



Response to RFQ # ISCK0009

State of West Virginia



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SOFTWARE

SOLUTIONS

MANAGED SERVICES

Authorized contact:

A handwritten signature in black ink, appearing to read "C. Corr", written over a horizontal line.

Christopher W. Corr, Regional Sales Manager

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WV PURCHASING
DIVISION

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Executive Summary

Rivermine is pleased to present our world class Telecom Expense Management Solution to the State of West Virginia. We believe that our range of services and technology are a perfect fit for the mandatory requirements described in section 3, and we support many of the additional desired requirements in section 4 as well. At a high level, we see the following key requirements:

- ❑ **Full Life Cycle Solution:** From sourcing to quote management, orders to inventory, invoicing, auditing, and rebilling – the Rivermine solution covers the entire scope of telecom management.
- ❑ **COTS Software:** Our award winning Rivermine 6.0 platform is the basis of our turnkey solution.
- ❑ **Proven Capability:** Rivermine is top rated by Gartner and others largely due to our high customer satisfaction scores.
- ❑ **Scale:** Our customers use Rivermine managing over \$3.0B in TEM annually, and our software architecture is designed to handle data volumes well in excess of that described in the RFQ.
- ❑ **Complete, segmented access to data:** The Rivermine solution offers visibility to all potential users within the state with enterprise class role-based and row level data security.

In total, Rivermine provides TEM solutions to over 200 customers around in North America. You will receive support from a single, Service Delivery Organization with over 10 years of experience managing communications on a global scale. We use standardized technology and processes to promote cost efficiency, quality and the ability to continuously leverage capabilities of new and emerging technologies

Every day we work with companies that are looking to be able to have a greater understanding of what their network is, where it is, how it is being used, and how much it costs. Our solution addresses all of the common challenges you have identified and more:

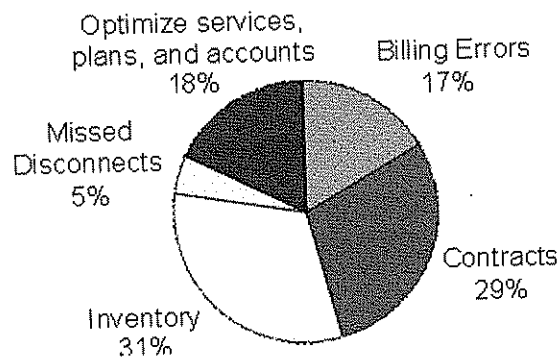
- ❑ **Superintend Contracts:** The Rivermine solution includes software and managed services to effectively manage the State's telecom contracts.
- ❑ **Disparate Systems:** Rivermine will provide a single integrated Enterprise Telecom management system that covers Invoices, Orders, Inventory, Locations, Users, Reporting through an easy to use, secure, web-based interface.
- ❑ **Cost Allocation/Rebilling:** Rivermine provides a flexible framework for both paying invoices and performing chargeback tasks to individual state agencies.
- ❑ **Billing Errors:** The Rivermine software automatically identifies billing errors related to contracts, inventory, and other sources. Our managed service staff will use this information to file disputes to realize the cost savings promised by the project.

The Value of Rivermine

Our solution provides valuable benefits including: compliance, centralized control, and operating efficiencies. Specific benefits include:

- ❑ Reducing telecom expenses
- ❑ Achieving regulatory compliance
- ❑ Leveraging Agency buying power
- ❑ Properly allocating telecom costs
- ❑ Supporting business growth and network technology shifts
- ❑ Reducing or redeploying staff
- ❑ Optimizing network price and performance
- ❑ Coordinating network conversions (MPLS, VPN, and VoIP)
- ❑ Decommissioning obsolete assets in less time

Based on research of our customers, annual savings can be broken down as per the following chart.



The Rivermine Solution

Our proposed solution includes a combination of consulting projects, hosted software, and ongoing managed services to deliver the biggest "bank for the buck" for the State of Ohio.

#1: RIVERMINE 6.1 SOFTWARE

As part of the managed service, the full capabilities of the Rivermine software platform will be made available to any State employees or contractor to perform telecom related tasks in a state of the art toolset.

#2: RIVERMINE CDR

For requirements to process call detail from the PBX and perform cost allocation, Rivermine draws on our long time partnership with SAI/SierraGold. Our solutions have been deployed together for over 4 years to enable the same types of requirements in the RFQ.

#3: RIVERMINE IMPLEMENTATION SERVICES

In this component, Rivermine resources will assess existing order, inventory, and invoice processes, and deploy the Rivermine software to meet the State's requirements.

Rivermine Differentiators

What makes Rivermine different from other providers?

- Unique telecom expense management subject matter experts (SME) skills and experience from successfully performing telecom ordering, inventory and invoice management for over 200 clients for 20 years
- Integrated and flexible workflow to automate repeated processes.
- Complete vendor and network neutrality.
- Unparalleled visibility & control. Dashboards & reports; unique analytics including what-if analysis for rapid cost-effective decision making and automatic benchmarking against industry metrics.
- Complete TEM life-cycle support. Sourcing (including contract negotiation, reverse auction, online RFP analysis), ordering/provisioning, invoice processing, auditing, inventory management, and reporting & analytic are all available
- Global telecom expense management solution
- Asset/inventory-centric approach - Maximizes savings versus invoice-centric approach.
- Single platform for wireless and wireline telecom. Unified reporting and analysis; reduced training requirements.
- Flexible delivery model. Software, managed services, and outsourcing are available

Rivermine's software combined with our consulting, and services provide telecom management solutions that support many of the largest organizations in North America. Some of the services provided, such as invoice processing, are tactical in nature. Others, like network architecture evaluation and next-generation network implementation are far more strategic and can generate very high returns. Rivermine's software solutions support tactical business activities while automatically capturing and feeding the resulting data into a telecom-specific database, where it is analyzed and fed to other applications that help companies take a more strategic approach to managing their telecommunications environment.

Section I Responses to Section 3.1 to 3.5

All vendors responding to this proposal must provide a turnkey system that shall include but not be limited to, Software licensing, Installation, Implementation, data conversion, customization, project management, and possibly equipment.

Rivermine acknowledges compliance.

The system must be browser-based and offer sufficient security mechanisms to enable the use by customers and internal personnel without compromising the integrity of the system or privacy of customer or system information. To access the application software, the end user workstations must not require any client side software except for the web browser. The State's preferred browser is Internet Explorer 6 or higher.

Rivermine acknowledges compliance.

The system must provide for the following components:

Sourcing: Ability to capture the services that are available to the users, any contract information, including but not limited to terms and pricing.

Inventory: Flexible data repository of telecommunications connectivity inventory as described in the background section 2.2 and management of that inventory

Cost Allocation: Ability to track usage and allocate, for example, by business unit, department or funding source as described by the agency

Invoice Management: Receipt, processing and storage of all telecommunications invoices regardless of media or format. Ability to reconcile vendor invoice against sourcing data and load the invoice into the system for processing as well as audit invoices against the contractual rate.

Dispute Management: Ability to track disputes to ensure the recovery of credits and the ability to manage shot-pay and no-pay decisions. Ability to track report and resolve and disputes arising from the audit process.

Reporting and Data Analysis: Ability to generate standard and ad hoc reports on all aspects of the billing inventory management ledger allocation, etc.

Ordering and Provisioning: Ability to order and/or provision services and initiate and track trouble calls for brake/fix repairs.

Rivermine acknowledges compliance.

3.2.1.1 The system must be capable of maintaining 3 years (36) months of online historical data and four years (48 months) of archived data for a total of seven years (84 months) of data. On-line and archived data must be accessible for the purposes of, but not limited to: reporting capabilities, projections of future costs, analysis of usage, etc.

Rivermine acknowledges compliance.

3.2.1.2 The system must be capable of supporting billing discounts related to the e-rate program. The State of WV is a recipient of monies from the Schools and Library Program and any and all billing must be able to accommodate the e-rate requirements. Any registration, etc. with

the appropriate governing bodies of the e-rate program will be the sole responsibility of the vendor.

Rivermine acknowledges compliance.

3.2.1.3 The system must operate in a multi-user environment and be able to handle a minimum of twelve (12) simultaneous users without inappropriate system degradation

Rivermine acknowledges compliance.

3.2.1.4 The system shall be modifiable by the Agency using built-in capabilities of the system as much as possible, rather than through custom vendor code.

Rivermine acknowledges compliance.

3.2.1.5 The system must allow for the creation of custom menus of the proposed components by the Agency to meet the needs of specific work groups and customers. It is require that the Agency have the ability to restrict the access level for each component by customer or work group.

Rivermine acknowledges compliance.

3.2.1.6 The system must allow the Agency to create an unlimited number of new user defined fields without requiring vendor customizations. In addition, the new fields must integrate with all other components. The system must all these fields to be designated as searchable and support, but not be limited to text boxes chosen lists and fill in fields.

Rivermine acknowledges compliance.

3.2.1.7 The system must prevent unauthorized access by using logins and passwords and allow for a single point of user authentication. Audit trails must be available to the lowest level of change.

Rivermine acknowledges compliance.

3.2.2. Sourcing Component requirements

3.2.2.1 The system shall eliminate redundant data entry and provide or use common, shared databases.

Rivermine acknowledges compliance.

3.2.2.2 The system must allow the data to be run in "evaluation" mode based on Agency-defined parameters without committing records to the database.

Rivermine acknowledges compliance. To be clear, Rivermine customers deploy both a production environment and one or more test or "sandbox" environments. The sandbox environment is the place to run in evaluation mode, which will have no effect on the production database.

3.2.3 Cost Allocation Component Requirements

3.2.3.1 The system must be capable of maintaining a master chart of accounts. The system must provide a way to automatically create new accounts and retire old ones. When accounts are replaced or updated the system must propagate the new accounts to every record where the old account appeared.

Rivermine acknowledges compliance.

3.2.3.2 The system must be capable of special processing and costing on intra-network calls or calls made between switches (often made with pseudo dialed digits or phantom numbers).

Rivermine acknowledges compliance.

3.2.3.3 The system must allow calling accounting, service, equipment charges, services, call accounting assignments, etc. to be billed back to a specific customer and/or split between multiple customers and/or budget accounts by percentage or other methods required by the Agency.

Rivermine acknowledges compliance.

3.2.4 In voice Management Component Requirements

3.2.4.1 The system must provide the ability to process pass-through charges for services and/or surcharges (flat rate or percentage) as part of the cost of a service or usage or as a line item to the invoice.

Rivermine acknowledges compliance.

3.2.4.2 The system must be able to produce multiple billing statements within each month.

Rivermine acknowledges compliance.

3.2.5 Reporting and Data Analysis Component Requirements

3.2.5.1 For ease of query and reporting each application screen name must be easily associated with the underlying database table and each screen field name must be easily associated with the table field name

Rivermine acknowledges compliance.

3.2.6 Installation, Implementation and training Component Requirements

3.2.6.1 The Start Date for implementation/conversion shall begin no later than ten (10) business days after receipt of the Purchase Order

Rivermine acknowledges compliance.

3.2.6.2 The vendor shall provide on-site training to the telecommunications staff for all components for the system procured by the Agency. The vendor shall include any cost associated with this requirement in the Price Proposal. **NOTE NO PRICING SHALL APPEAR IN THE BODY OF THE VENDOR'S REPOSE TO THIS RFP. ALL PRICING MUST BE PRESENTED IN THE NOTED COST APPENDICES.**

Rivermine acknowledges compliance.

3.2.7 Service and Support

3.2.7.1 The vendor shall provide technical support both on -line and via toll free number.

Rivermine acknowledges compliance.

3.2.7.2 Complete system documentation must be customized to support local operational requirements. This includes a data model of database design, system flow, and user documentation, systems administration, Entity diagrams, end user procedure documents, and supported data dictionary for composing customized reports.

Rivermine acknowledges compliance.

3.2.8 Vendor Qualification

3.2.8.1 Any vendor responding to this procurement must be rated as either "Positive" or Strong Positive" by Gartner, Inc. in their February 7, 2009 publication titled "Market Scope for Telecom Expense Management, 2H6" authored by Eric Goodness and Phillip Redman

Rivermine acknowledges compliance.

3.2.9 Project Management

The requirements of this section will be at no additional cost to the State, including, but not limited to: travel, lodging, and meals. All costs shall be inclusive.

3.2.9.1 The vendor shall assign an Implementation Team to be dedicated during the conversion and implementation of the system. This team shall be headed by one person designated as the Project Manager. The vendor's implementation team shall be on-site during the implementation of the project as deemed necessary by the Agency.

Rivermine acknowledges compliance.

3.2.9.2 The vendor shall have the Project Manager on-site for at least three business days of the first two weeks of the project. (9AM -5PM, EST). The Project Manager shall be housed at, or near, the Agency's facility in Charleston, WV during this time. The Agency will be responsible for providing network and internet connectivity for the Project Manager and applicable team members but all PC hardware, peripherals, etc. shall be the responsibility of the vendor. Additionally, any VPN access that may be needed by the Project Manager or the Implementation team shall be the responsibility of the vendor. The Project Manager will hold at a minimum weekly status web/conference calls with the Agency or as often as the Agency deems necessary.

Rivermine acknowledges compliance.

3.2.9.3 The Agency reserves the right to request a new Project Manager if the Agency notifies the vendor of project defects, milestones not being met, etc. And the vendor fails to correct the issues within a mutually agreeable time frame.

Rivermine acknowledges compliance.

3.2.10 System Acceptance

3.2.10.1 Installed services shall meet the standard of performance as proposed, and mutually agreed to by the vendor of and the State in 4.2.1.13.1 during an initial three (3) months of consecutive billing. Upon the satisfaction of the Agency that the vendor has installed, implemented, and training Agency on the system in accordance with the requirements set forth in this RFP and any mutually agreed upon adjustments, the acceptance of the system will be formalized by Change Order.

Rivermine acknowledges compliance.

3.3 Special Terms and Conditions

3.3.1 Insurance Requirements - If applicable, the vendor will provide liability insurance according to State requirements. Insurance certificates are required prior to award but are not required at the time of bid.

Rivermine acknowledges compliance.

3.3.2 License Requirements

The vendor will be responsible for obtaining Workers Compensation, a Contractor's License, etc. in compliance with the law of the State of West Virginia.

Rivermine acknowledges compliance.

3.4 Notice to Proceed: The number of calendar days will be set based up n the successful vendor's timeline presented in response to section 4.2.1.9. The Agency will issue a written notice to proceed to the successful vendor. Warranty and maintenance will be added by change order upon the full installation, implementation, and acceptance of the system by the owners. This includes all systems training.

Rivermine acknowledges compliance.

3.5 Renewals: Maintenance may be renewed on the anniversary date of the acceptance of the system. Maintenance may be renewed upon the mutual written consent of the spending unit and vendor, submitted to the Director of Purchasing, thirty (30) days prior to the expiration date. Such renewal shall be in accordance with the terms and conditions of the original contract and shall be limited to four on year periods.

Rivermine acknowledges compliance.

Section II - Addressing Section 4.2.1 to 4.2.1.15.2

4.2.1.1 System Requirements

4.2.1.1.1 Please describe your methodology for handling multiple users accessing the same record concurrently. This should include but not be limited to: concurrent user limitations, impact on system degradation, etc. Please describe the system's ability to integrate with the existing Microsoft Active Directory LDAP for the purposes of user account creations and provisioning. For response purposes, assume 500 external users with an estimated 50 to 75 concurrent users

Rivermine applications are designed to be scalable based on a state of the art architecture and industry standard infrastructure products. Our solution is implemented in pure J2EE technology and all data is stored in the industry leading Oracle database. Our solution is both horizontally and vertically scalable to meet the performance and processing volume requirements of the largest enterprise accounts. Our solution is able to process concurrent requests by leveraging the standard J2EE server multi-threaded design model. Additionally, our solution leverages database connection pooling to minimize the database overhead of the application. Finally, our application is designed to co-exist with application and database clustering solutions.

As a result, Rivermine has successfully tested using 300 concurrent users while achieving a mean response time of just over one second with linear degradation of performance. Rivermine holds no database locks while users are viewing or editing data. Only when a user clicks "Save" will Rivermine update the database, via a single transaction.

Due to the nature of the TEM domain, users are rarely working on the same piece of data and it is rarer still that they would be doing so at the exact same time. Nevertheless, if both users were to pull up the same record at the same time and both click "save" (concurrently or one after the other), the last user would "win." While this has never been reported as an issue for any Rivermine customers to date, Rivermine does have the ability to enable "optimistic concurrency" due to our exclusive use of Hibernate Object/Relational mapping technology, which generates all SQL. With this feature turned on, Hibernate will keep a unique timestamp or version column up to date each time it updates a record. Hibernate then includes this column's originally-retrieved value in the WHERE clause of any subsequent UPDATE it attempts. This guarantees that any attempted UPDATE of any record that has changed since originally retrieved will fail, thereby alerting the user that "This record appears to have changed since you last retrieved it" followed by an automatic re-retrieval of the record in question from the database so the user can see the latest values and resubmit their update.

Rivermine supports a pluggable authentication API and a pluggable SSO API. Rivermine ships with two authentication providers: one that authenticates users against the database and another that authenticates users against an LDAP repository. Rivermine also ships with a SAML-based SSO implementation. Should NTLM-based authentication or SSO be required, Rivermine can support this by writing a custom authentication provider and/or SSO adapter as part of a statement of work. Given the many implementation flavors around Active Directory, we have found that is cheaper to implement SSO via Security Assertion Markup Language (SAML), an XML based standard for exchanging authentication and authorization data. Rivermine supports SAML1.0 and SAML2.0.

4.2.1.1.2 Please describe your backup and restore procedures.

Since Rivermine is an Oracle based application, Rivermine makes use of standard Oracle tools for database backup and recovery. If Rivermine is deployed on your premise, we would defer to your internal IT practices and procedures for database backup but would at a minimum recommend nightly incremental backups, weekly full backups, and monthly Level 0 backups with archival to another medium to support disaster recovery requirements.

If State of WV chooses to have Rivermine host and / or provide complete managed services, then Rivermine will perform a daily back-up and archiving of Customer Data and will retain back-up copies at an offsite- secure location for 30 days (costs extra for longer storage). Rivermine will exercise

commercially reasonable efforts to restore data files from archived copies as quickly as reasonably practicable, as necessary as a result of system failure or data corruption or losses. The amount of time required to restore archived data files is dependent upon numerous factors, including, but not limited to the severity or the relevant data corruption or loss.

4.2.1.1.3 Please provide hardware requirements for all components of your proposed system, including polling, reporting, transaction processing, and archiving.

Please see the attached Minimum Technical Requirements in Appendix B below..

4.2.1.2 Sourcing Component

4.2.1.2.1 The system should be able to capture and/or retrieve call records from different PBX's and call accounting systems to facilitate the management of the services and serve as a data source for generating invoices and accommodate new switches and/or upgrades to VoIP systems. Please describe the methods offered by the vendor to accomplish this specification.

The collection of call detail records from traditional PBX platforms often involves using a DataSafe (solid state call collection unit). The system supports collection of data from call collection units manufactured by both Western Telematics (PollCat) and Asentria (Data Link). The preferred method of collection from the call collectors is either FTP push or SFTP push from the call collectors to the system.

Although not the preferred approach, the system can also be configured to collect data from the call collection units on a pull basis using a modem.

For Cisco Call Manager systems on release 6.x or higher, the call detail system can receive the data directly from the Cisco Call Manager using an SFTP push from the Call Manager to the system.

For Avaya s8xxx systems, the call detail collection can be accomplished directly from the phone system using the Avaya Reliable Session Protocol (RSP).

Call detail can also be received from other sources, e.g. Centrex, using FTP or tape import. Any sources involving tape import will need further definition of the format of the tape and the format of the call detail data on the tape.

4.2.1.2.2 The Agency should have the capability to edit or delete billing information after it is entered into the database or imported from other resources. Please describe any limitations, if any, the vendor's system may have regarding this specification.

Yes, a user with the appropriate roles and responsibilities can edit or delete billing information that was entered or imported incorrectly. Rivermine takes appropriate measures to assure the integrity of both the schema and the contents of the database in the Rivermine application are protected. As a user interacts with the application, the database contents will be automatically reflect the change the user has made and mark most actions with the user id and date/time stamp, and where appropriate the old and new value.

