technology (IT) applications by implementing same or similar functionally within SAP contributed significantly to that goal. By completing this project and implementing the changes, both with process improvements and automation the PTC reached the business goal of lowering costs while improving services.

Reference #2
Orange County Public Schools

Client Name (Organization/Division)	Orange County Public Schools
Project Title	Web Portal Solution Implementation
Client Contact	Hermes Mendez, Director ICTS
Client Address, City, State, Zip	445 West Amelia Street Orlando, Florida 32801
Client Contact Telephone Number	407.317.3200
Client Email Address	mendezh@ocps.net
Length of Project	8 months; February 2007 - September 2007
General Value of Project	$1.2 million
Types of Employees	Project Manager, Developers
Technical Environment	Microsoft Office SharePoint 2007

Project Description

As the 11th largest K-12 public school district in the United States, Orange County Public Schools (OCPS) wanted to enhance and expand its Internet presence and services to constituents. OCPS needed a new portal that offered:

- ♦ a consistent look and feel with OCPS branding

- ♦ secure access to information for students, staff, faculty, and citizens

- ♦ simple content management capabilities so non-technical staff could keep the site up-to-date Based on CIBER's reputation, successful previous project deliveries, and understanding of the local K-12 environment, OCPS chose CIBER to establish an effective portal governance strategy and then to implement a new portal.

CIBER delivered to OCPS—on time and on budget—a custom Web portal that efficiently and cost-effectively delivers information to constituents while enabling OCPS staff to easily and quickly update content.

OCPS wanted to develop and implement a customized Web portal solution that would provide a single source of public and restricted information for students, parents, the community, and employees. The solution had to solve several challenges by offering these features:

- ♦ Scalable platform to securely provide public and restricted content to the relevant audiences while accommodating future growth

- ♦ Distributed content management to allow non-technical subject matter owners to add and update content quickly and easily without relying on technical resources

- ♦ Easy maintenance of information using a system-based content expiration policy that reminds content owners to update or remove dated site content

- ♦ Easy adherence to portal governance standards by providing an approval workflow of all content prior to publication

- ♦ Effective training of non-technical content creators enabling them to use standard templates

and features to *focus on content rather than on the technology to publish content*

♦ Consistent user interface and OCPS branding so visitors know that all OCPS information is contained on one place

♦ Quick and easy access to information using common links at the home page, links based on audience profiles, and a powerful search function

♦ Collaboration tools that ensure tight integration with the existing operating environment and that offer robust storage, version control, and document / file sharing capabilities

CIBER led the entire project, beginning with developing an effective portal governance strategy. The strategy was developed to securely manage and support the publishing of public-facing and restricted content to the district's parents, students, community, and employees.

To support the strategy, CIBER was asked to evaluate and recommend a portal platform to meet current OCPS needs while being scalable to address future needs. The analysis included reviewing numerous portal applications and content management systems. CIBER recommended Microsoft Office SharePoint Server (MOSS) 2007 because of the benefits it would provide to OCPS.

Pleased with CIBER's responsiveness and attention, OCPS further engaged CIBER to develop and implement a customized portal using Microsoft Office SharePoint 2007 to lay the foundation for public and restricted content while providing a conduit to other applications accessed by OCPS employees. CIBER evaluated, designed, and documented system requirements, architecture specifications, database design, and testing and training plans.

CIBER then constructed, implemented, and tested the system, and trained OCPS staff on its use—all on time and on budget.

OCPS now benefits from many MOSS 2007 capabilities, including the abilities to:

♦ Merge the collaboration power of SharePoint 2003 with the content management capabilities of Microsoft Content Management Server (MCMS)

♦ Provide Microsoft Office-like tools and environment to reduce the learning curve

♦ Seamlessly integrate with Active Directory to easily manage access for content management and audience targeting

♦ Provide out-of-the-box approval workflow and email alerts for edited pages, images, documents, and lists

♦ Enable feature customization via access to the SharePoint object model using the .NET framework

♦ Provide easy customization and branding of the user interface using master pages, templates, and cascading style sheets

♦ Enable flexible and easy-to-use site configuration and navigation

♦ Offer powerful administration capabilities that can be distributed and controlled

♦ Provide scalable architecture topology using common network frameworks

The new system streamlines processes, offers secure access, and enables easy updating for non-technical staff.

Reference #3
State of Tennessee

Client Name (Organization/Division)	State of Tennessee
Project Title	Health Planning Decision Support System
Client Contact	Jefferson H. Ockerman Director, Division of Health Planning
Client Address, City, State, Zip	21st Floor, Tennessee Tower 312 Eight Avenue, North Nashville, TN 37243
Client Contact Telephone Number	(615) 532-3188
Client Email Address	jeff.ockerman@tn.gov
Length of Project	August 2005 – December 2008
General Value of Project	$350,000
Types of Employees	Project Manager, Business Intelligence software Analyst, Solution Architect, Telecommunications Specialist, Systems Analyst
Technical Environment	Microsoft SQL Server database and the Microstrategy business intelligence software NextGen Community Health System software and HL7 interfaces

Project Description

The State's public health analysts and program directors lacked appropriate decision support tools and ready access to critical data for decision making. To address this problem, the State Finance and Administration Department funded a multi-year project to design and develop a centralized decision support system that utilized business intelligence software to address this need. CIBER provided critical solution design, project management, and business intelligence programming services for this project.

Key accomplishments included: researching health planning systems used by other states and foundations, documenting requirements from multiple State agencies, playing a key role in the Robert Wood Johnson Foundation Information Links program (identifying public health information requirements that could be met with the exchange of electronic health data), development of a governance model, development of business intelligence data models, recommendations for extracting, transforming, and loading source data into the data warehouse, the design of six data marts to support Healthcare Facility Planning, State Health Planning, Health Costs/Value Data analysis, Health Disparities analysis, Chronic Disease analysis, and Health Information Exchange analysis. This project also included the development and implementation of the first data mart – the Healthcare Facility planning Data Mart which went live in 2008.

CIBER provided consultants averaging 1.2 FTE's over the 3.5 year duration of this project that involved designing and developing a data warehouse and decision support system for the Health Planning Division of the State of Tennessee. The total project team consisted of both State and contracted systems analysts, project managers, programmers, subject matter experts, program directors, business analysts, business intelligence software analysts, and data base administrators. Best practices and methodologies used in this effort included the PMBOK Project Management methodology, the Capability Maturity Model

Integration (CMMI) methodology for business intelligence, the Public Health Information Network (PHIN) model, the National Health Information Network (NHIN) model, and the Medicaid Information Technology Architecture (MITA) enterprise architecture.

The State of Tennessee utilized a staffing contract with CIBER to secure key consultants design and develop the State's Health Planning Decision Support system. This work included providing services for project management, data governance design, business intelligence programming, enterprise architecture modeling, data modeling, requirements gathering, application solution design, data integration consulting, and conducting research of related business intelligence and health planning best practices. The key deliverables from this 3 ½ year effort included: studying health planning decision support systems used by other states and foundations, documenting requirements and best practices for health planning decision support, identifying, inventorying, and analyzing approximately 100 potential data source systems, developing the design of the decision support system (that included six data marts), developing the specifications for required software, developing a governance model and data stewardship guidelines, and developing, and implementing the first data mart of the decision support system.

ERP Implementation Services

Special Qualifications

CIBER is the reliable source for Enterprise Resource Planning (ERP) application and business knowledge. We help global clients in a wide range of industries meet their tactical, strategic, and business goals through successful, cost-effective implementation, integration and support of leading enterprise software packages and technology infrastructure.