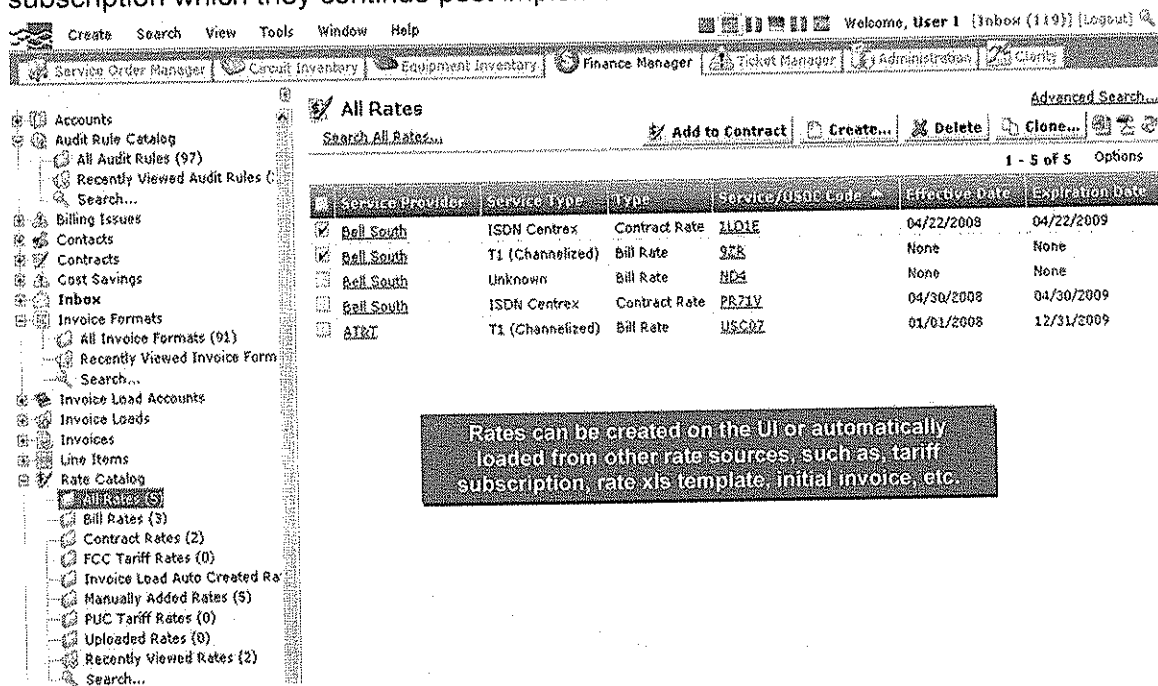
It is worth noting that the advent of Sarbanes-Oxley mandates organizations articulate and prove the authorization history of all accounting transactions. In order to ensure compliance with Sarbanes-Oxley and to ensure invoice integrity, we do not recommend allowing the raw invoice data to be changed or modified by users. If the Agency follows this recommendation, then we will configure the UI as such. Our solution provides valuable benefits to its customers that range from expense management, to process control and compliance (contract compliance, Sarbanes-Oxley, and ITIL), as well as delivers significant value in the realm of analysis and planning.

4.2.1.2.3 The system should allow the data to be run in "evaluation" mode based on Agency-defined parameters without committing records to the database.

For our customer, Rivermine proposes two environments: a production environment and a sandbox or test environment where data, process, etc. can be run in an evaluation mode without committing records to the production database. Customers have found that this approach provides an environment where they can try out new process or procedures without impacting the live database and reports.

4.2.1.2.4 The vendor should describe the tariffs provided with the system and the method for updating same. These tariffs should be ones that would apply to the State of West Virginia. The system should have the ability to calculate tax by type of call and by type of account and accommodate multiple types of tariffs/taxes by call and/or account. The vendor should provide the name of the provider of the tariff changes. Any vendor eligible for an oral presentation will show the Agency how these tariffs are applied, blocked, etc. and how a complete listing can be obtained from their system.

Rivermine philosophically believes invoice auditing requires the ability to audit invoices against contract, discount and tariff rates, inventory and order information (e.g., in-service, pending disconnect, disconnected) and therefore for accuracy and efficiency, all of this key data must be in a single database. Rivermine provides a Rate Engine which allows each customer to collect and store a library of service provider rates (including Tariffs) which can be pulled from contracts, third party databases, invoices, and others. These rates can be used to audit the charges that are received on invoices; however, this is not an out of the box capability and will require Professional Services configuration. As for the tariff data itself, Rivermine has found that most customers who use this data already have a subscription which they continue post implementation.



The screenshot shows a software interface with a menu bar (Create, Search, View, Tools, Window, Help) and a toolbar. The main window displays a table titled "All Rates" with the following data:

Service Provider	Service Type	Type	Service/USDC Code	Effective Date	Expiration Date
Bell South	ISDN Centrex	Contract Rate	LD1E	04/22/2008	04/22/2009
Bell South	T1 (Channelized)	Bill Rate	92K	None	None
Bell South	Unknown	Bill Rate	ND4	None	None
Bell South	ISDN Centrex	Contract Rate	PR71V	04/30/2008	04/30/2009
AT&T	T1 (Channelized)	Bill Rate	USC07	01/01/2008	12/31/2009

Overlaid text box: Rates can be created on the UI or automatically loaded from other rate sources, such as, tariff subscription, rate xls template, initial invoice, etc.

4.2.1.2.5 Vendor files take on many different formats and arrive on many different media (please refer to Section 2.2 Current Environment). It is important to have a method for loading vendor information into the proposed system. The vendor should describe their ability for migrating the current vendor files into the system and describe the vendor's ability to migrate data when a new source data is required.

Rivermine has been designed to specifically support the inherent needs of TEM workflow processes within the enterprise and can easily integrate to other legacy applications including the ability to accept

a flat file format and output flat file formats. For example, Rivermine has successfully integrated to legacy applications to support loading location and real estate data from master sources, HR systems for employee information, Remedy for enterprise trouble ticketing to support order request and SLA management, and to Accounts Payable and General Ledger systems to support invoice payment and cost assignment. Also, Rivermine provides a generic Excel based loading utility to load any relevant TEM data such as invoice data (telecom, utility, equipment, etc.) where an electronic data feed from a vendor isn't available.

The Rivermine solution supports a global, multi-currency solution for loading invoice data for all invoices regardless of the way they are provided by the service provider including electronic and paper. The typical electronic file medium implemented for Rivermine clients today include such types as: CD, EDI, FTP file from web portal, and flat file (such as Excel). To support the loading process, Rivermine develops and maintains unique Invoice Readers per invoice format which ensure the invoice data gets properly transformed and loaded into the Rivermine schema. Rivermine currently has a library of over 45 unique invoice readers covering the major ILECs and wireless carriers and we are continuously adding new ones to the library.

The input of invoices can be handled by your staff, or can be provided as an optional service from Rivermine. For customers that choose to outsource the input of paper invoices, the typical process in brief is that each invoice is received, stamped, sorted and scanned, and then can be loaded into the software or can be linked for viewing on another data storage server.

For a list of Invoice Readers, please see the attached list:



Copy of
070909_Invoice_Rea

4.2.1.3 Inventory Component

4.2.1.3.1 The vendor should describe the system's ability to track and inventory the state's telecommunications connectivity inventory items. These connectivity items were described under section 2.2 background.

Rivermine provides a comprehensive, vendor agnostic and universal inventory management platform which supports all telecommunication assets including both your physical and logical inventory. Rivermine can support all telecommunication service types including but not limited to: SONET (SDH/PDH) ATM/Frame, MPLS, Gigabit Ethernet, ISDN B/PRI, xDSL, POTS, Microwave, Satellite and mobility/wireless, calling cards, pagers, and voice and data conference services. Rivermine can also support physical devices such as desk sets (phones), routers, PBXs, switches (traditional and soft) CSU/DSUs, DSL modems, faxes, mobility devices (cellphones, PDAs, pagers), calling cards, etc.

4.2.1.4 Cost Allocation

4.2.1.4.1 The system should allow for user-defined parameters for discarding unwanted calls or be able to recycle a rejected call until the system can match the call to the appropriate billing entity. The vendor should describe any limitations, processes, etc. associated with this specification.

The solution allows for user defined criteria in discarding calls in the form of "short call" thresholds based on call duration. Other call filters can be defined on a case-by-case basis, but will need to be discussed in more detail. Calls that are unmatched against a specific billing entity in a current billing period are not discarded, but they are not specifically marked for recycling in future billing periods. Further discussion would be required on this subject.

4.2.1.4.2 The system should be capable of processing call records as soon as they are received from the polling devices and/or switches. This information should be immediately available to back office personnel as well as end users via the web-based system.

Calls are available for ad hoc queries as soon as they are collected from polling devices or the switches by back office personnel. Calls typically become available to end-users after the end of the billing period.

4.2.1.4.3 The system should define local calling zones for multiple sites and customer groups. It should be capable of identifying changes in local calling areas relative to LEC's addition, elimination or changeover in area codes and exchanges.

The system can be updated for local calling zones on a site by site basis. Quarterly NPA/NXX updates are available for changes outside of the local area, e.g. new area codes that are added in another state.

4.2.1.4.4 The system should be able to charge back from multiple vendor services, including cellular, pager, blackberry, PDA, DSL, CATV, etc. Charges may also include roaming calls, service charges, and other fees. Please describe your systems capabilities for handling the services outlined in this specification.

Rivermine was designed to transfer as much detail from each invoice as possible into the Rivermine solution. As a result, the charges at the invoice summary level, line item, and sub-line item level (e.g., USOC) level are captured in the Rivermine solution for all services mentioned (cellular, pager, blackberry, PDA, DSL, CATV) as well as many others. These charges can be allocated according to the State of WV's requirements.

4.2.1.4.5 The Vendor should describe how their system handles the requirements for allocating costs as required in specification 3.2.3.3.

We understand every company's cost allocation or charge back mechanisms are different so Rivermine comes out of the box with several default cost allocation schemes. We can track cost codes at the circuit, location and financial account level. Costs can be associated in fixed fee, percentage based, flat dollar amounts or any combination thereof. We provide a tremendous level of flexibility to ensure cost information is captured correctly.

Rivermine supports integration with general ledger systems with two types of cost accounting or allocation methodologies, direct and indirect. Briefly, Direct Allocations group charge amounts billed on carrier invoices and tie them back to a G/L code associated with either the circuit, equipment, or billing account. These charges can then be allocated back at either the circuit or account level according to a configured distribution algorithm. Indirect allocations attach recurring or one time amounts to circuit, equipment, or location instances in the inventory. Indirect allocation is useful for building in loaded cost or distributing temporal or geographic variations.

After an invoice is loaded, depending upon business rules and financial processes, a variety of different users may process the invoice during the different states. The state of an invoice reflects the current phase of the invoice as it moves through the payment process. Invoices that have no 'exceptions' can be automatically approved and require no intervention. Invoices that do have 'exceptions' on them are routed the Invoice Analyst's queue for further review before approval and routing to AP for payment.

Allocation ID	Allocation Name	Allocation Amount	Allocation Date
12345678901234567890	Allocation 1	1234567890	12/31/2023
098765432109876543	Allocation 2	9876543210	12/31/2023
567890123456789012	Allocation 3	5678901234	12/31/2023
210987654321098765	Allocation 4	2109876543	12/31/2023
Summary/Grand Total	Total	3000000000	12/31/2023

4.2.1.5 Invoice Management

4.2.1.5.1 The vendor should describe their system's ability to be able to process billing and/or print billing invoices without taking the system down or forcing users to exit the system.

Rivermine will use our best-in-class reporting engine, Clarity, to produce rebilling statements for other State agencies. These statements will be configured to run as a scheduled process each month. They will be generated automatically via the Rivermine job scheduler, but they may also be run ad hoc as needed. In this way, the statement generation process should have little to no impact on the user experience.

Please note that during the requirement and design phase, we will look for a way to automate this process. Most Rivermine customers transmit chargeback data electronically from Rivermine to their Financial system, rather than have Agencies pay back based on a paper invoice. This approach has many advantages that we will present to the Agency. In the event that this sort of process change is not acceptable, then we will proceed with a paper- or image-based process.

4.2.1.5.2 The Agency should have the capability to print or re-print customer bills on demand. For example, if an invoice has been lost and needs regenerated, the Agency needs to be able to reprint that invoice without impacting or disrupting previous updates (i.e. Accounts Receivable). In addition, if several invoices need reprinted at one time the Agency would like to have the capability to generate those invoices at one time instead of each invoice individually. The Vendor should describe their ability to meet this specification.

Reprinting of reports can be done without impacting or disrupting previous updates.

4.2.1.5.3 The system should be capable of producing electronic and hardcopy invoices.

Rivermine can produce both and electronic (pdf, xls) hardcopy invoices.

4.2.1.5.4 The vendor should describe their process for backing out an accounting feed, billing source information, invoices, etc. and note any scripts and or vendor intervention that may be required. This is essential for testing during implementation, and once the system is in use.

Rivermine supports a back-out script which allows a user to back out an accounting or billing feed. This is not an out of the box capability, but is a Professional Service configuration which we have implemented for numerous customers.

4.2.1.5.5 The vendor should describe the process for pass-through charges for services and/or surcharges (flat rate or percentage) as part of the cost of a service or usage or as a line item to the invoice.

Rivermine supports several different allocation algorithms for spreading charges within each invoice account. For accounts where electronic invoices are available, circuit level allocation is recommended. The circuit templates will be set up with a required drop down or input box to capture the cost center

code or codes. All charges will be allocated to the corresponding cost center. Alternatively, the cost center can be associated to the billing account and distributed on a configured percentage allocation. This flexibility enables the software to process the entire range of telecom invoices – from single circuit paper invoices to multi-million dollar consolidated bills – within a single framework that given to-the-penny accuracy.

Cost Center and General Ledger (G/L) code assignment is automated in Rivermine as well, and can be supported by a bidirectional interface to the G/L. As shown above, the software allows for the use of multiple cost centers and GL codes for a single circuit, service or piece of equipment. We can associate circuits, locations, and financial accounts to any combination of cost centers in various ways. Once this arrangement has been determined as invoices are received the system automatically assigns the appropriate dollar amounts to the G/L system via a file transfer mechanism. Reviews and changes can be made at anytime to this allocation strategy by those with appropriate rights.

Indirect Allocation (a.k.a. Product Pricing)

Tracking of each entity and many hundreds more, is standard functionality within Rivermine Software. Any additional unique elements are configured upon implementation to address company specific identifiers such as vendor information, location information, employee numbers/IDs, etc. In addition, recurring and non-recurring overhead amounts can be associated with locations, circuits, and equipment.

Hybrid Allocation

The flexibility of Rivermine allocations means in a hybrid model certain products are charged back directly, others at a flat internal rate. This is especially useful for an organization in transition from an indirect model to the direct model.

Allocation Accruals

Rivermine can support adjustments of past charges to accounting codes (accounting strings) either in Rivermine or as part of an update from a GL system. If the changes are initiated in Rivermine, the application can generate update reports to deliver to the GL system.

Rivermine can provide segmented views of the data reflecting the area to which the user is assigned as well the organization and cost centers to which they belong. By accessing a web browser to reach the application log in screen, the user's secure log in and password will allow them to see and change the information for which they are authorized to see and affect as defined in their user profile.

Allocations can be updated within allocation modification screens and also through system updates from financial/GL application interfaces. Reports that summarize the monthly updates for further review can also be provided as means to track accuracy.

4.2.1.6 Dispute Management

4.2.1.6.1 The system should track all credits due from all vendors at any given point in time.

Fully Supported. Rivermine provides a life-cycle, automated Dispute Management process. After invoices are audited for duplicate circuits or services, known carrier errors, contract compliance, tariff rates, cost variance, non recurring charges and credits, usage and usage related trends, surcharges, USOC level details (including disproportionate relationships of USOC billed items to circuit construct) and hundreds of other very specific standard and customer driven audit points, disputes can be gathered and delivered to the carrier in one exchange including the creation of Excel spreadsheets to contain lines items and other supporting information. The auditor can request a specific action by the service provider such as a 'Credit Request' and include a reason code for the dispute such as 'One-Time Overcharge'. Tracking requests by type and requested action enable reporting and analysis which not only allows the State of WV to know all credits and follow-up action at any given point in time, but it can also be useful supporting data for working with vendors to improve performance and relationships.

Creation Date	Provider	Assigned User	Type	Description	Request Amount	Status
07/25/2006	AT&T	User_13	Credit	Anu Testina 123	\$1,000.00 USD	Closed
07/26/2006	AT&T	User_13	Credit	Testina	\$25,000.00 USD	Open
07/26/2006	AT&T	User_13	Credit	Test nullina Cost Savings	\$2,500.00 USD	Open
07/26/2006	AT&T	User_13	Credit	Testina	\$2,300.00 USD	Closed
07/26/2006	AT&T	User_13	General	AT&T 18000041907, 10005896047_06/05/2006	\$1,200.00 USD	Open
09/26/2006	AT&T	User_13	Credit	Credit AT&T dispute	\$35.00 USD	Closed
10/07/2005	AT&T	Patricia Watts	Credit	Verizon 212X000966789, 2123171205_08/28/2005	\$204.38 USD	Closed
09/27/2005	AT&T	Patricia Watts	Credit	Verizon 201V620359999, 2012092035_09/01/2005	\$50.00 USD	Closed
09/27/2005	AT&T	Patricia Watts	Credit	Verizon 201V620359999, 2012092035_09/01/2005	\$50.00 USD	Closed
06/28/2006	AT&T	User_13	Savings Opportunity	Sprint 13079703_Master 09/01/2005	\$500.00 USD	Open
06/29/2006	AT&T	User_13	Credit	MCI 00105046_Master 12/29/2005	\$100,000.00 USD	Closed
06/29/2006	AT&T	User_13	Credit	MCI 00105046_Master 01/20/2006	\$50,000.00 USD	Closed
04/12/2006	AT&T	Anu	Credit	AT&T 18000041907, 10008945080_06/19/2005	\$200.00 USD	Open
05/15/2006	AT&T	Anu	Credit	AT&T 18000041907, 10007966825_06/19/2005	\$50.00 USD	Closed

4.2.1.6.2 The system should provide a means to track the lifecycle of invoice payments as well hold backs relative to disputed charges. The system should provide a means to incorporate correspondence directly into dispute transactions.

As the burden of proof is always on the customer in carrier disputes, the ability to provide high quality supporting dispute detail greatly expedites the process for both sides of the equation. Rivermine customer Marriott knows their primary vendors will do two internal "bill reviews" before presenting Marriott with an invoice, as they know with Rivermine, errors will be immediately spotted. Vendor performance quality and relations have actually improved for Marriott and other Rivermine customers since having our solution.

All disputes will stay open until the problem is resolved and include all relevant information including amount, processor name and history. Users have the ability to enter comments or attach documents against these disputes. In addition, the system is organized to provide a constant reminder to the appropriate users of the system to stay vigilant with the associated provider(s), assuring all invoice disputes are tracked to resolution and in a reasonable timeframe. Further, the system will continually track subsequent related invoices to insure any promised credits ultimately get applied.

4.2.1.7 Reporting and Data Analysis

4.2.1.7.1 The system should allow for ad hoc reports and queries to interface with other applications such as spreadsheets, Access and electronic mail. The vendor should describe its exporting capabilities and limitations, if any.

Reports are made available to any user granted permission rights to view the report. There are over 50 different reports. Rivermine has multiple ways to report on data within the Rivermine database, including out-of-box reports, ad hoc reporting capabilities, enterprise search, and modular reports.

Rivermine has developed and ships over 50 standard reports, dashboards, analytic and KPI reports out-of-the-box. However, if the State of WV requires reports that are not standard, Rivermine provides the ability to build ad-hoc reports through drag & drop capabilities on over 200 attributes/fields which include service order number, contract number, service provider name, circuit type, etc. These

attributes can be combined by the user, using drag & drop, with a selected metric to develop an ad-hoc report. There are over 40 metrics including spend, time, percentage of another attribute, cumulative, equipment count and many more.

Rivermine Clarity™ allows users to create ad-hoc reports across all TEM data in the Rivermine product and if desired, include or share external data to/from other sources such as a corporate data warehouse. Clarity™ provides a Report Wizard which will quickly guide the user through the process of creating an ad-hoc report. Alternatively, a user can clone an existing report, modify it and give it a test run before saving the report with a new name. Users can create and manage subscriptions of Clarity™ reports to pro-actively push reports to management. TEM professionals can use this as a way of 'training' their management and customers into expecting and receiving specific and consistent reporting. As the need arises for the development of special reports to support unique requests or projects, a user can quickly generate Clarity™ report that mines the sought after data. For most Rivermine customers, this agile functionality mitigates the reliance on an IT organization to produce custom reports or one-time changes to existing reports. All Rivermine reports can be exported to Excel and PDF.

4.2.1.7.2 The system should have the capability to publish and automatically distribute standard reports, on-demand reports (ad-hoc), pre-scheduled reports (e.g., end-of-month), and customized reports as required for, based on security access levels. The vendor should provide a list, with descriptions, of all standard reports generated for each component. For ad-hoc and custom reports, the vendor should describe the reporting software used and provide examples.

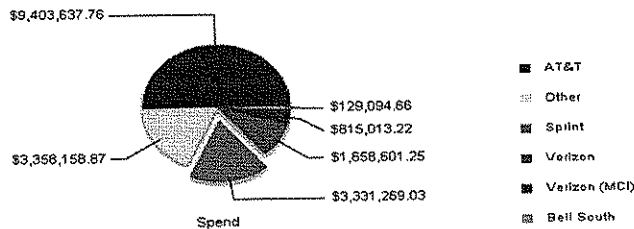
Rivermine provides several standard dashboard reports aimed at functional roles within our customers' organization including cost center managers. Detailed graphical reports and/or dashboards with deep, drill-down analysis right into the application are available in the Rivermine Clarity™ module. Reports or dashboards can be scheduled for automatic generation and email delivery to stakeholders making reporting pro-active. Moreover, customizable and "ad-hoc" reports can easily be created through intuitive report-building wizards with drag-and-drop features. With the click of a button, drill downs can be performed on graphical reports. A wide range of report styles and formats are available including pie, bar, and GANTT charts. For a complete list of all reports available, please see the attached Appendix C: **Standard 6.0 Clarity Reports and Dashboards Documentation** included below.