Our consulting solutions include:

- HRMS, Financials, e-Procurement
- Student Administration and Institutional Development
- Supply Chain Management (SCM)
- Customer Relationship Management (CRM)
- Business Intelligence / Enterprise Performance Management
- Collaborative e-Business Applications
- Portal/Web Development
- Technology Infrastructure
- Radio Frequency Identification (RFID) Applications and Technology
- Business Workflow and Process Reengineering
- Product Upgrades and Migrations

We work closely with partners such as IBM, Lawson, Microsoft, Oracle and SAP to develop customer-focused solutions based on the functionality and technology of our application partners, combined with our own knowledge of the best practices and business requirements of the markets we serve.

We add value to every client engagement through a combination of functional application expertise, technical knowledge, and project management know-how. In addition, we also provide tangible project tools, such as conversion toolsets, our proprietary ProjectPlus project management tool, and our Solutions Library tools and templates to help our clients save time and money on every engagement. We top it off with proven methodologies and ingenuity that ensure your system is production-ready on time and within your budget.

Lawson: CIBER's Lawson practice meets the unique needs of mid-to-large sized organizations through comprehensive solution offerings for a variety of industries. CIBER is one of Lawson's most experienced, knowledgeable partners, with more than a million hours of Lawson consulting experience since becoming a Lawson partner in 1995.

Oracle: As an Oracle Certified Advantage Partner for E-Business, Enterprise, JDE EnterpriseOne, World and I-Platform tracks, CIBER brings a wealth of technical, functional, business and project management skills and expertise to Oracle's entire application suite, including PeopleSoft and JD Edwards. We have helped more than 1,000 Oracle, PeopleSoft and JDE clients build, integrate and support mission-critical systems for real-time enterprises.

SAP: As an SAP Alliance Partner and Special Expertise Partner in several industries, CIBER provides a full range of consulting services to support the entire SAP business suite. Our experience includes more than 350 successful engagements, with a focus in Public Services (government, higher education, research and utilities) retail, consumer packaged goods, automotive and telecommunications.

Reference #1
PA Turnpike Commission

Client Name (Organization/Division)	PA Turnpike Commission
Project Title	SAP Implementation
Client Contact	Tim Delp
Client Address, City, State, Zip	P.O. Box 67676 Harrisburg 17106-7676
Client Contact Telephone Number	717-939-9551 x6550
Client Email Address	tdelp@paturnpike.com
Length of Project	May 2006 – October 2008
General Value of Project	$58 million
Types of Employees	Project Manager, Business Analysts, SAP Consultants, Cultural Change Specialists, Document Management Specialists, Networking Specialists
Technical Environment	SAP

Project Description

CIBER was awarded a $58 million contract with the Pennsylvania Turnpike Commission (PTC) to integrate and implement mySAP™ Business Suite™. CIBER used SAP's Accelerated SAP (ASAP) methodology, augmented with the CIBER Accelerated Solutions Templates and Project Management Methodology (CPMM), and a waterfall approach methodology as we paralleled the PRIDE project's staged implementation strategy to implement SAP. Additionally, CIBER partnered with other organizations to provide specific business expertise that falls into specialized industry, business, technical or operational areas and help to ensure success in all facets of the ERP implementation. CIBER worked with PTC to set the project plan and for the arrival of consultants to perform the work on this large project. The project was actually the second phase of a two-phase project. During Phase One, which concluded in March 2006, CIBER provided leadership for the ERP software selection process, assessed the PTC's IT systems and business processes, and identified what the PTC must do to revamp its infrastructure.

During the Preparation phase CIBER worked with the PTC Project Director and Steering Committee to set the project plan and budget detail, prepared for the arrival of the consultants, and prepared the project team to ensure that there was agreement on the approach and handling of risk and scope management. CIBER worked with the PTC to tailor the implementation approach to the staged methodology and unique culture of the PTC.

During the Blueprint phase CIBER and PTC worked to understand the business processes and requirements and established the model of the processes within the SAP application. The business process requirements were gathered in a series of structured meetings utilizing interactive sessions. Once requirements were gathered and mapped to SAP, the "Business Blueprint" documents were created and approved. CIBER started this phase with training sessions to give the process team an overview of each impacted module within SAP with emphasis on the main functionality within the module and how that functionality integrates with the overall business flow for a best practices company. CIBER moved to discussions on the PTC business processes and documenting PTC's key business processes paying careful attention to areas needing improvement and those considered best business practices. CIBER held breakout session to work through the PTC's business scenarios at the detailed level and mapped those scenarios to SAP functionality. The team used the SAP system to prototype how SAP will

fulfill the PTC's needs, which early on in PRIDE is with the time entry functions. The end result of the sessions was a documented plan for how the PTC will utilize SAP and the roadmap for the configuration and testing of the system in the Realization phase.

During the Realization phase for each stage CIBER conducted system development and baselined configuration into an integrated and documented system that meets business requirements. The Business Blueprint was used to establish baseline configuration. Thorough testing, final configuration and documentation of business processes accomplished the evolution of the system. The team confirmed, refined and finalized the configuration in a structured approach and all gap development and testing was done at this point as a parallel activity.

During the Final Preparation phase for each stage CIBER conducted the: final system testing, final training for the end users and cut over of the data and system to the production environment. Final system testing encompassed testing conversion programs, conducting volume and stress tests and conducting a full integration test with all on-line, batch and interfaces running simultaneously. Also planning the go-live strategy which includes business readiness preparation, timing, resources and audit procedures. In this phase final training courses were given, documentation was completed and a comprehensive plan to take the SAP system live was reviewed and refined. Go / No Go gates were established for the cutover process and contingency and back out plans were prepared and presented to the Steering Committee for approval. The production hardware was set up and tested and final data loads were integrated into the system and checked for accuracy and completeness. At the end of this phase, a readiness assessment checklist was completed and, after satisfactory results, the decision to go live was announced to the users along with a presentation on what to expect in the coming weeks.

During Go-Live and Support phase for each stage the system was reviewed and refined to ensure that the performance met expectations. Business benefits were measured. A period-end closing process was developed to expedite and coordinate the end user activities under the new system. The support team focused on supporting the users. Business results and system performance were measured daily and reviewed by project leadership.

The PRIDE project is managed through the development, use and refinement of a Project Governance document. It presents all components that were used in the governance of the PRIDE Project. This was a living document referred to as the guiding principles for the entire PRIDE Project. CIBER built into the overall project plan quality assurance procedures used to perform periodic project reviews and as communication and progress check points for both PTC and CIBER leadership.

The overall goal of this project was to optimize the PTC's human capital, making sure that the most productivity with the least amount of effort is attained through the use of consolidation, elimination, and automation of business processes. Retiring existing duplicate or inefficient Information Technology (IT) applications by implementing same or similar functionally within SAP contributed significantly to that goal. By completing this project and implementing the changes, both with process improvements and automation the PTC reached the business goal of lowering costs while improving services.

Reference #2
State of Indiana

Client Name (Organization/Division)	State of Indiana
Project Title	Government Management Information System (GMIS)
Client Contact	Jim Welsh, Deputy/Asst IT Director
Client Address, City, State, Zip	100 N Senate Ave Room N551 Indianapolis, IN 46204
Client Contact Telephone Number	(317) 232-0183
Client Email Address	jwelsh@iot.state.in.us
Length of Project	1999 - present
General Value of Project	Work was done over 10 years; dollar amount is not available
Types of Employees	Project Manager, Peoplesoft Subject Matter Experts, Business Analysts, Trainers
Technical Environment	PeopleSoft Human Resources, Benefits Administration, Payroll, Time & Labor, General Ledger, Accounts Payable, Asset Management, Purchasing, eProcurement, Travel and Expense, Grants, Inventory, Projects, and Contracts

Project Description

The State of Indiana's human resources systems managed by the Indiana State Personnel Department (ISPD), were slow, unresponsive, hard to access and use. Indiana's Department of Administration had similar problems with the systems that administered Indiana's statewide procurement needs.