Rivermine Clarity™ enables the creation of user subscriptions to reports which can be automatically generated and delivered via email. Role based security exists throughout the application and can be configured so that certain users only have the ability to pull reports and not update or change the information. The recipient of the report can be allowed (permission based) to **drill down into the application** to see the details of the report. This powerful capability assures users get the information they need without having to request additional reports or assistance from users reducing cycle times and additional labor requirements.

Finance Manager

Top 5 Service Providers - Last 12 Months

Invoice Summary Statistics



Total Spend: \$18,695,774.79

Pending Invoices	
Amount	\$2,097,071.16
Number - Electronic:	211
Number - Paper:	45
	YTD 12 Month
Total Disputes	
Amount	\$1,212,637.38
Number	0 12
Credit Received	
Amount	\$0.00
Number	0 9
AVG Invoice Processing Time	

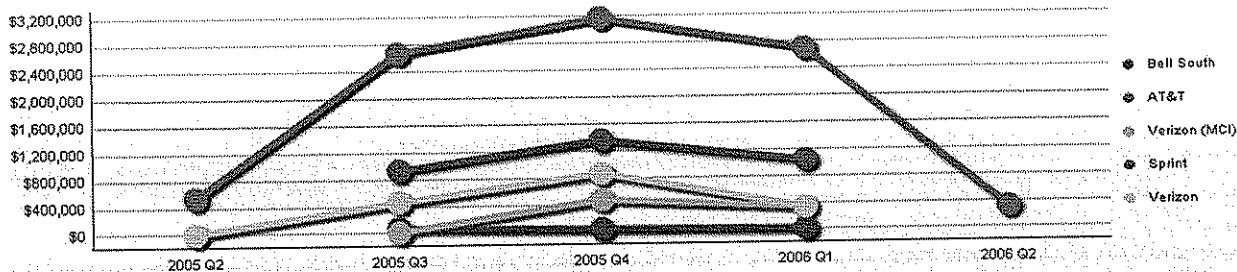
Monthly vs. Quarterly Trend by Service Providers

Quarterly Trend

Quarterly Trend

Monthly Trend

(ALL) Invoice Quarter:



4.2.1.7.3 The system should be able to produce reports on all services related to a particular product and/or service address. These reports should be further defined to a specific vendor and/or customer.

Rivermine has out of the box reports that can list all services for a vendor or all circuits that exist at a location e.g., service address. These reports can be refined by addition attributes such as vendor and/or customer.

4.2.1.7.4 The system should allow reporting tasks to be scheduled to run in unattended mode.

Rivermine's reports can be run on demand or on a scheduled basis in an unattended mode.

4.2.1.7.5 The vendor should describe their ability to generate ad hoc reporting for traffic analysis. In addition, these reports should be capable of being exported into an ASCII format.

The solution produces three primary traffic analysis reports for each trunk group on each PBX or switch from which CDR data is collected. Those reports are: Traffic versus Time Graph, Busy Hour Report and the Trunk Utilization Report. Both the Busy Hour Report and the Trunk Utilization are available as downloadable text files or downloadable PDF files. In addition, the Trunk Utilization Report can be exported to Excel.

4.2.1.7.6 The system should provide a means of generating reports to analyze provisioned services by being able to replace current pricing and/or services with Agency-defined data to determine the impact on the users. This analysis should also allow the tracking of usage and trending patterns to determine things such as contract compliance, minimum order guarantees, and usage variance over defined thresholds.

Rivermine's Contract Management functionality in the Finance Management module allows authorized users to track progress toward reaching contract spend-out or Minimum Annual Revenue Contributing (MARC) and track sub-commitments in the categories of Discounts, Fixed and Usage rates. Rivermine knows a key challenge for telecom organizations today is the ability to accurately match billed charges to overall contract commitments in accordance with MARC elements. Rivermine's accurate tracking of services down to circuit, service, and sub-

billing rate elements assures effectiveness in measuring and reporting on progress toward fulfillment of commitments.

Rivermine distinguishes the charges that are a part of MARC (service fees) from those that do not count (taxes). By tracking against commitments users can have early warning of potential missed commitments as well as over consumption in time to possibly renegotiate the contract.

Begin Date	End Date	Commitment Dollar	Service
01/01/2008	12/31/2008	\$27,800.00 USD	BellSouth Primary Rate ISDN, BellSouth Primary Rate ISDN Service
01/01/2008	12/31/2008	\$102,000.00 USD	Flat Rate Business, Demo Plan, Bell South Unknown

In addition, Rivermine supports a Rate Catalog, where users can see across provider by circuit type the various charges. The Rivermine Contract Rate Catalog collects and stores a library of service provider rates including:

- Tariffs
- USOCs
- All other billing rates for both wireline and wireless management

With the Contract Rate Catalog users have the ability to pull data from:

- Carrier contracts
- Third-party contract databases
- Vendor tariff databases
- Invoices
- Others

Rate engine provides pre-population of a contract details to minimize manual entry. Visibility to track, optimize and audit on contractual rates and carrier services across all providers.

Rate	Name	Service Provider	Service Type	Type	Service/USOC Code	Effective Date	Expiration Date
\$750.00 USD	Training Rates	Bell South	T1 (Channelized)	Contract Rate	DHEC293847	08/18/2008	08/17/2009
\$39.00 USD	Ting's BellSouth test rate.	Bell South	Voice Circuit	Contract Rate	NFB	07/01/2007	06/30/2008
\$220.00 USD	Test	Qwest	T1 (Channelized)	Contract Rate	2ABCD	01/01/2009	None
\$220.00 USD	Test	AT&T	T1 (Channelized)	Contract Rate	2ABCO	01/01/2009	None
\$50.00 USD	Test	AT&T	ATM PVC	Contract Rate	5ABCO	06/05/2008	None
\$35.00 USD	Test	Qwest	ATM Port	Contract Rate	5ABCO	06/05/2008	None
\$25.00 USD	Mike's Test	Bell South	Voice Circuit	Contract Rate	1FB	None	None
\$100.00 USD	Bell South 335H55901101109022006 09/02/2006	Bell South	T1 (Point to Point)	Contract Rate	1LSXX	01/01/2008	12/31/2008
\$22.15 USD	Bell South 335H55901101109022006 09/02/2006	Bell South	T1 (Point to Point)	Contract Rate	1LNOC	01/01/2005	None
\$50.00 USD	5 star service rates	AT&T	T1 (Channelized)	Contract Rate	1Z3LNP	None	None
\$150.00 USD	5 star service rates	AT&T	T1 (Channelized)	Contract Rate	78SLNP	None	None

4.2.1.8 Ordering and Provisioning

4.2.1.8.1 The vendor should describe, in detail, their ordering and provisioning capabilities. This should include, but not be limited to: work order processes, required data to be captured and

entered, security levels, tracking and reporting, trouble orders, what and how this component impacts other components of their system, browser-based, etc.

Rivermine Service Order Manager provides an intuitive, browser based interface for initiating and tracking all telecom orders— enabling faster service procurement and installation with an accurate inventory

Rivermine Service Order Manager controls the entire process of procuring and installing telecom services from multiple vendors with a single user-interface. This includes initiating service requests, tracking approval cycles, order placement, and order tracking for all types of voice, data, equipment, and wireless personal services. Service Order Manager is integrated into the Inventory Engine and will automatically adjust the inventory of assets as they are added, changed, or decommissioned.

Telecom carriers all have their own proprietary ordering systems and users typically have to enter the same order information an average of 2-3 times, resulting in the "swivel-chair" syndrome. Issues attributed to human error are all too frequent, causing unnecessary frustration and lead to increased operating costs and staff to fulfill this function. Rivermine Service Order Manager eliminates the need for repetitive order entry by providing one simple, intuitive, and user-friendly web interface to initiate and track all telecom orders regardless of carrier. The module populates pre-configured templates that intuitively collect the unique order information based on carrier selection. With some carriers, Service Order Manager is e-bonded directly into their order-entry systems, enabling quick provisioning and automated status updates. Benefits of the module include:

- Create and track telecom orders from initial request through approval and provisioning
- Validate all orders against policies and standards and automatically enforce procurement rules and multi-level approval processes
- Coordinate and manage equipment configuration and installation
- Build and update an accurate telecom inventory as services and equipment are ordered, installed, and removed
- Improve contract management and SLA enforcement

Intuitive and process-driven, Service Order Manager gathers data from the Inventory Engine and Finance Manager to aid companies in making informed network design decisions, monitor contract compliance, and enforce Service Level Agreements (SLAs). Service Order Manager comprises these key components:

- Service Procurement. Create and manage orders for all standard telecom activities including new orders, changes, moves, and disconnects. It also confirms orders against the negotiated contracts, as well as against corporate policies and procedures, resulting in accurate pricing, enforcement of procurement rules, facilitate approval processes, and validate invoices.
- Service Design. The software automatically gathers the data required to create new service orders and routes the order for engineering design and approval. Dynamically create router configurations and use the specialized algorithms to assign and manage network addresses.
- Service Installation. Streamline the provisioning process and reduce the costs and time associated with installations, changes, and network cutovers. After the ordering and approval processes are complete, orders are submitted directly to service providers in a wide range of formats, including electronic. In addition, there are built-in tools to coordinate equipment configuration and track order status.

Locations are a central point for equipment and service/circuit inventory. During implementation the location database is populated from client sources. Inventory is then added to the locations. From the location screen the user is able to navigate to all associated circuits and services, equipment, and billing accounts. Chargeback and allocation can also be done at the location level.

Create Search View Favorites Window Help

Welcome, Adell (Inbox (10)) [Logout]

Service Order Manager | Circuit Inventory | Inventory Manager | Ticket Manager | Administration | Clarity | Collect

All Locations Search All Locations

1 - 20 of 9,432 Options

Inventory ID	Site Name	Address Line 1	City	State	Zip (M) Code	Country	Status
2563	1 Federal St	1 Federal St	Boston	Massachusetts	02109	UNITED STATES	Open
5220	100 State St	100 State St	Boston	Massachusetts	02110	UNITED STATES	Open
5240	100 State St	100 State St	Boston	Massachusetts	02110	UNITED STATES	Open
2725	100 State St	100 State St	Boston	Massachusetts	02110	UNITED STATES	Open
2662	100 State St	100 State St	Boston	Massachusetts	02110	UNITED STATES	Open
9863	11 North St	11 North St	Boston	Massachusetts	02110	UNITED STATES	Open
11243	110 State St	110 State St	Boston	Massachusetts	02110	UNITED STATES	Open
None	121123						Open
11275	14 Wall St	14 Wall St	Boston	Massachusetts	02110	UNITED STATES	Open
11175	1471 State St	1471 State St	Boston	Massachusetts	02110	UNITED STATES	Open
11154	15 State St	15 State St	Boston	Massachusetts	02110	UNITED STATES	Open
11110	150 E. St	150 E. St	Boston	Massachusetts	02110	UNITED STATES	Open
10859	162 State St	162 State St	Boston	Massachusetts	02110	UNITED STATES	Open
5280	175 E. St	175 E. St	Boston	Massachusetts	02110	UNITED STATES	Open
10800	175 E. St	175 E. St	Boston	Massachusetts	02110	UNITED STATES	Open
11244	180 State St	180 State St	Boston	Massachusetts	02110	UNITED STATES	Open
11157	20 Canal St	20 Canal St	Boston	Massachusetts	02110	UNITED STATES	Open
12955	155 State St	155 State St	Boston	Massachusetts	02110	UNITED STATES	Open
5260	200 State St	200 State St	Boston	Massachusetts	02110	UNITED STATES	Open
5300	200 State St	200 State St	Boston	Massachusetts	02110	UNITED STATES	Open

Location: 1 Federal St, 1 Federal St, Boston, MA

General | Circuits | Accounts | Equipment | Cost Allocation | Change History

Close Refresh Edit

Location Details

Site Name: 1 Federal St AUX ID: 2662
 Location Type: Fiberoptic Site Site Number: 7562
 Status: Business Hours: None
 Open Date: 11/01/1998 Closed Date: None

Address

Address Line 1: 1 Federal St
 Address Line 2: None
 City: Boston State/Province: Massachusetts
 Postal Code: 02109 Country: UNITED STATES
 Mail Stop: 2

Contacts

Contact Name: Adam Smith Main Number: 617-222-2650
 Onsite Phone: 617-222-1234

Additional Info.

Region: North East Neighborhood: None

Real Estate Information

Real Estate Type: Rental Lease Expiration: 05-22-2026
 Square Footage: 127,243 Property Mgmt. Co.: Bell Street LLP
 Property Mgmt. Contacts: Alexander Mason Property Mgmt. #: 9656206

From the Service Order module the user clicks the Create button and is presented with the following form.

Rivermine - Mobile Firm

Done

Customer: ACME Welcome, Mike Deasy (Inbox (194)) [Logout]

Add: 45948

General

Save Cancel

Service Order Details

Actions: Add

Order Status: Incomplete **1**

Requested Due Date: To be determined

Assigned User: []

Project ID: []

Order ID: 45948
 Confirmation Email: mike.deasy@rivermine.com
 Requester: []
 Originator: Mike Deasy

Order Routing Info

Available Order Process Methods: None
 Service Provider Resp: None

Order Process Method: None
 Notification Status: None **2**

Circuits

Location: Operational Status: Lease Information: Quantity

No records found

Add Remove

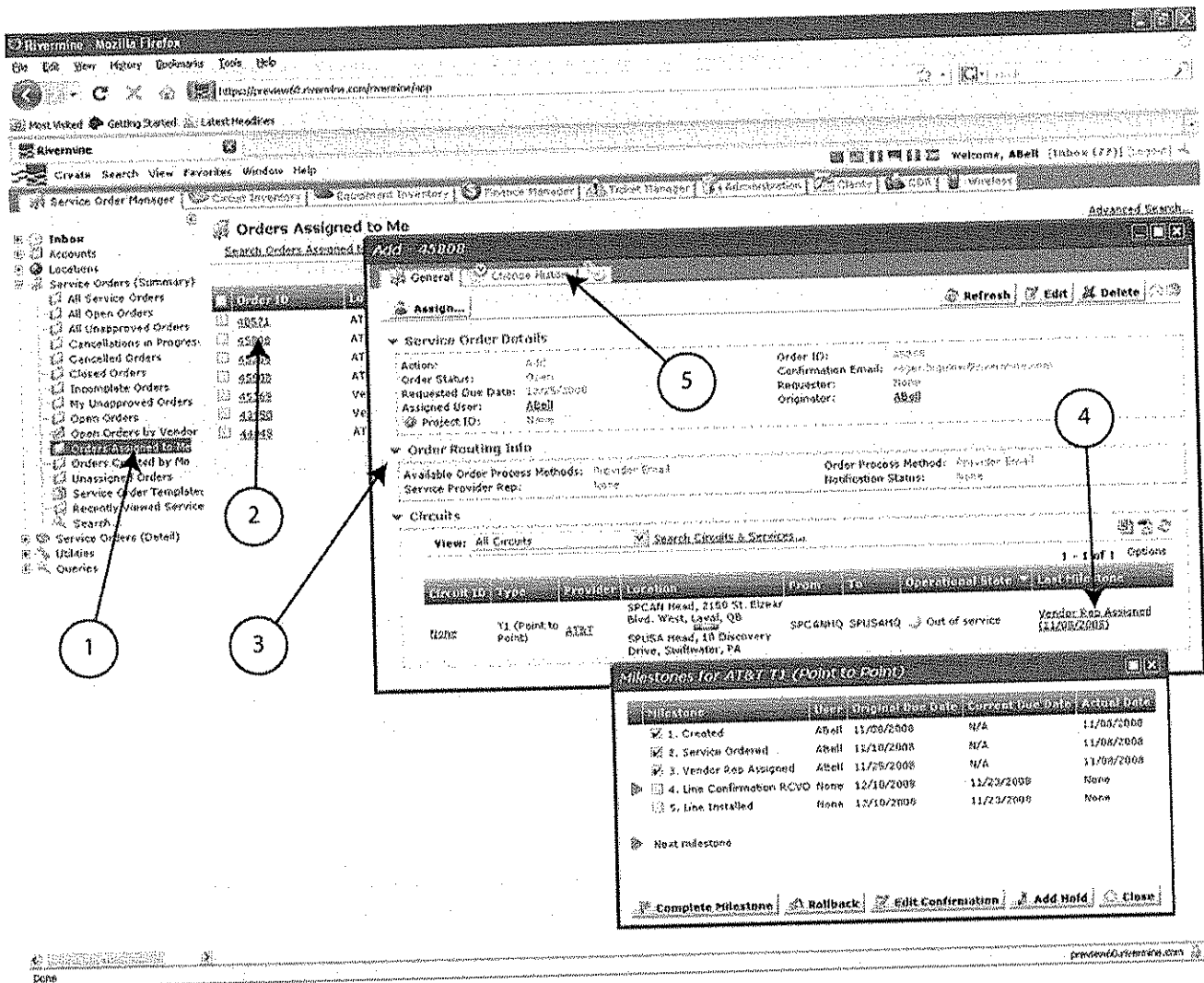
No records found Options

1. Basic information about the order is entered including a due date, and confirmation e-mail. Proxy ordering is available by selecting from the Requester field
2. Circuits or services are added to the service order. Multiple circuits or services may be ordered on a single service order. To add circuits to the order the user clicks on the Add button.

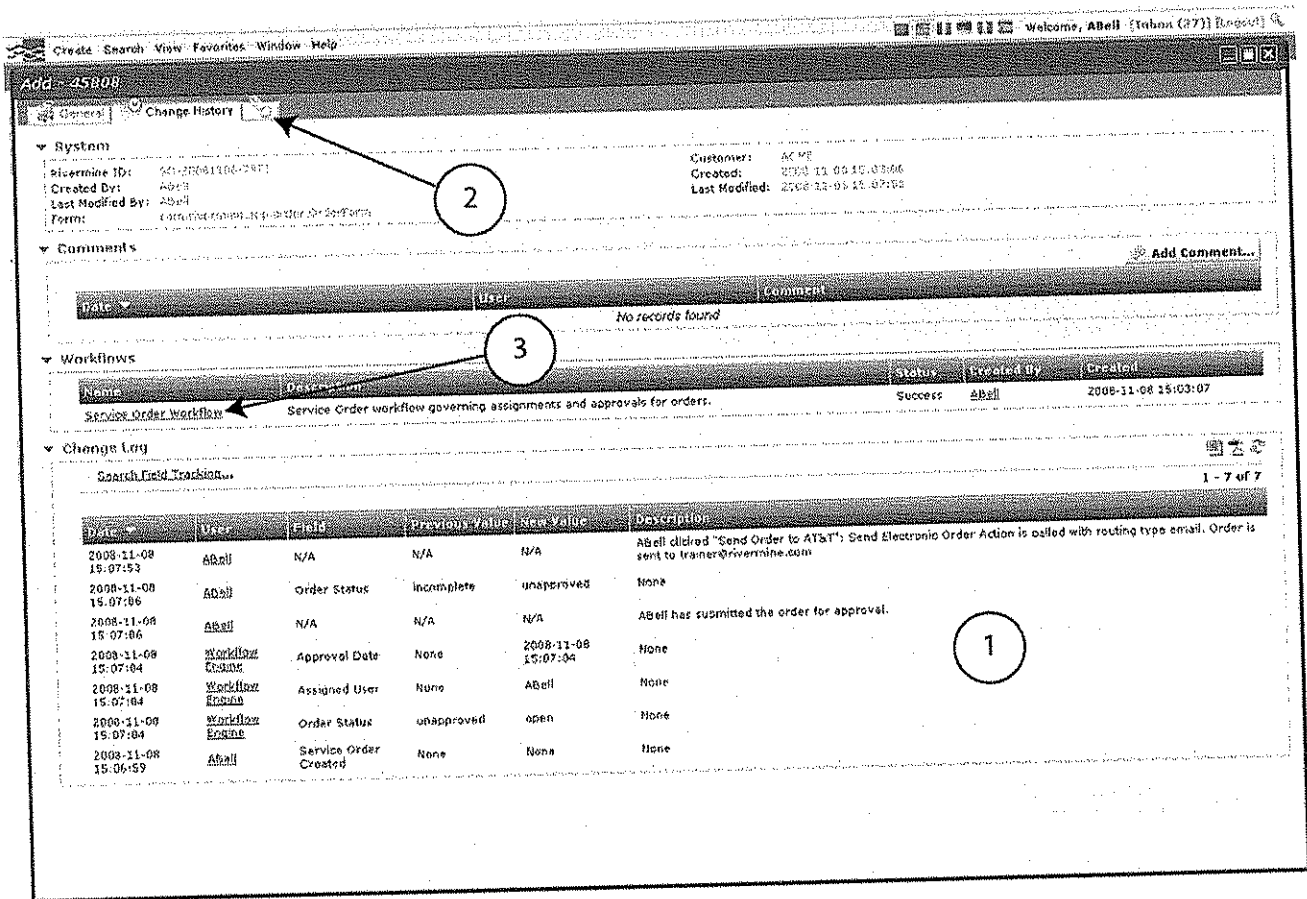
Every circuit or service type is supported by a template. Each template may have different fields, required or optional, as needed to support specific business processes or reporting requirements. Rivermine provides templates for all standard telecom circuits and services and well as equipment. There may be specific templates for vendor/circuit or a single template might be used for all vendors. Custom templates may be created at any time to support virtually any type of circuit, service or equipment.