The combination of Financials systems used by the various state agencies was the third and most strategic issue. Because each agency could use the Financials software package of its choice, the same products and services were often delivered to a number of separate agencies, making it impossible for the state to leverage "economies of scale."

The State of Indiana formed the Government Management Information System (GMIS) project to resolve problems in the short term, and in the longer term, to standardize the financial systems and operations of the state agencies. The state needed to select software systems for its Human Resources, Financials and statewide procurement needs that not only addressed the short term issues, but that would allow the state to expand and improve its business processes.

The state selected Peoplesoft's HRMS, Financials and Procurement systems for their ability to streamline the state's processes, and for its ability to interface and integrate easily with other systems, especially the Auditor of State Systems. The GMIS team believed that architecture and flexibility of PeopleSoft could satisfy the financial system needs of any agency, and could be leveraged across the state without additional software costs.

CIBER provided the state with the most cost-effective and reliable solution to meet its immediate needs while providing the baseline to achieve the state's long-term strategic vision. CIBER's deep Public Sector experience, unique implementation methodology and tools, and commitment to Knowledge Transfer throughout the project were key factors in our selection.

CIBER consultants provided project leadership, Functional HRMS and PeopleSoft expertise, technical experts, end-user training, and post-implementation support. Growth and expansion of the HRMS systems continues as the state used the new technology for their benefits open enrollment.

The most positive aspect of the implementations for the State has been the ability to provide a common administrative platform for all state agencies to use. The State now has vastly improved Human Resources management tools, and every agency has chosen to implement the PeopleSoft Financials applications allowing the State to use standard processes and language.

Benefits of the ISPD's new PeopleSoft HRMS system include the ability to make the staffing table for the entire state, by organization or agency and employee, available to all employees via the State's Intranet. The table can be maintained and updated via the web, ensuring a higher level of service to employees, as well as up-to-date and accurate information for the state.

The Financials application also realized immediate, impressive results. The State of Indiana GMIS Financials project has resulted in improvements to the month-end close times for IDOA, from 45 days using manual processes, to 5 days using PeopleSoft.

The IDOA Financials implementation also allowed the state to create an implementation framework that has helped control costs for subsequent implementations. Following the completion of the Financials implementation at IDOA, the state immediately rolled out Financials, using the IDOA model, at other agencies. CIBER was involved with the three largest of these successful implementations, including the Indiana Department of Environmental Management and the Bureau of Motor Vehicles; and the Indiana Department of Corrections, Some smaller agencies were able to complete their PeopleSoft Financials implementations using only their own resources.

CIBER's proven methodology, proprietary implementation tools, and expert consultants gave the State of Indiana the tools it needed to achieve its vision for the GMIS project. CIBER's commitment to thorough knowledge transfer allowed the State to roll out the Financial Systems using the IDOA model, without incurring unnecessary costs for additional consulting help.

Reference #3
State of Delaware

Client Name (Organization/Division)	State of Delaware
Project Title	PeopleSoft Implementation
Client Contact	Ruby Katcher, PHRST Manager
Client Address, City, State, Zip	802 Silver Lake Boulevard Suite 200 Dover, DE 19904
Client Contact Telephone Number	302) 739-2260
Client Email Address	ruby.katcher@state.de.us
Length of Project	1998 - present
General Value of Project	Work was done over 10 years; dollar amount is not available
Types of Employees	Project Manager, Peoplesoft Subject Matter Experts, Business Analysts, Trainers
Technical Environment	Human Resources, Benefits Administration, Payroll and Time & Labor

Project Description

The State of Delaware was faced with a two legacy human resources systems—one supporting human resources and one for Payroll purposes. The systems were not integrated, so redundant data entry was frequently required. Limited edits were in place to manage accuracy of data being entered. It was becoming increasingly difficult to maintain and patch the old systems, and the state was finding it difficult to access and report on the data it needed to make important business decision.

The State had actually already purchased the PeopleSoft Human Resources module as a stand-alone system, but had found that implementing the system presented numerous difficulties due to the volume of agencies and requirements the software would have to serve, and had put the implementation on hold.

Delaware differs from most states in that the state provides administrative personnel, benefit and payroll services for public education in addition to the various state agencies. This added significant complexity to their implementation, as many school districts have a great deal of autonomy, and requirements vary from district to district as well as agency to agency.

The state needed a system that could be easily customized to support the diverse business needs of its various agencies, while also providing one integrated solution to replace numerous independent systems. Fulfilling these requirements would give the state greater control and confidence in its data reporting.

This was also an excellent opportunity to modernize the state's information technology platforms and drive improvements to productivity, efficiency, and access to data. The State opted to implement the PeopleSoft Human Resources module it had already purchased, along with the HRMS Base Benefits and Payroll module, to deliver these benefits and more.

CIBER and the State of Delaware began work on the PHRST (Payroll and Human Resources Statewide Technology) project. The first order of business was to complete the implementation of the purchased version of PeopleSoft Human Resources, so that the upgrade and implementation of Benefits Administration and Payroll could follow.

CIBER led the development and design phases of the project, and provided technical and functional expertise to support customizations. CIBER led the PHRST team in Fit/Gap sessions to determine the scope of customizations needed to meet the requirements of the state's more than 25 agencies.

Multiple benefit programs, pension plans, calculation rules, multiple jobs per employee requiring one check, and converting from a semi-monthly to biweekly cycle during the implementation were just a few of the issues that had to be addressed. Working within functional and technical groups in Joint Application Design (JAD) sessions, CIBER worked with the state to determine how business processes might be altered, customizations developed, or creative solutions found within the delivered application to resolve all issues.

The bulk of the conversion activity and detail designs and customizations were written and applied by CIBER resources. The CIBER team's understanding of the delivered PeopleSoft functionality helped resolve any functional shortcomings of the PeopleSoft system, while the skill of the CIBER technical resources in creating customized solutions and experience with many of the front- and back-end data processing solutions used by education and government entities supported the state's desire to retain agency autonomy within an integrated database.

Immediate data access combined with the ability to perform online edits and built-in application rules provide for a level of data accuracy and distribution that the State's legacy systems had been sorely lacking. Data can now be entered once and shared across the application by all users and modules.

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717-691-5500

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www.ciber.com

January 19, 2010

WV Department of Administration
Purchasing Division
2019 Washington Street, East
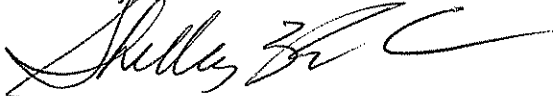Building 15
Charleston, WV 25305-0130

Re: ITECH10
     Temporary Staffing with Computer Technical Expertise and IT Services for Projects

To Whom It May Concern,

Enclosed is an Addendum Acknowledgement including Addendum 3 which was received after our proposal was already shipped to WV. Our proposal remains unchanged. Please add this to our previously submitted proposal.

Thank you.

Sincerely,

Shelley Ressler
Administrative Account Manager

ciber®

EXHIBIT 10

REQUISITION NO.: *ITECH10*

ADDENDUM ACKNOWLEDGEMENT

I HEREBY ACKNOWLEDGE RECEIPT OF THE FOLLOWING CHECKED
ADDENDUM(S) AND HAVE MADE THE NECESSARY REVISIONS TO MY
PROPOSAL, PLANS AND/OR SPECIFICATION, ETC.

ADDENDUM NO.'S:

NO. 1 .✓.......

NO. 2 .✓.......

NO. 3 .✓.......

NO. 4 ....

NO. 5 ....