1. The user selects the carrier and service type. If the service is being ordered under an existing vendor account, the billing account is selected. Optionally, a new billing account may be created or the account creation may be deferred. There is an option to order multiple circuits or services using the quantity field.
2. In this case two locations are required for this point-to-point circuit. By selecting Managed Locations the user selects from a list of existing locations. Location information is populated from location information in the database. If the user has the right permissions, a new location may be created.
3. The second location is selected.
4. Additional information and comments are added to the order.

Using the folders from the tree control the user can access orders via multiple attributes. This provides easy access to all orders.



1. The user selects a Service Order view.
2. Select the order to view
3. The Order window displays the order details
4. By clicking on the **Last Milestone** the business process milestones are displayed and available for update. Milestones are part of the embedded workflow product which includes configurable steps. Each order template comes predefined with specific steps out of the box such as **Order Created**, **Service Provider Rep. Assigned** and **Circuit Installed** that define the necessary actions and statuses needed to complete an order. This milestone process ensures orders are finished on time and that users know what is going on at all times.
5. The **Change History** tab is selected to view a complete history of the order



1. Detailed, time-stamped change history including all changes to fields and the responsible party.
2. Most objects in the system have the ability to include attached files. These files may be scanned images of approval forms, correspondence from the vendor, confirmation letters or any other file.
3. Service Orders (and other objects in the system) may be managed by automated business processes. This hyperlink will display the automated approval process that this order passed through

For customers with large numbers of service orders, ordering and tracking is time-consuming and costly. eBonding is a software interface that enables Rivermine to generate service orders, order status checks, trouble reporting and inventory management transactions, which are automatically entered directly into the carrier's system.

Traditionally, telecom ordering and status updates meant spending hours on the phone or "swivel-chair" data entry from your internal systems to the carrier's system. This type of manual intervention is the leading cause of data integrity issues and errors. Rivermine is the first-and-only TEM provider to offer comprehensive electronic communications, or eBonding solutions, directly to the carriers. eBonding greatly reduces the resources needed to perform ordering as well as the time-to-order, time-to-install, and the re-keying of data, while giving you visibility into real-time status updates obtained from the carrier.

- Increased personnel productivity. Reduced staff costs by eliminating the need to re-key order data between Verizon and Rivermine systems
- Improved accuracy and effectiveness. System-to-system interface reduces errors
- Provides up-to-date information directly from Verizon in a timely fashion
- Enhanced user experience

Rivermine is proud to be the first TEM provider to offer Verizon Business eBonding solutions. Rivermine provides integrated order management, ordering status information, and issue management directly with Verizon's back-office systems. Check your open, outstanding, completed, or problem Verizon Business service orders with ease, directly through Rivermine. Verizon Business eBonding is available for the following services:

- Order Management allows you to automate the service request process and manage service provisioning from your desktop. With eBonding for Order Management you can obtain order status for a wide range of services, including provisioning milestones and jeopardy detail. You can submit orders for Verizon in support of all voice and data service products. Includes flow-through provisioning for high-volume voice products, such as Plain Old Telephone Service (POTS), Centrex, ISDN and data products such as Frame, ATM, VPN, MPLS.
- Inventory Loading provides access to near-real-time inventory for Verizon Business Inter-exchange Carrier (IXC) circuit details contained in our provisioning and ordering databases. Enables one-time inventory loads and frequent inventory comparisons between Verizon's system and your Rivermine TEM inventory repository, thereby maintaining a constantly cleansed inventory of record.

The first TEM provider to eBond with AT&T, Rivermine has set the standard for carrier electronic interfacing through years of experience and successfully implemented customers. Designed for companies with a high volume of transactions each month, please check with your AT&T account representative for eligibility. AT&T eBonding is available for the following services:

- Ordering and Status – Create orders and process MACDs effortlessly through Rivermine.
- Status Updates and Confirmations – Receive electronic updates on orders submitted to AT&T.
- Trouble Management – Create and manage trouble tickets submitted to AT&T.

Manage disputes and enable secure access to information by your carriers with Telco Interface
Even if your carrier does not offer eBonding solutions, you can still take advantage of electronic interfacing through Rivermine's unique Telco Interface product. Rivermine's Telco Interface provides a secure architecture for electronic communication with carriers and other entities outside your corporate firewall. With this standard Web-based interface, you can communicate electronically with suppliers and carriers, including the ability to create electronic service orders and track provisioning status. It also allows users to route orders for approval before being submitted electronically to the carrier of choice. Billing issues and disputes can also be submitted through this interface and real-time automated updates can be received through it from the carriers. This automated process:

- Ensures complete and accurate orders and billing issues
- Provides visibility into logged billing issues and disputes
- Builds an accurate and comprehensive inventory of assets and services
- Enables you to more easily measure and manage your providers' SLA performance
- Processes orders by converting them to an appropriate format, and delivering them to specified locations
- Real-time automated updates from the carriers

Note in the figure below that AU- system updated several Milestones. This user, AU-system, represents Verizon as these updates came directly from Verizon's systems.

Rivermine - Mozilla Firefox

File Edit View History Bookmarks Tools Help

Create Search View Favorites Window Help

Customer: ACME

Welcome, Mike Deasy (Inbox (104)) Logout

Add - 43910

General

Refresh Delete

Service Order Details

Action: Add
 Order Status: Closed
 Requested Due Date: 09/09/2008
 Assigned User: User 1
 Project ID: None

Order ID: 43910
 Confirmation Email: med@vzw.jacobi@rivermine.com
 Requester: None
 Originator: User 1

Order Routing Info

Available Order Process Methods: Provider Bidding
 Service Provider Rep: None

Circuits

View: All Circuits

Account Number	Circuit ID	Service
215641128	215261416	None

Milestones for Verizon Voice Circuit - 2155041416

Milestone	User	Original Due Date	Current Due Date	Actual Date
<input checked="" type="checkbox"/> 1. Created	User 1	09/05/2008	N/A	09/05/2008
<input checked="" type="checkbox"/> 2. Service Ordered	AU-system	09/07/2008	N/A	09/05/2008
<input checked="" type="checkbox"/> 3. Line Confirmation RCVD	AU-system	09/22/2008	N/A	09/05/2008
<input checked="" type="checkbox"/> 4. Line Installed	AU-system	09/22/2008	N/A	09/05/2008

Next milestone

Rollback Close

1 - 1 of 1 - Options

Milestones installed (09/05/2008)

rivermine.com

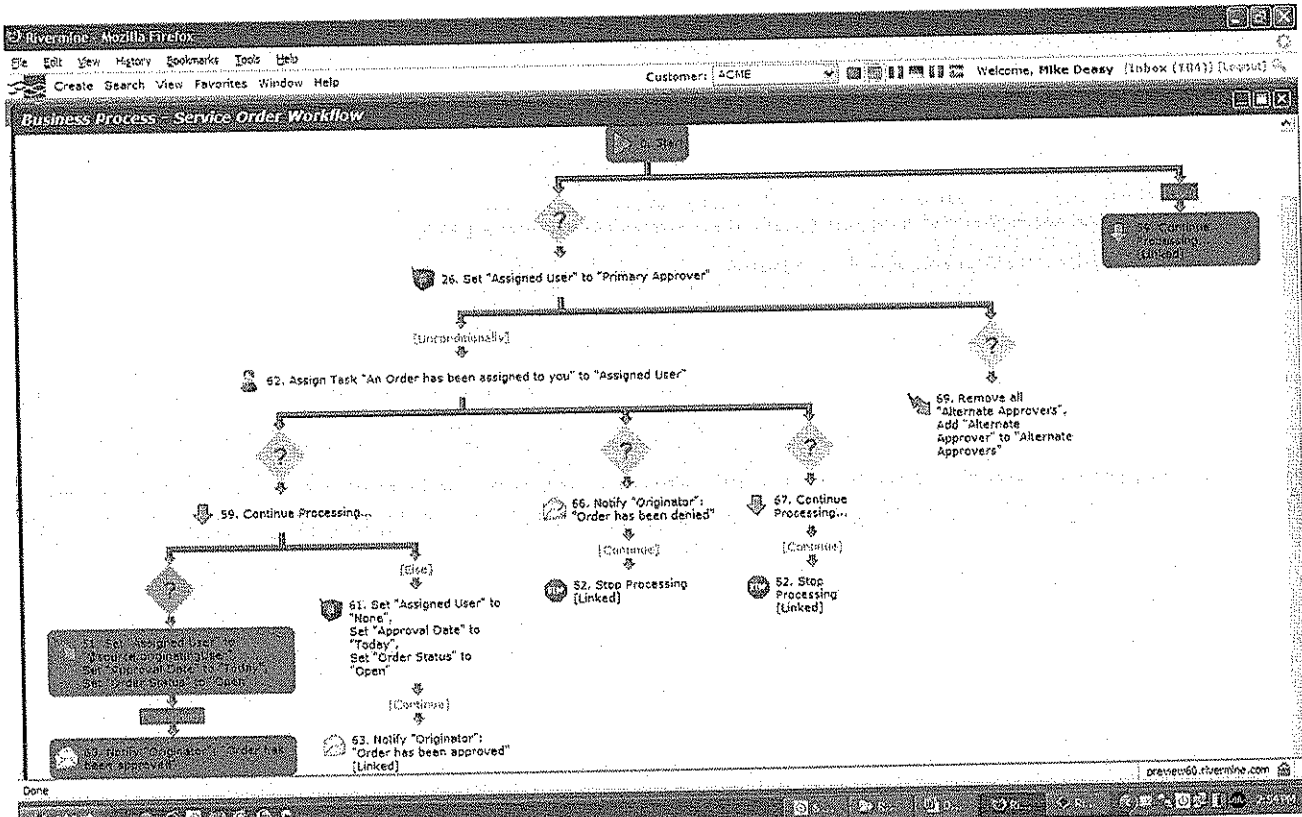
Done

start

Info Refs Dom River

3:08 PM

The Service Order we are looking at was processed through an automated approval process. This window displays the entire business process and highlights the path this order took.



For the organizations, automated telecom workflow processes are the key to enhancing organizational performance—thereby increasing productivity and revenue. Only Rivermine delivers a true telecom-centric workflow that really works. As a team, we have provisioned hundreds of thousands of circuits and garnered decades of experience in telecom expense management. With that unique background, we developed the workflow engine to meet the unique needs of TEM users and to avoid the complexity of traditional third-party Business Process Management (BPM) engines. Rivermine's built-in workflow helps you automate and enforce the right actions at the right times.

With Rivermine's accurate telecommunications inventory at the core, organizations can leverage Process Management Workflow to:

- Use business process logic to automate functions with specific trigger points and milestones (for example, when a new circuit is installed, you can automatically initiate a disconnect for the old one)
- Use critical telecom logic specific to each carrier to automate service order management, trouble ticketing, and tracking
- Gain a consolidated view of all inventory elements and invoices for a particular service or network (such as frame relay) to optimize the network and ensure appropriate billing and cost allocation
- Quickly and easily transition from one vendor to another or from one service type to another (for example, from frame relay to VPN), enabling faster ROI
- Customize the processes you want the Rivermine system to follow via an intuitive graphical workflow engine. Quickly and easily build processes such as invoice processing and order management workflows and approval hierarchies to ensure that your organization's unique business needs are met

4.2.1.8.2 The vendor should describe the ability to have a "grocery" list of services that can be selected when ordering services. This should include, but not be limited to: cellular, calling card, rate plan, optional services, etc.

Rivermine supports the "grocery list" approach to ordering wireless services listed here through our Wireless Store Portal. The Wireless Store Module is an add-on module to the Rivermine 6 software platform. It facilitates the purchase request process for mobile devices, wireless plans, calling cards, and mobile device accessories. As such, large number of users can access the web based wireless store and place a purchase request via its

prompted and guided user screens. In addition, the wireless store is designed to also facilitate requests for upgrading devices, changing wireless plans, porting mobile numbers from carrier to carrier, purchase of wireless accessories and many other features.

Wireless Store

- Shop!**
Purchase a new device and plan, move your existing number to a new carrier, upgrade device, purchase accessories, purchase an international service, and/or calling card or some conference subscription, etc.
- Request a change...**
Change your rate plan, add or change rate plan features, or request another type of change, etc.
- Request a disconnect...**
Request a disconnect of your wireless device, service, etc.

Quick links

- My Profile**
View your profile details
- Personal Calls...**
Identify personal calls
- Order For Someone else...**
Order on behalf of someone else
- Reports**
View usage and trending reports
- Approve Orders(5)**
Approve orders of your reports
- Help!**
View help links or send email

Usage Trend Analysis

Minutes Used

Month	Minutes Used
Apr 2009	~1400
May 2009	~1400
Jun 2009	~400
Jul 2009	~1000

Amount Spent (\$)

Month	Amount Spent (\$)
Apr 2009	~450
May 2009	~550
Jun 2009	~100
Jul 2009	~150

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4.2.1.9 Installation, Implementation and Training

4.2.1.9.1 The vendor should describe the training that accompanies the procurement of each component and should include, but not be limited to: curriculum, number of students per class, manuals provided, and how training is accomplished for upgrades.

Rivermine University provides training for our customers during implementation projects. The timing and content of the training is structured to enable users to be able to participate in the configuration of their Rivermine installation and then be able to use it to best effect. This training provides familiarity and specific skills necessary to participate in the implementation process to the nominated users who will be on the implementation team.

Rivermine University staff will work jointly with the Rivermine Professional Services team as well as Customer to properly engage, plan, and execute training activities according to our proposed implementation methodology. These activities should include a formal Training Needs Analysis (TNA). A Rivermine University consultant will visit Customer and work with Customer to devise a training plan that is appropriate to address immediate objectives. After successfully completing a Training Needs Analysis, training services will be coordinated and scheduled.

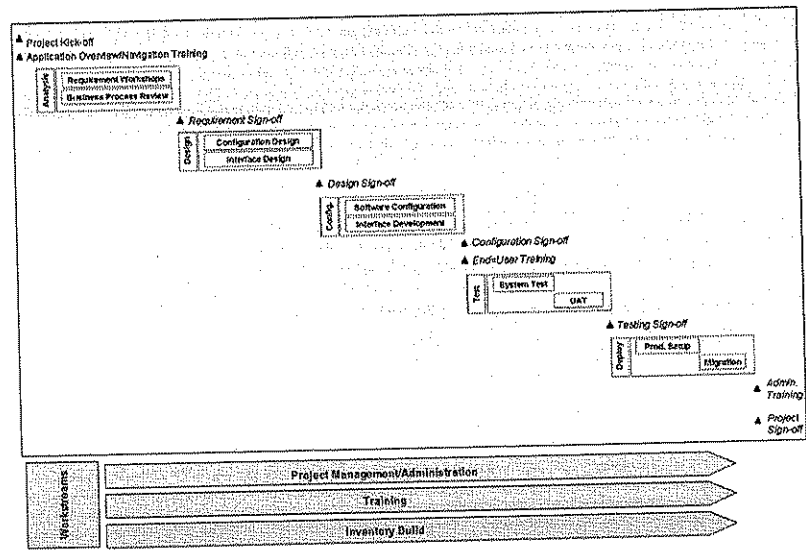
Rivermine provides training for the following system users:

- Project Team
- End Users
- Administrator

In a "typical" implementation, Rivermine University will provide User training early in the project. Rivermine recommends the Customer participate in an application overview and navigation training session conducted during the project kickoff meeting. This is to assist the SMEs, Business Analysts, etc. to better understand the functionality of the software as well understand areas for configuration opportunities. Detailed modular User training of the Customer user community on the modules installed during this project as specified in the detailed project plan and TNA is highly recommended. Group training sessions will be delivered at Customer's site during the project and, as needed, at Rivermine facilities or via web cast. Later in the implementation Rivermine University will provide modular User training to those involved with UAT (User Acceptance Testing). Towards the "Go Live" date Rivermine may again offer modular User training to those who did not attend UAT training. Also around "Go Live" Rivermine will offer Administration/ Configuration training to system administrators. This training will enable the Customer to take ownership of the system and environment prior to go-live so they can support end-users effectively. Rivermine will also offer advanced courses on topics such as *Advanced Invoice Analysis*, *Advanced Reporting*, *Advanced Contract Management*, and *Billing Issues*. Once the implementation project is over, Rivermine will make available general training sessions on a periodic basis to support new hires and headcount churn at the Customer.

4.2.1.9.2 The vendor should provide an overview of the implementation approach, as well as methods used to track implementation milestones and facilitate internal reporting to upper management.

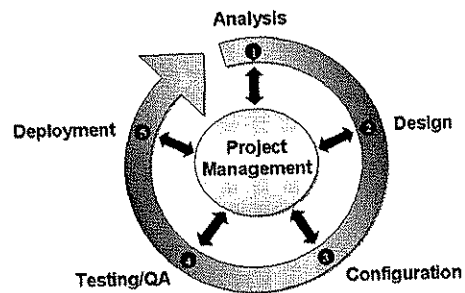
All Rivermine software deployment projects are executed using Rivermine's proven implementation methodology which defines the methods and procedures used to plan for and conduct installations for our customers. This includes the development of a project schedule which will detail all required tasks, milestones, dependencies and assigned resources, for the project. Frequently, for large and complex implementations where several interfaces are required, Rivermine will integrate to a larger project or program plan maintained by our customers. The basis of the methodology states that the software implementation will be executed in five stages ("Project Life Cycle"): Analysis, Design, Configuration/Development, Testing, and Deployment. These stages may differ from project to project depending on (1) the customer's need for module functionality and, (2) their business requirements which drive the extent of all design and configuration activities. For Analysis, Design and Testing, there are checkpoints with the customer for review and signoff, thus allowing Go/No Go authorization to proceed with the next stage.



In addition, up to three work streams may occur in parallel with the five implementation stages depending on the needs of the project. These work streams include: Project Management/Administration, Inventory Build, and Training. Each work stream brings focused attention to specific on-going activities throughout the duration of the project

Project Lifecycle: Implementation Stages

For each defined phase of the project, the five Project Lifecycle stages will be executed: Analysis, Design, Configuration/ Development, Testing, and Deployment.



Analysis Stage

During this stage, Rivermine will lead Customer through several requirement workshops designed to gather user preferences for the configurable components of the software. These workshops focus on discussions regarding order management, inventory management, financial management, contract management, reporting, data, and interface requirements. At each workshop, requirements will be gathered, prioritized, documented and delivered in the System Requirements document. Any requirement that cannot be supported by base Rivermine functionality will be flagged and communicated as a gap. Each gap will be reviewed during follow-up workshops to determine business impacts. If the impact is substantial, Customer and Rivermine will jointly devise short and long term workarounds where feasible. All gaps and workarounds will be highlighted in the System Requirements document.

In addition, Rivermine will work with Customer to define and document existing business processes to establish a baseline for building the "to-be" state. The process design will take into consideration the touch points between the following types of functions:

- Provisioning
- Inventory Management
- Invoice Processing
- Contract Management

Rivermine will use its industry knowledge and telecom process expertise to assist Customer with defining "to-be" process flows which describe how it will operate from order request through invoice payment with Rivermine software integrated into its telecom operations. Rivermine is not responsible for implementing and/or communicating the new "to-be" business processes which support the effective use of the software to Customer's staff.

At the conclusion of the Analysis phase, Rivermine will conduct an executive review of the final System Requirements document with Customer's executive-level steering committee responsible for the success of the project. This review will ensure proper buy-in into the direction of the project and obtain formal agreement on the requirements through an official sign-off between Customer and Rivermine. This checkpoint will authorize the team to move forward with Design once sign-off occurs.

Design

Once the Analysis phase is complete, the Rivermine team will commence configuration and interface design activities driven by the agreed upon software requirements. Configuration design activities will model and document the complex system configurations necessary to implement Rivermine software for Customer business needs. These types of configurations cannot be performed using the general system administration tools provided by the base product and require the use of JAVA code or more advanced configuration knowledge to implement. For example, the following types of configurations will require a formal design: developing order/invoice automated workflows, enhancing invoice reader capabilities, developing new invoice audits/exceptions, and defining cost allocation/chargeback logic. The Configuration

Design deliverable will address technical design specifications for these complex software configurations through the use of pseudo code, screen shots, and file names where applicable. This document will be useful for Rivermine Customer Support and/or Customer's Rivermine System Administrator for maintaining the application once deployed.

Interface Design activities will model and document the detailed design of each interface between Rivermine and the Customer's existing systems. For each interface, the Interface Design deliverable will cover the physical data flow, file types and layouts, scheduling timeframes, data extraction and/or preparation logic, error handling and interface dependencies. Potentially, Rivermine could interface with Customer's existing ordering, inventory management and/or accounts payable applications.

A walkthrough of the design documentation will occur to ensure Customer expectations and documented system requirements have been met. This will also allow Rivermine and Customer to identify any additional gaps that need to be addressed. The final review will result in another key checkpoint requiring design sign-off. This allows Rivermine and Customer to proceed with configuring the solution.

Configuration/Development

Upon design sign-off, the Rivermine team will complete configuration activities utilizing the requirements and design documentation as the basis for development. During this period, Rivermine will conduct a minimum of 1 and a maximum of 3 structured review sessions to confirm the application is being configured to Customer expectations and requirements. These configuration checkpoints will be scheduled at the onset of the project and documented in the project plan.

Testing

Once configuration and data conversion is complete, a series of testing activities will commence. First, Rivermine will conduct system test and quality assurance activities to ensure the software is operating properly and according to defined Customer requirements. Rivermine utilizes generic system test plans which have been developed by the Rivermine Quality Assurance group for testing purposes. Each test plan is reviewed prior to execution to document any additional test cases that are needed to address Customer specific requirements. Any test problems or fallout will be documented and resolved by the team.

After system test is complete, Rivermine will provide Customer with a version of the signed System Requirements document and a clean sandbox environment for User Acceptance Test (UAT) purposes. The sandbox environment is setup by Rivermine to contain the configured application based upon requirements and capabilities captured through analysis and design stages. It is used by the Customer to review and verify all changes as part of the UAT. The sandbox may also be used for training. Customer will be expected to conduct UAT to verify requirements were implemented accordingly. Any issues which result from the test will be documented and prioritized for resolution. Critical issues which prevent the rollout of the software will receive proper attention by the Rivermine staff to minimize the risk of deployment delays. If all requirements are met, Customer sign-off is obtained to indicate their acceptance of the software as configured by Rivermine. This is a critical checkpoint prior to moving into production.

Deployment

Upon successful completion of the Testing stage, Rivermine will prepare the production environment to deploy the software to the Customer's user community. Once data and software configuration are migrated to the production environment, the software is ready for go-live.

Subsequent to deployment, Rivermine will transition "live" modules to its Customer Support organization to assist Customer with production environment issues. It is expected the Customer will be trained and prepared to maintain users, templates, and production upon go-live.

Project Lifecycle: Concurrent Work streams

In addition to the stages defined above, three work streams will operate concurrently throughout each stage of the project lifecycle: Project Management/Administration, Inventory Build, and Training.

Project Management/Administration

The Project Management/Administration work stream includes defining and managing the project plan, identifying project risks and contingency plans, developing the project tracking system (status, financial) and scope management. Other activities include, but not limited to, managing issues, setting expectations, ensure deliverables meet standards, managing change control, keeping stakeholders informed and maintain overall

responsibility for the project. Business objectives and critical success factors will be documented to allow easy identification of project success and to keep the project on the right course.

Rivermine will provide weekly status reports, conduct weekly status meetings with Customer's project manager, periodic executive meetings with the Steering Committee. Rivermine and Customer will jointly work to resolve issues and mitigate risk on an as needed basis throughout the project.

Inventory Build

Rivermine is an inventory centric analysis tool and it is important to build the most complete and accurate inventory dataset possible prior to software deployment. The assembled data will improve the customer's ability to verify and analyze vendor invoices resulting in the best potential savings opportunities.

Training

Rivermine University provides training for our customers during implementation projects. The timing and content of the training is structured to enable users to be able to participate in the configuration of their Rivermine installation and then be able to use it to best effect. This training provides familiarity and specific skills necessary to participate in the implementation process to the nominated users who will be on the implementation team.

Rivermine University staff will work jointly with the Rivermine Professional Services team as well as Customer to properly engage, plan, and execute training activities according to our proposed implementation methodology. These activities should include a formal Training Needs Analysis (TNA). A Rivermine University consultant will visit Customer and work with Customer to devise a training plan that is appropriate to address immediate objectives. After successfully completing a Training Needs Analysis, training services will be coordinated and scheduled.

Rivermine provides training for the following system users:

- Project Team
- End Users
- Administrator

In a "typical" implementation, Rivermine University will provide User training early in the project. Rivermine recommends the Customer participate in an application overview and navigation training session conducted during the project kickoff meeting. This is to assist the SMEs, Business Analysts, etc. to better understand the functionality of the software as well understand areas for configuration opportunities. Detailed modular User training of the Customer user community on the modules installed during this project as specified in the detailed project plan and TNA is highly recommended. Group training sessions will be delivered at Customer's site during the project and, as needed, at Rivermine facilities or via web cast. Later in the implementation Rivermine University will provide modular User training to those involved with UAT (User Acceptance Testing). Towards the "Go Live" date Rivermine may again offer modular User training to those who did not attend UAT training. Also around "Go Live" Rivermine will offer Administration/ Configuration training to system administrators. This training will enable the CUSTOMER to take ownership of the system and environment prior to go-live so they can support end-users effectively. Rivermine will also offer advanced courses on topics such as Advanced Invoice Analysis, Advanced Reporting, Advanced Contract Management, and Billing Issues. Once the implementation project is over, Rivermine will make available general training sessions on a periodic basis to support new hires and headcount churn at the Customer.

4.2.1.9.3 The vendor should provide an overview of the escalation procedures and methods used to track the status of implementations.

Within each role and functional area, the State of WV's success will be tracked and status reported on a periodic basis. Formal escalation procedures for issues are documented and SLAs associated with many aspects of our solution are offered. Rivermine works closely with each of our clients to insure that all account management requirements are met including: status reporting, regular meetings, product roadmap presentations, account business reviews, etc.

An example of a project report during implementation looks like this:

Phase/Project SOM, CM, FM		Account Customer	Integrator Rivermine
Director of Professional Services Kevin Harrison (703) 995-6037 kevin.harrison@rivermine.com	Project Manager Jim Henris (703) 995-6061 jim.henris@rivermine.com	Customer Delivery Manager Customer Name Number Email	Customer Project Manager Customer Name Number Email

Project Status Summary				
Milestone	Due Date	Revised Date	Status	% Comp.
Project Kick-off	4/23/2007	4/25/2007	<Completed >	100%
Create Project Plan	4/26/2007	4/26/2007	<Completed >	100%
Requirements Workshops	4/25/2007	4/25/2007	< Completed >	100%
Requirements Document	5/09/2007	5/29/2007	< Completed >	100%
Midwest Interface Design Document	6/13/2007	7/13/2007	< Completed >	100%
Carolina Interface Design Document	07/24/2007		< Completed >	100%
Load Reference Data in Sandbox	6/11/2007	7/20/2007	< Completed >	100%
Load Available Electronic Invoices to Sandbox	7/16/2007		< Completed >	100%
Load Midwest Inventory Data	7/16/2007		< Completed >	100%
Software Configuration	6/27/2007		< Completed >	99%
Sign Off Midwest AP Interface Document	7/13/2007	8/3/2007	< Completed >	100%
Develop Midwest AP Interface	8/7/2007	8/30/2007	< Completed >	100%
Begin QA System Testing (Midwest)	8/16/2007		< Completed >	100%
Midwest End User Training	9/18/2007		< Completed >	100%
Begin Midwest User Acceptance Testing	9/27/2007		< Completed >	100%
Carolina End User Training		10/24/2007	< Completed >	100%
Carolina User Acceptance Testing			<Pending>	
Midwest Go Live		2/5/2008		
Carolina Go Live		2/15/2008		

Milestone Explanations:

Status Codes

Green – No issues exist that could significantly impact the delivery of the project

Yellow – Issues exist that may impact the successful delivery of the project

Red – Issues exist which must be addressed immediately in order to protect the successful delivery of the project.

Tasks In-Progress	
Rivermine	Customer
<p><u>General</u></p> <ul style="list-style-type: none"> • Customer IT has made internal updates that should allow further testing of Rivermine Web Services Code • Web Services testing is underway • Researching missing header on AP file • Updating DCE code from 80 to 46 • Midwest Invoice Loading • Convert Midwest records to run on Southeast file Change Request: Will create this based on the development effort for Southeast Interface 	<p><u>General</u></p> <ul style="list-style-type: none"> • Evaluating Contract # Issue • Parallel Processing for Midwest invoices • Carolina clean up of Inventory fall out • Carolina UAT

Upcoming Tasks	
Rivermine	Customer
<p><u>General</u></p> <ul style="list-style-type: none"> • Clarity Training • Contract Entry – will begin once we are in production 	<p><u>General</u></p> <ul style="list-style-type: none"> • Clarity Training

Planned Meetings			
Meeting	Responsibility	Date	Attendees

Planned Absences			
Name	Reason for Absence	Start Date	End Date

4.2.1.9.4 The vendor should provide a detailed description of the implementation process being proposed. This description should include, but not be limited to: the resources provided by the vendor and the resources required of the customer.

Please see 4.2.1.9.2 for a description of the implementation process. The Rivermine solution provides you with a professional TEM account team. This includes a dedicated account representative, highly skilled project managers, specialists and Telecom experts. Rivermine and the State of WV will need to staff the project at levels and conditions as required by the detailed implementation project plan. Rivermine will provide this project plan to the State of WV with specific roles, person hours and costs once the project has been scoped in more detail and discovery has been completed.

At a minimum, across all tasks, the project will be staffed with the following Rivermine personnel:

Rivermine Resources

Role	Responsibilities
Implementation Manager	<ul style="list-style-type: none"> ▪ Rivermine's single point of contact throughout the project ▪ Develops and manages project plan ▪ Manages project issues and mitigates risk on behalf of Rivermine ▪ Prepares for and conducts status meetings
Solution Architect	<ul style="list-style-type: none"> ▪ Works with Implementation team and to develop optimal solution approach ▪ Works with integrated team to document processes and requirements ▪ Identifies gaps and works with integrated team to develop resolutions ▪ Assists with interface and configuration designs ▪ Participates in testing activities
Implementation Consultant	<ul style="list-style-type: none"> ▪ Gathers configuration/customization requirements ▪ Performs data loads and migrations ▪ Configures and tests software
Implementation Engineer	<ul style="list-style-type: none"> ▪ Customizes software for requirements not supported by out-of-the-box features
Trainers	<ul style="list-style-type: none"> ▪ Prepares training materials ▪ Facilitates end-user and system admin training sessions

At a minimum, across all tasks, the project will need to be supported by the following State of WV resources:

State of WV Resources

Role	Responsibilities
Project Manager	<ul style="list-style-type: none"> ▪ WV's single point of contact throughout the project ▪ Manages project issues and mitigates risk on behalf of WV ▪ Manages WV resources per the project plan ▪ Requires an average of 30 hours/week for the duration of the project
Data Analyst	<ul style="list-style-type: none"> ▪ Gathers, cleans, and formats inventory into Rivermine templates for uploads into Rivermine. ▪ Requires an average of 40 hours/week until Data Configuration activities are completed as outlined in the Project Plan
Process SMEs	<ul style="list-style-type: none"> ▪ Represents the ordering, provisioning, billing and finance organizations

Role	Responsibilities
	<ul style="list-style-type: none"> ▪ Participates in workshops and JAD sessions to define configuration requirements ▪ Requires an average of 24 hours/week during Requirements Gathering and Acceptance Testing activities as outlined in the Project Plan
Interface Technical Experts	<ul style="list-style-type: none"> ▪ Works with Rivermine engineers to create 3rd party system interface requirements ▪ Works with Rivermine to develop and test interface
Rivermine System Administrator	<ul style="list-style-type: none"> ▪ Maintains accounts, groups and users once Rivermine is released to the State of WV ▪ Maintains dropdown values, reference data and templates once the Rivermine application is released to the State of WV

4.2.1.9.5 The vendor should provide a timeline for implementation along with projected milestones, deliverable dates and a sample implementation plan.

Highly skilled TEM Subject Matter Experts will work closely with your data & detailed functions. Rivermine has provided implementation pricing within the pricing section. Billable hours per job function are dependent on the scope of the engagement. Rivermine is able to provide a scoping session should the State of WV want a more in-depth assessment of project hours. Attached below in Appendix E is a sample implementation plan which highlights resources, tasks and timeframes in detail.

4.2.1.9.6 The vendor should describe their procedure for data conversion of existing data into the proposed application. This description should include, but not be limited to, the type of data that can be converted, the resources required by the Agency, the resources provided by the vendor, and how mismatched data elements are handled.

At the onset of the project, Rivermine will work with Customer to review and obtain access to the appropriate data sources during a Data Requirements Workshop to capture the following types of information: Rivermine user names, service providers, locations, billing accounts, circuit inventory, equipment inventory and cost center hierarchies.

Rivermine and Customer will evaluate data from proprietary sources, CSRs, and vendor invoices to determine quality and level of effort to convert the data into the system. Once the sources are identified and data is compiled, Rivermine will work with Customer to load the inventory into the system via one of three options:

Option 1: Build from invoice (Rivermine Responsible) and supplement from customer data (Customer Responsible) (Cost included in the proposal).

Option 2: Build from invoice (Rivermine Responsible), supplement with other billing data (Rivermine Responsible), and supplement from customer data (Customer Responsible).

Option 3: Complete outsource of inventory build using a variety of data sources (Rivermine Responsible).

4.2.1.9.7 Although not required if the vendor is proposing a vendor hosted implementation option they should describe the implementation process and benefits for the vendor hosted option.

For hosted customers, Rivermine is hosted in a Tier IV Premium SAS70 Type II compliant data center which employs real-time NOC-style processes to monitor and manage its Hosted environments. We constantly monitor dozens of critical parameters pertaining to each customer environment to realize best

performance at given entitlement and activity levels. The Rivermine hosting environment is monitored by multiple & redundant alert systems that watches key system resources in all layers of the infrastructure from power, internet connectivity and bandwidth, system resource utilization (CPU, memory, storage), application processes (web server, app server, database) for availability (up/down) and preset thresholds. In addition, we employ:

- Zoned access throughout Data Center (Biometric hand scanner requires ID card access and hand geometry measurements)
- Security Cameras (Over 100 fixed cameras some with 360 degree, 10X zoom)
- Network Connectivity to hosting site (backbone, site entry/exit facilities, peering arrangements, etc.)
- Power supply model (Diesel generator back-up with 24 hr fuel storage)
- Air conditioning model (16 each AHUs and ACCUs)
- Fire safety infrastructure

For additional details about our hosting environment, please see the attached Rivermine Hosting document in Appendix F below

4.2.1.9.8 The vendor should describe and provide a Train-the-trainer program to the Agency staff. This program should enable the agency to train customers on the web-based applications as defined in Section 1.2. If this level of training is only provided off-site, the vendor's cost proposal must include the price of this training, including all travel, for at least five (5) Agency employees to attend.

In a "typical" implementation, Rivermine University will provide User training early in the project. Rivermine recommends the Customer participate in an application overview and navigation training session conducted during the project kickoff meeting. This is to assist the SMEs, Business Analysts, etc. to better understand the functionality of the software as well understand areas for configuration opportunities. Detailed modular User training of the Customer user community on the modules installed during this project as specified in the detailed project plan and TNA is highly recommended. Group training sessions will be delivered at Customer's site during the project and, as needed, at Rivermine facilities or via web cast. Later in the implementation Rivermine University will provide modular User training to those involved with UAT (User Acceptance Testing). Towards the "Go Live" date Rivermine may again offer modular User training to those who did not attend UAT training. Also around "Go Live" Rivermine will offer Administration/ Configuration training to system administrators. This training will enable the Agency to take ownership of the system and environment prior to go-live so they can support end-users effectively. Rivermine will also offer advanced courses on topics such as Advanced Invoice Analysis, Advanced Reporting, Advanced Contract Management, and Billing Issues.

4.2.1.9.9 The vendor should provide additional training as needed after production implementation. The vendor should include any cost associated with this requirement in Appendix C - Other Costs.

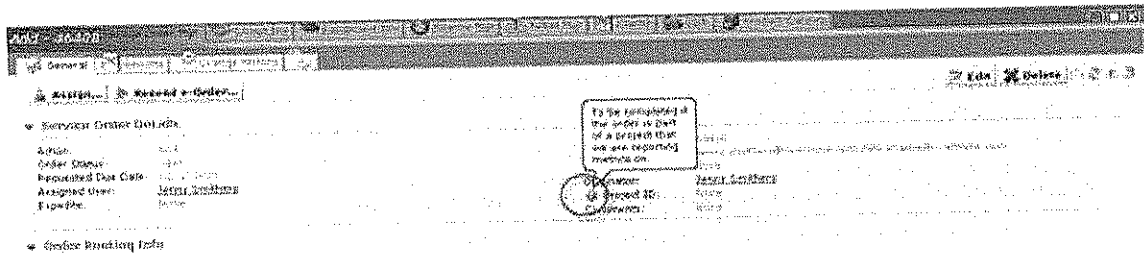
NOTE: NO PRICING SHOULD APPEAR IN THE BODY OF THE VENDOR'S RESPONSE TO THIS RFP. ALL PRICING MUST BE PRESENTED IN THE NOTED COST APPENDICES.

Once the implementation project is over, Rivermine will make available general training sessions on a periodic basis to support new hires and headcount churn at the Customer. Cost for this will be set based upon selected delivery medium (onsite, web, etc.) and content.

4.2.1.10 Service and Support

4.2.1.10.1 The system should support on-line help per screen and should be modifiable by the Agency.

Rivermine supports configurable help text. It can be provided on any or all fields on forms users must complete. See screen shot below.



4.2.1.10.2 The vendor should describe the maintenance and support along with any warranty information covering each component of the system being proposed.

Rivermine's standard warranty period is 90 days. Rivermine warrants that the software will perform in compliance to our documentation.

4.2.1.10.3 All calls for technical support via the toll-free number required in 3.2.7.1 should be answered by a live operator (no IVR or Automated Attendant) between the hours of 8AM and 8PM Eastern Standard Time.

Rivermine Standard Technical Support is available via telephone, email or web. Rivermine provides help desk staffed to respond in person to telephone inquiries between 8am - 8pm EST or 7x24 for extended maintenance plans. All support personnel speak fluent English. We also maintain a 7x24 web-based help desk ticketing system for product requests and support related issues. Rivermine support engineers will communicate with and address issues for our customers from Rivermine facilities. Severity levels and SLAs associated with support responsiveness are detailed in the MSLA Service Addendum.

4.2.1.10.4 System documentation should be available on-line, preferably on the vendor's web site.

Rivermine provides complete user documentation with every major release including the following documentation:

- Rivermine User Guide
- Rivermine Administration Manual
- Rivermine Configuration Manual
- Documentation for purchased modules:
- Rivermine Self Service Manual
- Rivermine Clarity™ Manual
- Rivermine Service Order Manager Manual
- Rivermine Inventory Engine Manual
- Rivermine Finance Manager Manual

For security reason, we do not provide this documentation online, but electronic copies can be made available to the Agency, protected under a mutual NDA.

4.2.1.10.5 System documentation should include database schema information.

As the schema represents a large portion of Rivermine's Intellectual Property, the database schema is available for customers who install the application behind a firewall. Like all Rivermine IP, it will be governed under our mutual non-disclosure terms of this award.

4.2.1.10.6 Please define the type of documentation and assistance provided by the vendor to complete upgrades.

For license customers, included with annual software maintenance and support are Software Updates to latest releases of the licensed modules, both major and minor releases. Software Updates are released on a periodic basis roughly 8 to 10 times per year. Software Updates and Release Notes and Instructions are made available to our customers via the Rivermine Customer Extranet. All release kits include application software and database schema updates and can be applied "in place". All release kits are version backward compatible; therefore, customers can choose to apply a later release and gain all changes made up to and through the release version applied. This capability ensures our clients can easily accommodate internal IT change management procedures.

4.2.1.11 Vendor Qualification

4.2.1.11.1 The vendor should provide at least three (3) customer references where a solution similar to the one in scope is being requested in this procurement document and has been successfully implemented in the last 24 months. At least, one (1) customer reference should be a governmental environment. The annual telecommunications billing for these customer references should be at least \$20,000,000 a year. References should describe, in detail, the type and duration of services, dates of service, and estimated annual billing. See Appendix E for the Customer Reference Form. The Agency reserves the right to contact references, as well as develop its own references.

References are included in Section III below.

4.2.1.11.2 The vendor should provide resumes, qualifications and past experience for all vendor staff committed to the State of WV project. The role of each staff member should also be identified.

Resumes are included in Section IV below.

4.2.1.12 Project Management

4.2.1.12.1 The Vendor should disclose the planned use of any subcontractor(s). At a minimum, the following information should be provided for each subcontractor: the subcontractor's name and address and a brief description of the services they will be performing.