I UNDERSTAND THAT FAILURE TO CONFIRM THE RECEIPT OF THE
ADDENDUM(S) MAY BE CAUSE FOR REJECTION OF BIDS.   VENDOR
MUST CLEARLY UNDERSTAND THAT ANY VERBAL
REPRESENTATION MADE OR ASSUMED TO BE MADE DURING ANY
ORAL DISCUSSION HELD BETWEEN VENDOR'S REPRESENTATIVES
AND ANY STATE PERSONNEL IS NOT BINDING. ONLY THE
INFORMATION ISSUED IN WRITING AND ADDED TO THE
SPECIFICATIONS BY AN OFFICIAL ADDENDUM IS BINDING.

Shelley 3C L
SIGNATURE

CIBER Inc
COMPANY

1/19/2010
DATE

REV. 11/96

STATE OF WEST VIRGINIA
Purchasing Division

PURCHASING AFFIDAVIT

VENDOR OWING A DEBT TO THE STATE:
West Virginia Code §5A-3-10a provides that: No contract or renewal of any contract may be awarded by the state or any of its political subdivisions to any vendor or prospective vendor when the vendor or prospective vendor or a related party to the vendor or prospective vendor is a debtor and the debt owed is an amount greater than one thousand dollars in the aggregate.

PUBLIC IMPROVEMENT CONTRACTS & DRUG-FREE WORKPLACE ACT:
If this is a solicitation for a public improvement construction contract, the vendor, by its signature below, affirms that it has a written plan for a drug-free workplace policy in compliance with Article 1D, Chapter 21 of the *West Virginia Code.* The vendor **must** make said affirmation with its bid submission. Further, public improvement construction contract may not be awarded to a vendor who does not have a written plan for a drug-free workplace policy in compliance with Article 1D, Chapter 21 of the *West Virginia Code* and who has not submitted that plan to the appropriate contracting authority in timely fashion. For a vendor who is a subcontractor, compliance with Section 5, Article 1D, Chapter 21 of the *West Virginia Code* may take place before their work on the public improvement is begun.

ANTITRUST:
In submitting a bid to any agency for the state of West Virginia, the bidder offers and agrees that if the bid is accepted the bidder will convey, sell, assign or transfer to the state of West Virginia all rights, title and interest in and to all causes of action it may now or hereafter acquire under the antitrust laws of the United States and the state of West Virginia for price fixing and/or unreasonable restraints of trade relating to the particular commodities or services purchased or acquired by the state of West Virginia. Such assignment shall be made and become effective at the time the purchasing agency tenders the initial payment to the bidder.

I certify that this bid is made without prior understanding, agreement, or connection with any corporation, firm, limited liability company, partnership or person or entity submitting a bid for the same materials, supplies, equipment or services and is in all respects fair and without collusion or fraud. I further certify that I am authorized to sign the certification on behalf of the bidder or this bid.

LICENSING:
Vendors must be licensed and in good standing in accordance with any and all state and local laws and requirements by any state or local agency of West Virginia, including, but not limited to, the West Virginia Secretary of State's Office, the West Virginia Tax Department, West Virginia Insurance Commission, or any other state agencies or political subdivision. Furthermore, the vendor must provide all necessary releases to obtain information to enable the Director or spending unit to verify that the vendor is licensed and in good standing with the above entities.

CONFIDENTIALITY:
The vendor agrees that he or she will not disclose to anyone, directly or indirectly, any such personally identifiable information or other confidential information gained from the agency, unless the individual who is the subject of the information consents to the disclosure in writing or the disclosure is made pursuant to the agency's policies, procedures and rules. Vendor further agrees to comply with the Confidentiality Policies and Information Security Accountability Requirements, set forth in http://www.state.wv.us/admin/purchase/privacy/noticeConfidentiality.pdf.

Under penalty of law for false swearing (*West Virginia Code* §61-5-3), it is hereby certified that the vendor affirms and acknowledges the information in this affidavit and is in compliance with the requirements as stated.

Vendor's Name: ___CIBER, Inc.___

Authorized Signature: _____ Date: ___1/14/10___

Purchasing Affidavit (Revised 01/01/09)