The solution is completely controlled and provided by Rivermine. Outside companies could be utilized for a particular task such as SAI for Call Accounting. From time to time Rivermine may engage other subcontracted resources in employee roles, but these partners have been carefully selected by Rivermine to enhance the offering and are governed by stringent controls to ensure the best solution to the State of WV. We will notify the Agency in the case that this is to occur on this project.

The Rivermine Call Accounting module, powered by SAI, provides a comprehensive set of tools to facilitate call detail gathering, analysis, monitoring, and reporting. Best of all, Rivermine Call Accounting is integrated to the Rivermine TEM solution and aggregates financial and usage data into a single analysis and reporting solution.

SAI, 1106 Windfield Way
El Dorado Hills, CA 95762
Phone: (916) 939-8500

For additional information, please see Appendix G below:

4.2.1.12.2 If the Vendor's solution includes the use of subcontractors, two (2) separate customer references should also be provided for the subcontractor. See Appendix E for the Customer Reference Form. The Agency reserves the right to contact references, as well as develop its own references.

References are included in Section III below.

4.2.1.12.3 During the term of the contract, the Agency should be able to grant prior approval to any additions or changes to the named subcontractors even though the vendor awarded the contract will be responsible for all performance (or non-performance) of all subcontractors.

Rivermine will submit to notification contractually of any staff on the project. However, in practice, if the Agency rejects a project resource, Rivermine will make best efforts to honor that rejection regardless whether that person is an employee or contractor.

4.2.1.12.4 Each key member of the implementation team should be dedicated to the project and not be assigned to any other projects without written approval of the State. The vendor should describe which member of the team for which they have provided resumes are considered "key" implementation team members.

Each key member of the implementation team will be dedicated to the State of WV implementation. These names will be made available at the time of award.

4.2.1.12.5 The Project Manager should: serve as the single point of contact (SPOC) for all problem resolutions, billing issues, installation activity, etc.; be available to the State staff via a nationwide toll free calling service; and be responsible for ensuring appropriate vendor personnel are available to provide overall account management and meet with the Agency staff at their facility on a regularly scheduled basis which will be no less than once a month or as deemed necessary by the Agency.

Rivermine agrees that the Project Manager will be the Rivermine SPOC for all problem resolutions, billing issues, installation activity, etc.; be available to the State staff via a nationwide toll free calling service; and be responsible for ensuring appropriate vendor personnel are available to provide overall account management and meet with the Agency staff at their facility on a regularly scheduled basis which will be no less than once a month or as deemed necessary by the Agency. This role will commence with the kick-off meeting and transition to our Customer Support organization soon after production.

4.2.1.13 System Acceptance

4.2.1.13.1 The vendor should submit their standard of performance as part of the response to this proposal.

4.2.1.14 Financial Activity

4.2.1.14.1 The system should maintain individual and group Accounts Receivable records on all customers. It should allow for aging and the automatic calculation of penalty charges on past due accounts. Vendor should explain how the system addresses this specification.

This is not an out of the box capability, but our Professional Services organization is able to work with the Agency to customize the application to generate invoices to the various organizations and manage the accounts receivable process.

Most Rivermine customers use their financial General Ledger system to track this sort of financial information. Rivermine feeds that information into the G/L via an system-to-system interface, but once submitted to finance, Rivermine does not track the aging without customization.

We have included an allowance "Re-billing Customizations" in the Cost Response, but this estimate is subject to revision pending the completion of Detailed Design.

4.2.1.14.2 The vendor should describe how its system allows payments to be posted in real-time and appropriately credit the customer's account. Vendor should describe how real-time posting is accomplished.

This is not an out of the box capability, but our Professional Services organization is able to work with the Agency to customize the application to generate invoices to the various organizations and manage the accounts receivable process.

Most Rivermine customers use their financial General Ledger system to track this sort of financial information. Rivermine feeds that information into the G/L via an system-to-system interface, but once submitted to finance, Rivermine does not track the aging without customization.

We have included an allowance "Re-billing Customizations" in the Cost Response, but this estimate is subject to revision pending the completion of Detailed Design.

4.2.1.14.3 At the end of each billing, the system should create a file summarizing the financial activity for each accounting code/object code in the format specified by the Office of Technology. Vendor should describe how this process is accomplished.

Rivermine functionality includes supporting telecom expense management accounting functions including managing an accrual process as part of an interface to your AP/GL system, variance reporting at a macro and micro level, and supporting the budget planning and measurement process using standard and ad-hoc reporting. Rivermine's Implementation team will work with the Office of Technology to understand the content and report format and build the various reports in Clarity, Rivermine's reporting tool. We have included an allowance "Re-billing Customizations" in the Cost Response, but this estimate is subject to revision pending the completion of Detailed Design.

4.2.1.14.4 The vendor should describe their system's ability to produce reports related to money collected in one fiscal year which was payment of services for a prior fiscal year. This should also include the details provided for the payment (i.e. date payment made, invoice being paid, amount, source of payment, etc.)

This is not an out of the box capability, but our Professional Services organization is able to work with the Agency to customize the application to produce payment reports across fiscal years. These reports would include date of payment, amount being paid, etc.

We have included an allowance "Re-billing Customizations" in the Cost Response, but this estimate is subject to revision pending the completion of Detailed Design.

4.2.1.14.5 The vendor should describe their system's ability to produce reports for outstanding accounts receivables for both the current and prior fiscal year and the level of detail available.

Rivermine supports the Accrual process which enables customers to estimate their costs for accounting purposes. Rivermine will calculate monthly accruals using an algorithm that incorporates the following principles:

- Amount from missing invoice (take 3 month average of previous three months, when available)
- Amount from invoices entered but not paid
- Amount from circuits not billed on an invoice (using the MRC stored in inventory)

The results of the accruals can be exported as a report or dumped into a flat file based on the requirements defined by the Customer. Additional logic can be incorporated into the principles described above on a time and materials basis.

4.2.1.14.6 The vendor should describe their system's ability to track the Agency's accounts payable by service, by vendor.

As part of the overall invoice processing capability, there are reports (Missing Invoice Report) and search options that summarize missing or duplicate invoice instances. Further, the system also has field validation and drop down lists that aid in preventing the issue of duplication. For example, if a user attempts to enter an invoice number that already exists in the database; they will get an error message and will not be able to continue. Here is an example of our out of the box "Missing Invoice Report"

Finance Account	Month	Invoices Not Received (*)			Total Number Of Missing Invoices
		Jan-2006	Feb-2006	Mar-2006	
AT&T.88800011095.Master			*	*	2
AT&T.FDLB01.Master			*	*	1
AT&T.80802462608.Master			*	*	2
AT&T.FIDB03.Master			*	*	1
AT&T.88000008495.Master			*	*	2
AT&T.80140732431.Master			*	*	2
AT&T.88800023561.Master			*	*	2
AT&T.88000011960.Master			*	*	2
AT&T.80800455802.Master			*	*	2
AT&T.80801932064.Master			*	*	2
AT&T.80802445462.Master			*	*	1
AT&T.FDLB31.Master			*	*	1
AT&T.FDLB32.Master			*	*	1
AT&T.FIP001310.Master			*	*	1
AT&T.EVFIDI.Master			*	*	2
AT&T.88000008420.Master			*	*	2
AT&T.88000008453.Master			*	*	1
AT&T.FIP001198.Master			*	*	1
AT&T.FIP001318.Master			*	*	1
AT&T.FIP001319.Master			*	*	1
AT&T.FIP001320.Master			*	*	2
AT&T.FIP001350.Master			*	*	2
AT&T.80801383193.Master			*	*	1
AT&T.FIDB21.Master			*	*	2
AT&T.88800016185.Master			*	*	2
AT&T.88000008412.Master			*	*	2
AT&T.80801343361.Master			*	*	2
AT&T.88800013083.Master			*	*	2
AT&T.88000010038.Master			*	*	1
AT&T.SIA315.Master			*	*	1

4.2.1.14.7 The vendor should describe their system's ability to produce reports that show by customer account and/or by type of service, vendor or object code, the amount billed by service type, by vendor, the amount billed by the Office of Technology, any additional fees, etc.

Rivermine was designed to transfer as much detail from each invoice as possible into the Rivermine solution. Not only does this allow the invoice to be analyzed, but provides rich information against which our standard and/or ad-hoc report can be utilized. Reports showing account, type of service, vendor, billed, etc., exist out of the box and can easily be extended to support the State of WV requirement. For a similar report that is available out of the box (Spend by Service Type), see the screen shot below.

Shared Reports My Reports Create Report Create Document My Subscriptions History List Preferences Search Help

Rivermine Clarity > Shared Reports > Finance > Comparison of Spend by Service Type

File View Data Format

Row Axis Values Font Size B I U \$ %

PAGE-BY: none Data rows: 9 Data col

Finance Service Provider	Metrics Circuit Type	Spend									
		ATM Port	ATM PVC	ISDN BR	Cell Phone	Cell Phone Clone	Access T1	Access T3	Frame Relay Port	Frame ATM PVC	Phone Number
ATT									\$1,990,470.65		
BellSouth				\$7,236.63							\$35,168.66
Cingular					\$0.00						
MCI		\$295,759.19	\$160,922.76				\$108,101.71	\$92,119.19	\$26,901.12	\$11,048.90	
Nextel											
Verizon				\$39.12							
Verizon South											
Verizon Wireless					\$61,649.95	\$3,386.24					
Total		\$295,759.19	\$160,922.76	\$7,275.75	\$61,649.95	\$3,386.24	\$108,101.71	\$92,119.19	\$2,017,371.77	\$11,048.90	\$35,168.66

4.2.1.15 Pricing

4.2.1.15.1 The vendor should provide an explanation of options for procuring the software including their ability to host the application. If the vendor does have the option to host the application, the Cost Sheets allow for the pricing of this option (though not required)

Pricing is included in the separate Cost Proposal

4.2.1.15.2 If you are responding to the evaluation-based specifications associated with Section 4.2.1.3, Inventory, and a separate component is required, the costs for this component must be included on the appropriate costs sheets.

Pricing is included in the separate Cost Proposal

Section III - References

Rivermine References

OSI (Open Solutions, Inc) – Banking sector

Rosie Medina

+1 713 965 8488

Rosie.medina@opensolutions.com

Summary: Rivermine software customer for 5+ years with \$25 million in spend who has similar rebilling requirements to the State of West Virginia

United States Postal Service

Contracting Officer: Patrick Freeman

+1 336 665 2876

Patrick.j.freeman@usps.gov

Summary: Rivermine is in the process of developing custom enhancements to implement at USPS. Software implementation is in User Acceptance Testing, pending go-live later in 2009. USPS spend under management is more than \$350 million. Initial scope is \$175 million in data networking spend.

Sodexo Inc.

Rob Ingalls

Senior Telecom Manager

+1 301

Summary: Software customer for 4+ years, primarily managing wireless and voice network spend of \$20 million annually.

Subcontractor SAI References

Call Accounting reference for Rivermine partner SAI/SierraGold

Reference 1: Mr. Robert Busch, ISS Fiscal Manager

Palm Beach County

Palm Beach, FL

561.355.2918

rbusch@pbcgov.org

Mr. Bob Besthorn, Manager Communication Services

Franklin Templeton Technologies

Rancho Cordova, CA

916-463-4494

bbest@frk.com

Section IV - Resumes of Key Resources

Christopher Corr - Public Sector Practice Lead

Jan 2008 to present

Mr. Corr will be responsible for the overall relationship between the Rivermine and the State of West Virginia. As Public Sector Practice Lead, Mr. Corr is responsible for growing Rivermine's Public Sector business while ensuring high levels of customer satisfaction. He is responsible for all Federal and State activity, including ongoing work at the U.S. Postal Service, and Nuclear Regulatory Commission, and Dept. of Defense.

Strategic Account Manager, Jan 2005 – Dec 2007

IBM (2007) -- conducted product demonstrations with prospects and partner personnel around the world (Germany, Netherlands, Singapore, Malaysia, Aus/NZ, UK, France, Finland, Sweden, etc), delivered global marketing and partnership documents, led solution JAD sessions, created detailed revenue and cost models for partner, led 30 man-month project to produce and edit numerous joint marketing materials

Accenture (2006-7) - took over relationship with this challenging global team (counterparts in Paris, London, and Bratislava), greatly improved customer satisfaction, completed North American deployment and planned global rollout (starting in Spain, UK, Italy)

Capital One Financial (2005) - Took over as project manager on this large customized implementation, reworked phasing plan to get value to customer quicker and establish credibility, trained new hires to become chargeable in his first week with the company, established standards for project documentation, designed and documented complex telecom invoice cost allocation methodology that became the standard for the core product, managed follow-on project for a new financial planning and budgeting module.

Marriott International (2003-2004) - Led multi-phased implementation, established custom delivery plan for add-on work. Supervised engineers in delivery of custom software, coordinated testing with client personnel, developed and delivered end user training. Sold and delivered \$200k+ follow-on services work.

Director of Finance, Jan 2003- Jan 2005

Accenture, Sept 1992 – November 2001

Kevin Harrison, VP of Professional Services

Aug 2003 to present

Mr. Harrison will have responsibility for the Rivermine software implementation at the State of West Virginia. Mr. Harrison has been with Rivermine since 2003, growing from Implementation Manager to his current role.

Other personnel

In addition to the executives above, Rivermine will staff an Implementation Manager, Implementation Consultant, and Implementation Engineer on the project. Resources will be determined at the time of award based on the final contract. All assigned resources are subject to Agency approval as requested.

Section V - Purchasing Affidavit and Disclosure of Subcontractors

Subcontractors anticipated in the delivery of this award

SAI

Contact: Brad Hall

VP, Business Development

brad@sierragold.com

1106 Windfield Way

El Dorado Hills, CA 95762

www.sierragold.com/

The signed purchasing affidavit is attached in Appendix D

Appendix A: Vendor Profile

Company Information

Rivermine is a privately held business founded in 1989 as CICAT Networks as a telecommunications network consultancy. In 1996 TelcoExchange.com was launched to provide an e-commerce web portal to price and order telecommunications services. In 1998 the company released its first generation software a Service Order Management module and followed that in 1999 with the second generation for pricing, ordering and managing telecom circuits. By 2000, TelcoExchange's LOTS (Line Order Tracking System) software had been used by hundreds of customers to process telecom orders. In 2001 TelcoExchange sold its first software license to Agere Systems Inc. With many of the original founders and developers still on staff, in 2004 TelcoExchange changed its name to Rivermine Software, Inc. and began its mission as a fully-focused software applications provider. Rivermine no longer offers managed services as a core-competency but now looks to robust business partners to provide these complimentary services (such is the additional dialog we welcome with Accenture).

As the years have gone by, Rivermine's software has grown to manage not just voice, data and Internet services but also wireless, pagers, PDA's, calling cards and home Internet connections. The inventory-centric solution has been developed over the years to provide integrated, centralized management for all purchase requests, order placement, order tracking, inventory management, vendors, users, and billing.

Company Name: Rivermine Software, Inc.

RFP Contact Person(s):

Primary	Name:	Christopher Corr
	Title:	Regional Sales Manager
	Address:	3975 Fair Ridge Drive, Suite 350 South Fairfax, VA 22033
	Phone:	+1 703 880 6646
	Fax:	+1 703 995 6060
	E-mail:	christopher.corr@rivermine.com

Secondary	Name:	Mike Deasy
	Title:	Solution Architect
	Phone:	+1 972 618 1351
	E-mail:	Mike.deasy@rivermine.com

Appendix B: Minimum Technical Requirement

MINIMUM TECHNICAL REQUIREMENTS Rivermine Technical Document

Last Updated: May 21, 2009

- System Administrators
- DBAs
- Account Administrators
- Group Administrators
- Users

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Printed in the United States of America.

OVERVIEW

This document provides the minimum technical requirements for Rivermine Software Version 6.1.

It is intended to be used as a guideline. For specific sizing needs, please contact your sale representative

RIVERMINE CLIENT REQUIREMENTS

Rivermine Client		
Rivermine Software Version		
Type	Component	V6.1
Hardware	CPU	Intel x86 or AMD
	Memory	512MB (1GB*)
Software	Web Browser	Internet Explorer v6.0.x Internet Explorer v7.0.x Firefox v2.x
	JavaScript	Enable
	Operating System	Windows XP Pro Windows Vista
* 1GB for desktops running the Rivermine Clarity Desktop component also.		

RIVERMINE APPLICATION SERVER REQUIREMENTS

Rivermine Application Server		
Type	Component	Rivermine Software Version
Hardware	CPU	V6.1 <ul style="list-style-type: none"> • 2-way Sun UltraSPARC (II, III) 1050MHz • 2-way Intel x86 2GHz • 2-way AMD Opteron x86 2GHz
	Memory	4GB Wireless Portal: If customer is deploying the Wireless Portal as part of the solution, then 1GB of additional memory is required for every 250 concurrent Wireless Portal users.
Software	Operating System	Tier 1: * <ul style="list-style-type: none"> • Solaris 10 – Sun UltraSPARC and AMD Opteron • Red Hat Enterprise Linux AS release 4 (Nahant Update 2) – Intel and AMD Opteron Tier 2: ** <ul style="list-style-type: none"> • AIX 5.3 ML 1 – IBM PowerPC
	Disk Space	20GB - large electronic bills and/or call detail records may require more disk storage space
	J2EE Application Server	Apache TOMCAT 6.0.13*
	Java Development Kit	JSDK 1.5.0_x (where x is 06 or later)
	JDBC Driver	Oracle 10.2.0.x where x is equal to or higher than 4*** Oracle 11.0.x ***
Web Server	Apache HTTP Server 2.2.x	

Rivermine Application Server

* Tier 1 Primary operating systems supported by Rivermine Software. All major, minor, and fix bundle releases are tested on Tier 1 operating systems.

** Tier 2 Secondary operating systems supported by Rivermine Software. Only major releases are tested on Tier 2 operating systems.

*** JDBC Driver version should match the Database version

RIVERMINE DATABASE SERVER

Rivermine Database Server		
Type	Rivermine Software Version	
	Component	V6.1
Hardware	CPU	<ul style="list-style-type: none"> • 2-way Sun UltraSPARC (II, III) 1050MHz • 2-way Intel x86 2GHz • 2-way AMD Opteron x86 2GHz
	Memory	4GB
Software	Database Server	<ul style="list-style-type: none"> • Oracle 10.2.0.x where x is equal to or higher than 4 (Daylight Saving Time Compatible) • Oracle 11.0.1.x
	Disk Space	50GB
	Database Character Set	Character set: UTF-8 Oracle: UTF-8 character set is WE8MSWIN1252

RIVERMINE CLARITY

Rivermine Clarity™ Intelligence Server ³		
Rivermine Software Version		
Type	Component	V6.1
Hardware	CPU	<p>Note: A 64-bit Processor is required:</p> <ul style="list-style-type: none"> • 2-way Sun UltraSPARC (II, III, IV or T1) 1050MHz • 2-way Intel XEON EM64T 2.8GHz • 2-way AMD Opteron x86 2GHz
	Memory	2GB
Software	Operating System	<p>Note: The kernel must be compiled in 32-bit / 64-bit compatibility mode or 64-bit if only running 64-bit applications:</p> <p>Tier 1: **</p> <ul style="list-style-type: none"> • Solaris 10 (Sun recommended Patch Cluster dated 09/01/06 or later and patch 116833-22 or higher) • Red Hat AS v.4.0 (Base Version Release 2/05 Update 5 or higher) <p>Tier 2: ***</p> <ul style="list-style-type: none"> • AIX 5.3 ML 1
	XTerminal Client	Required to administer the Rivermine Clarity Reporting and Analytics Module
	Disk Space	4GB
	Swap Space	4GB
<p>* This table incorporates, at the time of publication, a subset of the MicroStrategy recommended minimum technical requirements. Rivermine recommends comparing these requirements to the latest MicroStrategy published minimum technical requirements every time an implementation decision is required. You can find the most up-to-date MicroStrategy product requirements on their website (www.microstrategy.com) or with documentation included in their standard software distribution package.</p> <p>** Tier 1 Primary operating systems supported by Rivermine Software. All major, minor and fix bundle releases are tested on Tier 1 operating systems.</p> <p>*** Tier 2 Secondary operating systems supported by Rivermine Software. Only major releases are tested on Tier 2 operating systems.</p>		

RIVERMINE MISCELLANEOUS

The following requirements apply only if LDAP is implemented:

Rivermine LDAP Authentication		
Rivermine Software Version		
Type	Component	V6.1
Software	Directory Server	Sun ONE directory Server V 5.2 which supports LDAP V 3.0

Appendix C: Clarity - Analytics, Dashboards & Reports

The follow table lists all of the available out-of-the-box reports. A sample of screen shots the follows. A full set can be provided electronically.

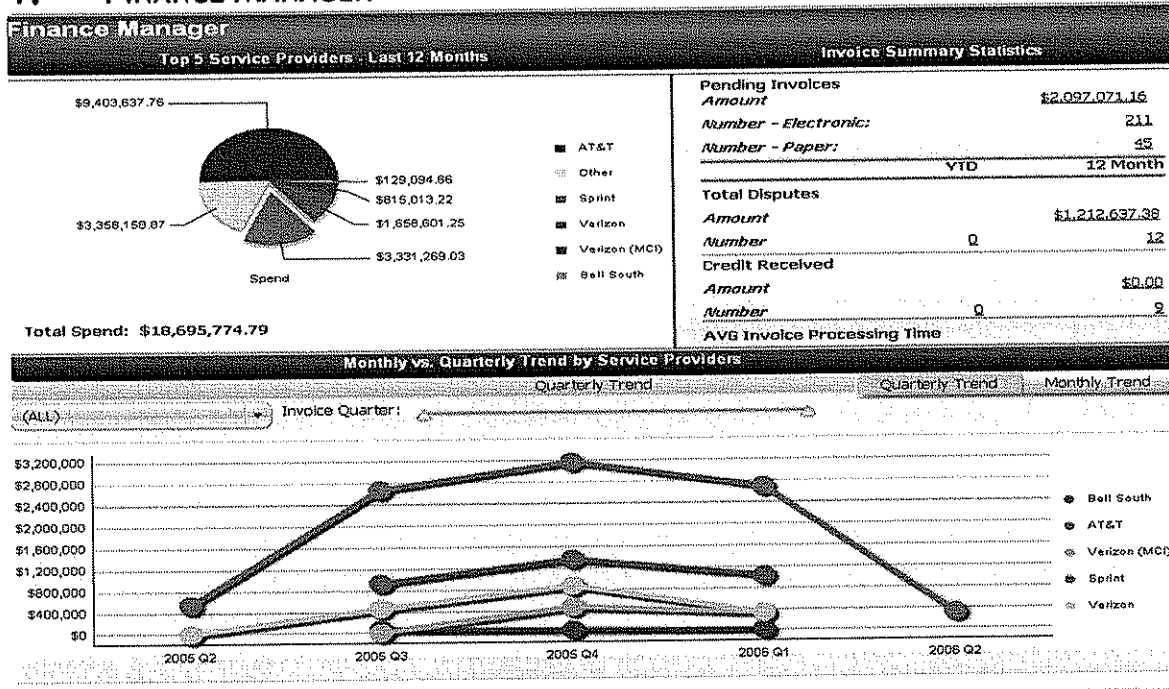
Functional Type	Functional Area	Name	Description
Dashboard	Dispute Mgmt	Dispute Management/Cost Savings	Provides total cost savings collected by service provider. Enables quick information on metrics by dispute claim type and all open issue counts.
Flash Dashboard	Finance	Finance Manager	Provides a dashboard of 12 month and YTD stats on invoice and spend information.
Flash Dashboard	Finance	Invoice Processing Manager	Provides invoice processing summary level information and invoice analyst statistics and
Flash Dashboard	Finance	Vendor Exceptions Scorecard	This dashboard provides all exceptions by one, many or all vendors which supports exception counts by summary and trend metrics for invoice and line item issues.
Dashboard	Finance, Inventory	Vendor Scorecard	Vendor Scorecard provides ordering, circuit, invoice monthly and yearly stats all at an executive view by Service Provider.
Dashboard	Inventory	Inventory Manager	Provides circuit distribution stats on circuit type counts by both circuit type and by Service Provider.
Dashboard	Provisioning	Provisioning Manager	Provides Provisioning status and milestone information and order counts. Order milestone details drillable.
Dashboard	Wireless	Wireless Dashboard	The Wireless Dashboard provides executive view into Wireless spend and device tracking.
What If	Inventory	Network Migration	Network Conversion What If Scenario to enable costs associated with making a network change/improvement
KPIs	Finance	Industry/Internal Benchmark	Cycle time to process invoices
KPIs	Finance	Industry/Internal Benchmark	Cycle time to resolve a dispute
KPIs	Finance	Industry/Internal Benchmark	% Telecom cost savings via TEM automation (not including contract renegotiation/sourcing)
KPIs	Finance	Industry/Internal Benchmark	\$\$ Telecom cost savings via TEM automation (not including contract renegotiation/sourcing)

Functional Type	Functional Area	Name	Description
KPIs	Finance	Industry/Internal Benchmark	% Electronic vs. manual invoices
KPIs	Finance	Industry/Internal Benchmark	Average wireless cost by cell device
KPIs	Finance	Internal Process	Spend vs. Budgeted Amount
KPIs	Order	Industry/Internal Benchmark	Average time to process a MACD - cycle time
Report	Dispute Mgmt	Billing Disputes by Analyst	Provides an audit manager view of how each analyst is performing based on all open and closed issues.
Report	Dispute Mgmt	Billing Disputes by Vendor	This enables a billing dispute summary of all open issues by vendor.
Report	Dispute Mgmt	Billing Disputes with Follow Up Action	This report specifically reports all open claims that have follow up action. This enables escalation based on number of days open and provides the history status of the claim.
Report	Dispute Mgmt	Cost Savings by Claim Type	Provides a report that totals the cost savings reported by each dispute claim type.
Report	Dispute Mgmt	Cost Savings by Vendor	Enables a report card view of how each vendor is performing based on amount of cost savings disputed in addition to what has actually been received.
Report	Dispute Mgmt	Cost Savings Trend	Trend report depicts the month status of cost saving collected over a period of time.
Report (new)	Finance	Actuals & Accruals vs. Budget	This report will support the total spend by finance account per month and also the accruals amount in the case invoices are missing. The budget amount by timeframe and carrier is also factored in.
Report (new)	Finance	Call Detail Report	This report provides call detail record information to be selected by service provider, minimum and maximum minute counts, duration, and city/state for both inbound and outbound calling.
Report	Finance	Comparison of Spend by Service Provider	Report on Spend by all or selected Service Providers with filtering by date.
Report	Finance	Comparison of Spend by Service Type	Report on Spend by Service Type by Service Provider with prompted date and type selection.

Functional Type	Functional Area	Name	Description
Report	Finance	Exceptions List by Service Provider	Provides a list of flagged audit exceptions by Service Provider and finance account.
Report (new)	Finance	Exceptions Summary by Invoice	Provides exception details by monthly date prompted selection by invoice level.
Report (new)	Finance	Exceptions Summary by Line Item	Provides exception details by monthly date prompted selection for invoice line items.
Report	Finance	Invoices not Received	Provides visibility into invoices per account that have not been received.
Report (new)	Finance	Longest Duration Calls	This report enables the ability to select a duration timeframe maximum and minimum threshold to evaluate longest duration calls.
Report	Finance	MARC Report	This is report shows the cumulative and actual expenses against the commitment goals for Minimum Annual Revenue Commitment per service provider.
Report	Finance	Monthly Invoice Spend by Account	Provides all invoices by account.
Report	Finance	Monthly Trend by Service Provider	Provides a monthly trend for a Service Provider by timeframe - date filtering.
Report (new)	Finance	Subline Item Summary	Provides a list and count of all subline item summary detail by date selection.
Report	Finance	USOC Summary	Provides USOC information by account and invoice levels
Report	Inventory	Circuit Type Distribution	This report shows the break up of the number of in-service circuits by the various circuit types.
Report	Inventory	Circuit Type Install Trend	This report will show the number of circuits installed per circuit type during a date specific time by Service Provider(s) selected.

Sample Reports

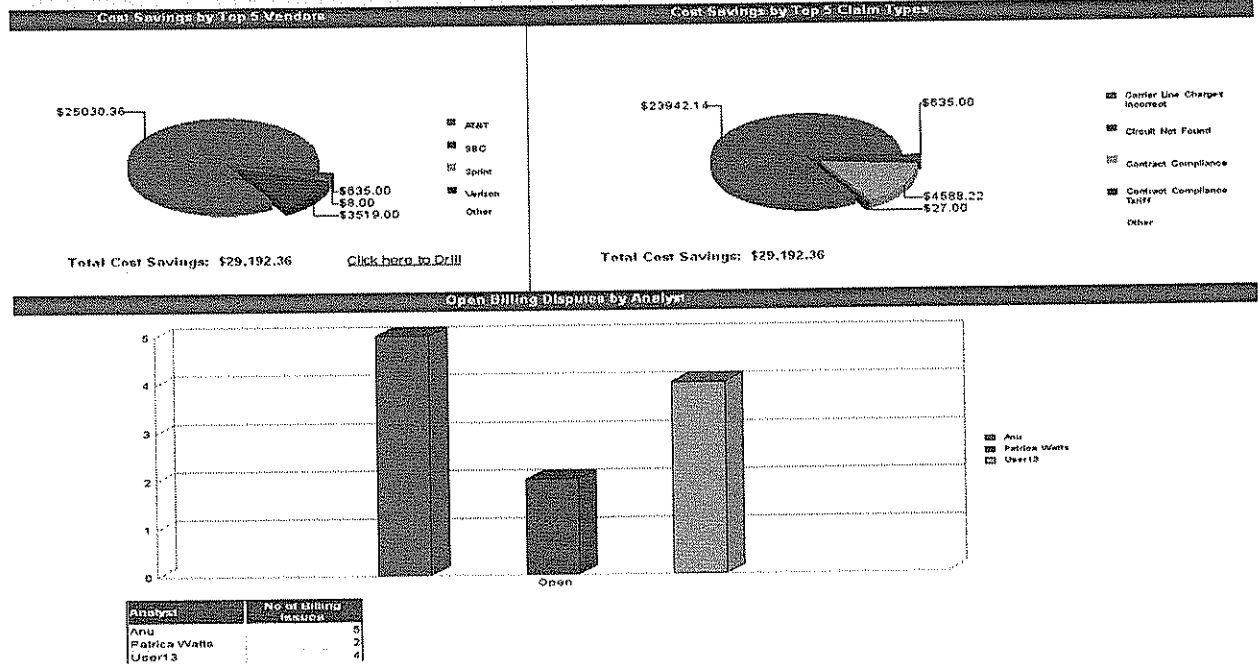
1. FINANCE MANAGER



- Description:** This dashboard depicts high level spend trend and invoice summary statistics. Both YTD and a 12 month view provide total and monthly costs for the top 5 vendors. Drill down is provided on invoice and dispute status details in Rivermine. Now offered in new adobe flash mode which provides dynamic updates on the fly to the data provided. Statistics can change by moving the levers and the drop down list options shown above. Trends now offered both by qtr and by month.
- User:** Finance executive, finance manager, telecom manager, audit manager
- Benefit:** This provides a high level executive and management view of telecom spend trend by YTD and 12 month view by the top 5 carriers. This will benefit current spend statistics as well as budgeting and forecasting information for the top 5 spend carriers.

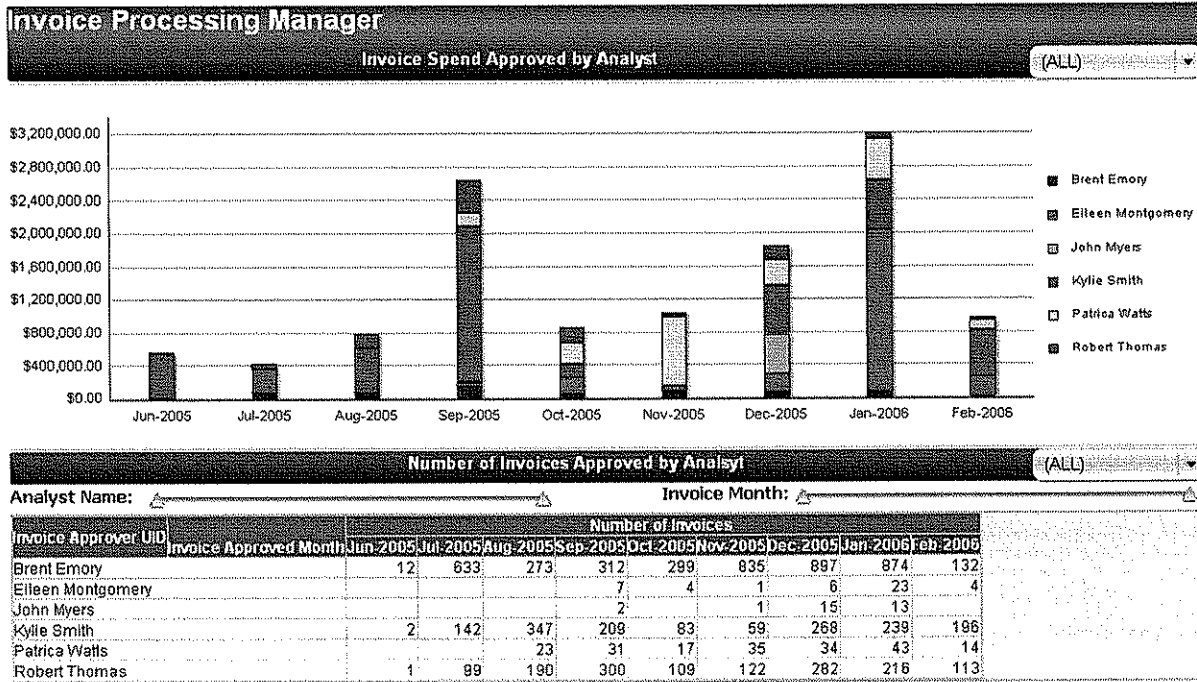
2. DISPUTE MANAGEMENT DASHBOARD

Dispute Management/Cost Savings



- **Description:** This dashboard depicts total cost savings broken down by vendor. Also delivers metrics on the top dispute types.
- **User:** Finance executive, finance manager, audit manager, telecom manager
- **Benefit:** Provides total cost savings by top vendors with drillable action into the invoice and cost savings details. Remaining vendors are totaled within the 'other' category. Metrics also shown to depict what type of cost savings by claim type. The open issue count provides stats on open disputes.

3. INVOICE PROCESSING MANAGER



- **Description:** This dashboard depicts billing processing status at critical point of invoices ready for payment. Also measures each analyst by both number of invoices and also invoice amount to be analyzed. Now offered in new adobe flash mode which provides dynamic updates on the fly to the data provided. Statistics can change by moving the levers and the drop down list options shown above.
- **User:** Finance manager, telecom manager, invoice supervisor
- **Benefit:** This provides the telecom or invoice processing manager view of current work ready for payment and also billing analyst status by one, many or all vendors.

Appendix D: Purchasing Affidavit

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RFQ No. F5CK 0009STATE 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>.



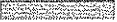
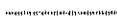




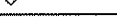
Under penalty of law for false swearing (*West Virginia Code* §61-5-3), it is hereby certified that the vendor affirms and acknowledges the information in this affidavit and is in compliance with the requirements as stated.

Vendor's Name: Rivermine Software, Inc.Authorized Signature: [Signature]Date: 1 October 2009

Purchasing Affidavit (Revised 01/01/09)










Appendix E: Sample Workplan

Rivermine Base Implementation Sample Project Plan								26	29
ID	% Complete	Task Name	Duration	Start	Finish	Resource Initials			
1	0%	Project Management	66 days	Fri 2/16/07	Fri 5/18/07				
2	0%	Kick-off Project	6 days	Fri 2/16/07	Fri 2/23/07				
3	0%	Prepare kickoff meeting materials	3 days	Fri 2/16/07	Tue 2/20/07	R-PM			
4	0%	Conduct kickoff meeting	1 day	Fri 2/23/07	Fri 2/23/07	R-PM,R-C,R-E,C-PM,C-DA,C-PSME,C-ISME			
5	0%	Create Project Plans	6 days	Tue 2/20/07	Tue 2/27/07				
6	0%	Prepare Rivermine project plan	4 days	Tue 2/20/07	Fri 2/23/07	R-PM			
7	0%	Review Rivermine project plan	2 days	Mon 2/26/07	Tue 2/27/07	R-PM,C-PM			
8	0%	Baseline Rivermine project plan	0 days	Tue 2/27/07	Tue 2/27/07	R-PM			
9	0%	Conduct Weekly Status Meetings	60 days	Mon 2/26/07	Fri 5/18/07				
10	0%	Prepare/Distribute Status Report	60 days	Mon 2/26/07	Fri 5/18/07	R-PM			
11	0%	Conduct Status Meetings	60 days	Mon 2/26/07	Fri 5/18/07	R-PM			
12	0%	Technical Environments	59 days	Tue 2/20/07	Fri 5/11/07				
13	0%	Establish Rivermine Sandbox Environment	2 days	Tue 2/20/07	Wed 2/21/07	R-E			
14	0%	Prepare Application Server	2 days	Tue 2/20/07	Wed 2/21/07	R-E			
15	0%	Prepare Database Server	2 days	Tue 2/20/07	Wed 2/21/07	R-E			
16	0%	Install software	1 day	Tue 2/20/07	Tue 2/20/07	R-E			
17	0%	Establish Customer Test Environment	10 days	Mon 4/2/07	Fri 4/13/07	C-IT			
18	0%	Prepare Application Server	10 days	Mon 4/2/07	Fri 4/13/07	C-IT			
19	0%	Prepare Database Server	10 days	Mon 4/2/07	Fri 4/13/07	C-IT			
20	0%	Prepare Clarity Intelligence Server	10 days	Mon 4/2/07	Fri 4/13/07	C-IT			
21	0%	Install software	10 days	Mon 4/2/07	Fri 4/13/07	C-IT			
22	0%	Apply Schema From Rivermine Sandbox	1 day	Fri 4/13/07	Fri 4/13/07	C-IT			
23	0%	Establish Customer Production Environment	5 days	Mon 5/7/07	Fri 5/11/07	C-IT			
24	0%	Prepare Application Server	5 days	Mon 5/7/07	Fri 5/11/07	C-IT			
25	0%	Prepare Database Server	5 days	Mon 5/7/07	Fri 5/11/07	C-IT			
26	0%	Prepare Clarity Intelligence Server	5 days	Mon 5/7/07	Fri 5/11/07	C-IT			
27	0%	Install software	5 days	Mon 5/7/07	Fri 5/11/07	C-IT			
28	0%	Apply Schema From Rivermine Sandbox	1 day	Fri 5/11/07	Fri 5/11/07	C-IT			
29	74%	Software Configuration/Deployment	83 days	Wed 2/21/07	Fri 6/15/07				
30	73%	Analysis	14 days	Wed 2/21/07	Mon 3/12/07				

Project: Project Plan Date: Thu 4/17/08	Task 	Milestone 	External Tasks 
	Split 	Summary 	External Milestone 
	Progress 	Project Summary 	Deadline 

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Rivermine Base Implementation Sample Project Plan							
ID	% Complete	Task Name	Duration	Start	Finish	Resource Initials	
31	40%	Conduct Requirement Workshops	14 days	Wed 2/21/07	Mon 3/12/07		26 29
32	100%	Ordering/Provisioning Workshop	1 day	Wed 2/21/07	Wed 2/21/07	R-PM,R-C,C-PM,C-PSME	
33	100%	Inventory Data Workshop	1 day	Mon 2/26/07	Mon 2/26/07	R-PM,R-C,C-PM,C-PSME	
34	100%	Financial Workshop	1 day	Wed 2/21/07	Wed 2/21/07	R-PM,R-C,C-PM,C-PSME	
35	100%	AP/GL Interface Workshop	1 day	Wed 2/21/07	Wed 2/21/07	R-PM,R-C,C-PM,C-PSME,C-ISME,R-E	
36	0%	Reporting Workshops	1 day	Mon 3/5/07	Mon 3/5/07	R-PM,R-C,C-PM,C-PSME	
37	0%	Follow-up Workshops	5 days	Tue 3/6/07	Mon 3/12/07	R-PM,R-C,C-PM,C-PSME	
38	100%	Document Requirements	12 days	Wed 2/21/07	Thu 3/8/07		
39	100%	Gather Requirements	5 days	Wed 2/21/07	Tue 2/27/07	R-C,R-E	
40	100%	Review Draft Requirements Document	2 days	Wed 2/28/07	Thu 3/1/07	C-PM,C-PSME,C-ISME,R-PM,R-C,R-E	
41	100%	Update Requirement Document	1 day	Fri 3/2/07	Fri 3/2/07	R-C,R-E	
42	100%	Sign-off Requirements Document	4 days	Fri 3/2/07	Thu 3/8/07	R-PM,C-PM	
43	100%	Design	12 days	Fri 3/9/07	Mon 3/26/07		
44	100%	Develop Configuration Design Documents	12 days	Fri 3/9/07	Mon 3/26/07		
45	100%	Prepare Configuration Design Document	5 days	Fri 3/9/07	Thu 3/15/07	R-C	
46	100%	Review Configuration Design Document	5 days	Fri 3/16/07	Thu 3/22/07	C-PM,C-DAC,PSME,C-ISME	
47	100%	Update Configuration Design Document	2 days	Fri 3/23/07	Mon 3/26/07	R-C	
48	100%	Sign-off Configuration Design Document	0 days	Mon 3/26/07	Mon 3/26/07	R-PM,C-PM	
49	100%	Develop Interface Design Documents	12 days	Fri 3/9/07	Mon 3/26/07		
50	100%	API/GL Interface	12 days	Fri 3/9/07	Mon 3/26/07		
51	100%	Prepare Interface Design Document	5 days	Fri 3/9/07	Thu 3/15/07	R-E	
52	100%	Review Interface Design Document	5 days	Fri 3/16/07	Thu 3/22/07	R-PM,C-DAC,PSME,C-ISME	
53	100%	Update Interface Design Document	2 days	Fri 3/23/07	Mon 3/26/07	R-E	
54	100%	Sign-off Interface Design Document	0 days	Mon 3/26/07	Mon 3/26/07	R-PM,C-PM	
55	94%	Software Configuration	54 days	Tue 3/27/07	Fri 6/8/07		
56	93%	Setup Modules	54 days	Tue 3/27/07	Fri 6/8/07		
57	100%	Service Order Manager	14 days	Tue 3/27/07	Fri 4/13/07		
58	100%	Install base email templates	14 days	Tue 3/27/07	Fri 4/13/07		
59	100%	Setup email routing	14 days	Tue 3/27/07	Fri 4/13/07	R-C	
60	100%	Install base milestone templates	14 days	Tue 3/27/07	Fri 4/13/07	R-C	

Project: Project Plan Date: Thu 4/17/08	Task 	Milestone 	External Tasks 
	Split 	Summary 	External Milestone 
	Progress 	Project Summary 	Deadline 

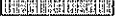

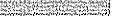
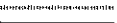


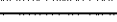


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Rivermine Base Implementation Sample Project Plan									
ID	% Complete	Task Name	Duration	Start	Finish	Resource Initials			
61	100%	Circuit Inventory Engine	14 days	Tue 3/27/07	Fri 4/13/07				
62	100%	Install base inventory templates	14 days	Tue 3/27/07	Fri 4/13/07	R-C			
63	100%	Configure billing account template	14 days	Tue 3/27/07	Fri 4/13/07	R-C			
64	100%	Configure location template	14 days	Tue 3/27/07	Fri 4/13/07	R-C			
65	100%	Equipment Inventory Engine	14 days	Tue 3/27/07	Fri 4/13/07				
66	100%	Install base equipment templates	14 days	Tue 3/27/07	Fri 4/13/07	R-C			
67	81%	Financial Manager	54 days	Tue 3/27/07	Fri 6/8/07				
68	100%	Configure financial account template	14 days	Tue 3/27/07	Fri 4/13/07	R-C			
69	100%	Install 5 electronic invoices readers	14 days	Tue 3/27/07	Fri 4/13/07	R-C			
70	100%	Configure cost allocation	14 days	Tue 3/27/07	Fri 4/13/07	R-C			
71	0%	Configure 1 master contract template	10 days	Mon 5/28/07	Fri 6/8/07	R-C			
72	93%	Clarify	8 days	Thu 4/12/07	Mon 4/23/07	R-C			
73	100%	Install 40 base reports/dashboards	8 days	Thu 4/12/07	Mon 4/23/07	R-C			
74	90%	Configure metadata with new template attributes	8 days	Thu 4/12/07	Mon 4/23/07	R-C			
75	90%	Configure 5 new reports	8 days	Thu 4/12/07	Mon 4/23/07	R-C			
76	100%	Develop Interfaces	10 days	Fri 4/6/07	Thu 4/19/07				
77	100%	Outbound API/GL	10 days	Fri 4/6/07	Thu 4/19/07	R-E			
78	23%	Testing	77 days	Thu 3/1/07	Fri 6/15/07				
79	97%	QA/System Test	55 days	Mon 4/2/07	Fri 6/15/07				
80	100%	Prepare System Test Plans	5 days	Mon 4/2/07	Fri 4/6/07	R-C,R-E			
81	90%	Execute System Test Plans	5 days	Mon 6/11/07	Fri 6/15/07	R-C,R-E			
82	100%	Resolve Test Problems	7 days	Mon 4/9/07	Tue 4/17/07	R-C,R-E			
83	90%	Internal QA Sign-off	0 days	Tue 4/17/07	Tue 4/17/07	R-PM			
84	0%	User Acceptance	52 days	Thu 3/1/07	Fri 5/11/07				
85	0%	Customer Prepare UAT Test Plans	38 days	Thu 3/1/07	Mon 4/23/07	C-ISME,C-PSME			
86	0%	Migrate Software Configurations to Customer Test	3 days	Tue 4/24/07	Thu 4/26/07	R-E			
87	0%	Migration/Build Production Inventory to Customer Test	3 days	Wed 4/18/07	Fri 4/20/07	R-E			
88	0%	Kick-off UAT	1 day	Mon 4/30/07	Mon 4/30/07	R-PM			
89	0%	Execute UAT	5 days	Tue 5/1/07	Mon 5/7/07	C-PM,C-ISME,C-PSME			
90	0%	Document/Resolve Test Problems	5 days	Mon 5/7/07	Fri 5/11/07	R-E,R-C			

Project: Project Plan Date: Thu 4/17/08	Task	Milestone	External Tasks
	Split	Summary	External Milestone
	Progress	Project Summary	Deadline

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Rivermine Base Implementation Sample Project Plan							
ID	% Complete	Task Name	Duration	Start	Finish	Resource Initials	
91	0%	Sign-off UAT	0 days	Fri 5/11/07	Fri 5/11/07	R-PM,C-PM	28 29
92	0%	Deployment	8 days	Mon 5/14/07	Wed 5/16/07		
93	0%	Migrate Software Configurations to Customer Prod	3 days	Mon 5/14/07	Wed 5/16/07	R-E	
94	0%	Migration/Build Production Inventory to Customer Prod	3 days	Mon 5/14/07	Wed 5/16/07	R-E	
95	0%	Test Migration	2 days	Thu 5/10/07	Fri 5/11/07	R-C,R-E	
96	100%	Inventory Build	34 days	Tue 2/27/07	Fri 4/13/07		
97	100%	Prepare and Load Reference Data	12 days	Tue 2/27/07	Wed 3/14/07		
98	100%	Gather complete list of Users & Roles	10 days	Tue 2/27/07	Mon 3/12/07	C-DA	
99	100%	Gather complete list of Service Providers	10 days	Tue 2/27/07	Mon 3/12/07	C-DA	
100	100%	Gather a complete list of Billing Accounts	10 days	Tue 2/27/07	Mon 3/12/07	C-DA	
101	100%	Gather a complete list of Locations	10 days	Tue 2/27/07	Mon 3/12/07	C-DA	
102	100%	Load Reference Data	2 days	Tue 3/13/07	Wed 3/14/07	R-C	
103	100%	Prepare and Load Inventory Data	22 days	Thu 3/15/07	Fri 4/13/07		
104	100%	Obtain Inventory from miscellaneous sources	22 days	Thu 3/15/07	Fri 4/13/07	C-DA	
105	100%	Compile and load Inventory	22 days	Thu 3/15/07	Fri 4/13/07	R-C	
106	42%	Training	39 days	Mon 4/9/07	Thu 5/31/07		
107	88%	End-User Training	13 days	Mon 4/9/07	Wed 4/25/07		
108	100%	Prepare Training Materials	5 days	Mon 4/9/07	Fri 4/13/07	R-T	
109	100%	Prepare Training Environment	10 days	Mon 4/9/07	Fri 4/20/07	R-T	
110	0%	Execute Training	2 days	Tue 4/24/07	Wed 4/25/07	R-T	
111	0%	Administration/Configuration Training	7 days	Mon 5/21/07	Tue 5/29/07		
112	0%	Prepare Training Materials	5 days	Mon 5/21/07	Fri 5/25/07	R-T	
113	0%	Prepare Training Environment	5 days	Mon 5/21/07	Fri 5/25/07	R-T	
114	0%	Execute Training	2 days	Mon 5/28/07	Tue 5/29/07	R-T	
115	0%	Advanced Contract Management Training	9 days	Mon 5/21/07	Thu 5/31/07		
116	0%	Prepare Training Materials	5 days	Mon 5/21/07	Fri 5/25/07	R-T	
117	0%	Execute Training	2 days	Wed 5/30/07	Thu 5/31/07	R-T	
118	0%	Go-Live	5 days	Mon 5/14/07	Fri 5/18/07		

Project: Project Plan Date: Thu 4/17/08	Task		Milestone		External Tasks	
	Split		Summary		External Milestone	
	Progress		Project Summary		Deadline	

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Appendix F: Rivermine Hosting

Rivermine Hosting

Facility description of the hosting site

- Tier IV Premium SAS 70 Type II compliant datacenter
- 153,800 sq. ft. building
- No advertising name (plain wrapper)
- Interior and exterior security managed 24/7 by permanently assigned staff

Zoned access throughout Data Center

- Biometric hand scanner requires ID card access and hand geometry measurements
- Customer IDC access and contacts managed via Siebel
- Current government-issued picture ID required
- ID badge and biometric hand scan to man trap with badge reader
- Second hand scans to gain access to raised floor Biometric scanner captures 3D measurements of hand

Security Cameras

- Multiple 360 degree cameras with 10x zoom
- More than 100 fixed cameras
- High speed recorders with DV cassette tapes
- Hard drives to eliminate down time for tape swaps and over recording
- Minimum 30 day tape storage

Network Connectivity to hosting site (backbone, site entry/exit facilities, peering arrangements, etc.)

- Multiple fiber providers for diversity - provides diversity and redundancy
- Each vendor can deliver additional bandwidth capacity with minimal turn-around time
- Can be delivered using existing 'lit' fiber
- Fiber pathways into the Data Center are truly diverse
- Fiber enters building in steel conduit from multiple points in the building

Power supply model

- Multiple CAT Diesel 20 megawatt generators
- Minimum 24 hour fuel storage
- Agreements with two major carriers to provide additional diesel fuel
- Generators assumes building load within 20 seconds
- Generators are tested on weekly basis under load
- Tanks are kept at least 80% full at all times

Air conditioning model

- Hosting space HVAC system includes (16) AHUs and (16) ACCUs manufactured by Trane
- AHUs are DX type and located in the mechanical mezzanine; the ACCUs are located on the roof
- There is adequate capacity to withstand a HVAC unit failure or an entire bus failure
- Cooling is provided by both overhead and under floor air
- HVAC systems have wetted media for humidification, VFDs for each supply fan, exhaust fans to control building pressure, and economizers to utilize cool outside air
- Separate Dectron outside air handling units provide conditioned air for the hosting space
- UPS Room cooling is provided by Trane RTUs in a N+1 configuration
- Node room cooling is provided by Liebert DX CRAC units in a N+1 configuration

Fire safety infrastructure

- Fire and smoke detectors
- Zoned dry-pipe sprinkler system
- Pre-activation alarm with manual override (up to certain level)

Hosting hardware and software infrastructure

- Hardware:
 - HP ProLiant Linux servers
 - Application Server:
 - OS: CentOS 5, apache, tomcat,
 - Software: apache, tomcat, vsftp
- Database:
 - OS: CentOS 5
 - Software: Oracle 10g R2

Managed Firewall (including managed VPN options)

Rivermine and our hosting partner are responsible for all firewall Management. Rivermine uses two levels of Firewall protection. A Hardware firewall protects the entire Rivermine server farm from the public internet. In addition, each client's application server is protected by a software-based firewall. Changes to firewall rules are communicated to the client, then tested in a sandbox environment. Upon successful testing and implementation it is then moved to the production environment at a coordinated time.

Intrusion Detection System (IDS)

Rivermine has setup Intrusion Detection Systems for specific customers on a charged basis but it is not in our standard offering.

Virus protection systems

Rivermine uses enterprise anti-virus protection to protect hosted customers from viruses, worms, and other malicious threats that arrive through multiple entry points. Anti-virus software is installed at the server and boundary level where deemed appropriate by the Company. Automatic updates occur transparently and require no end user intervention. Company continuously updates the virus engine and pattern files.

Back-up and disaster recovery systems and processes

- Data Backup to secure offsite location
 - Incremental: Daily
 - Full: Weekly

Customer may request additional backup services or frequencies on an additional fee basis.

- Data Backup retention
 - Application: one week
 - Database: one month

Longer retention of backups is available upon request and at additional cost to Customer

Recovery of Archived Data: Company will exercise commercially reasonable efforts to restore data files from archived copies as quickly as reasonably practicable, as necessary as a result of system failure or data corruption or losses. Customer acknowledges that the amount of time required to restore archived data files is dependent upon numerous factors, including, but not limited to the severity or the relevant data corruption or loss.

Service Interruption: The Rivermine application software is not categorized as mission critical. Nevertheless, in the event of interruption of service, Rivermine's automated recovery facility will attempt to restart the application. System administrators will also be alerted to monitor situation
High availability, Failover from Machine Failure: Rivermine's virtualized hosting infrastructure allows automatic failover from hardware failure within minutes in most cases. It also eliminates the need to switch back when original system is restored. Rivermine will employ commercially reasonable effort to recover Customer's application from a machine failure within 1 hour in most cases, and shall not exceed 4 hours, during business hours.

Recovery from Site Failure: In the event of a site failure, Company will use the most recent back-up available to establish another site. For customers that buy the optional Disaster Recovery option, Rivermine will maintain standby hardware, standby database at DR site ready to go. Rivermine will commit to provide guaranteed access

to secondary site within 24 hours. Switch back to original system to be performed in a scheduled maintenance window. For Customers without this option, recovery from Site failure is done on a best efforts basis, typically takes 4-5 days.

Recovery Procedure testing: Company will test its hardware failure recovery procedure two (2) times per calendar year.

Policies for maintaining data integrity and confidentiality

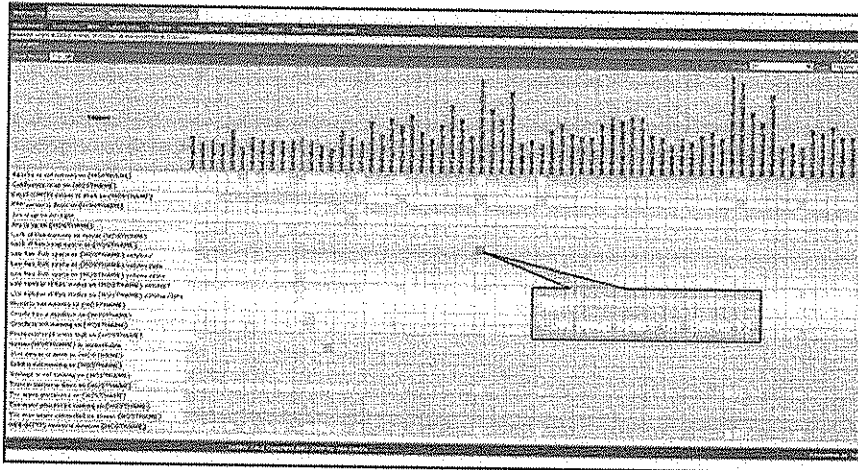
Data Integrity: Customer Data is stored in discrete schemas and separated through application security, separate username/password combinations, and separate files. The application enforces data segmentation where users are limited to the application data for which they are authorized. Customer data is stored separately and accessed only by the software application to which Authorized users have access. Rivermine employees, and/or contractors, have access to this data only on a need-to basis to deliver the service per contract. The level of access of each individual is governed and managed by our role base security.

- Data never used/shared for marketing or other purposes
- The Rivermine application does not use cookies
- Rivermine staff who require the system-level access to perform their job functions, i.e. IT and the Implementation Team
- Remote access is limited from only within the Rivermine office. Outside access is not allowed to system level

Proactive systems monitoring and management

Rivermine employs real-time NOC-style processes to monitor and manage its Hosted environments. We constantly monitor dozens of critical parameters pertaining to each customer environment to realize best performance at given entitlement and activity levels.

Rivermine



Incident handling policies and procedures

"**Scheduled Downtime**" will mean Downtime of the Licensed Software due to planned system maintenance performed by Rivermine. Scheduled Downtime includes six(6) hours each Saturday from 12 noon to 6 pm EST and as otherwise planned at least five (5) business days whenever possible in advance of the maintenance and communicated to Customer in writing (via email) and mutually agreed upon with Customer.

"**Unscheduled Downtime**" will mean total Downtime of the Licensed Application during any calendar month minus: (a) any Scheduled Downtime, as defined above; or (b) and Urgent Scheduled Downtime as defined below and (c) any Downtime occurring as a result of (i) Customer's breach of any provision of this Agreement; (ii) non-

compliance by Customer with any provision of this Exhibit or of the Hosted Services Addendum; (iii) incompatibility of Customer's equipment or software with the Licensed Technology; (iv) or performance of Customer's systems or the Customer Web Site shall not be considered toward any reduction in System Availability measurements.

"Urgent Scheduled Downtime" will mean Downtime of the Licensed Software caused by newly discovered or newly exploited security, operating system or infrastructure vulnerabilities. In these cases, Rivermine will contact the customer via email as soon as possible, and begin all necessary remedial actions to secure or stabilize the Licensed Software and Hosted Services environment. Rivermine will inform Customer upon completion of remedial actions that Licensed Software availability has been restored.

Access to Support; Response Times: Customer may report Unscheduled Downtime at any time ("24x7x365") by calling the support telephone line. Rivermine will exercise commercially reasonable efforts to initiate remedial activity within 30 minutes of each report of Unscheduled Downtime during business hours for issues affecting System Availability. During non-Business Hours, Rivermine will initiate remedial activity no later than 30 minutes from the start of the next business day for issues affecting System Availability.

Employee count and skill description at hosting site:

Rivermine outsources network, hardware and OS management to a major hosting provider. As a result, there is no need for us to staff employee at the hosting site. Rivermine has 4 people on the IT team that monitors and manages the hosted applications remotely.

Appendix G: Rivermine Call Accounting Data Sheet



Rivermine Call Accounting *Powered by SAI*

The collection and analysis of detailed call data records (CDR) has become an important part of organizations looking to provide internal department cost allocation, project billing, control telephone misuse, and most importantly – optimize their telecom network. The Rivermine Call Accounting module, powered by SAI, provides a comprehensive set of tools to facilitate call detail gathering, analysis, monitoring, and reporting. Best of all, Rivermine Call Accounting is integrated to the Rivermine TEM solution and aggregates financial and usage data into a single analysis and reporting solution.

Aberdeen Group identifies optimization as a key savings delivery element of the telecom service procurement process ("Best Practice in Telecom Spend Management" March 2005).

The Benefits of Call Accounting:

Gathering and analyzing the CDR is just one piece of the puzzle. Rivermine integrates Call Accounting into the overall automated Telecom Expense Management (TEM) solution to provide the most comprehensive and complete set of data for your business needs. Gain visibility into and control over your telecom expenses with Rivermine Call Accounting. Rivermine Call Accounting was developed in conjunction with SAI, a company with well over 25 years of experience in the telemanagement industry. This offer will bring the combined benefits of a rich call accounting product coupled with Rivermine's leading automated telecom lifecycle solution.

Rivermine Call Accounting Helps to:

- ▶ **Easily allocate telecom costs internally or externally**
 - Track usage costs by profit and expense centers
 - Chargeback or allocate third party invoices (e.g. cell phones, pages and calling cards) to the appropriate divisions and departments
 - Bill clients and projects for charges incurred on their behalf
- ▶ **Eliminate telecom misuse and abuse**
 - Curb or eliminate telephone abuse through detailed call tracking
 - Identify telephone system training needs in order to eliminate costly phone misuse
- ▶ **Boost productivity**
 - Reduce time and resource expenditures while expanding services with automated features (and optional features such as PBX Integration and Operator Directory)
 - Give sales management metrics to monitor prospecting and other sales-related activity
 - Provide marketing with new ways to track campaign effectiveness and optimize lead management
 - Evaluate the relative productivity of service center representatives
- ▶ **Enhance telecom security**
 - Minimize costly hacker intrusions with early notification of "questionable" call activity
 - Quickly identify the origin of harassing calls and calls to "911"
 - Flag suspicious calling activity (e.g. calls made after hours or to competitors)
- ▶ **Ensure fast and accurate call routing**
 - Maximize customer satisfaction by ensuring accurate and efficient transfer of incoming telephone calls using the optional Operator Directory application
 - Minimize the staff hours required to maintain employee directory integrity

Department Summary Report and Station Detail (equipment view)

Rivermine Call Accounting Features

- ▶ Standard features included in the monthly service:
 - Web based report access
 - Dynamic Reports (Ad-hoc reports)
 - Enhanced query features
 - Proactive CDR data pulling capabilities
 - Reverse Number Lookup
 - Station Inventory and Services Catalog
 - Basic general ledger interface
 - User-Controlled Passwords
 - Online Historical Reports (3 months)
 - Windows-based database maintenance
- ▶ Enhanced features available (service options):
 - Third Party Billing
 - Voice & Data Cost Management Services
 - Toll Fraud Monitoring Service
 - PBX Integration
 - Data Wizard™ (automated data entry)
 - Report delivery via CD/DVD
 - Additional Online Historical Reports
 - Virtual Desktop

Get up and running fast

Rivermine Call Accounting is advanced Call Detail Reporting consisting of hardware, software automation, out-of-the-box reports, and ad-hoc reporting. The module can be deployed as a standalone Call Accounting solution or as part of an overall integrated TEM program.

To learn more about Rivermine's automated TEM solutions, visit www.rivermine.com or call 703.995.6000.

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