



Cost Response to RFQ # ISCK0009

State of West Virginia



3975 Fair Ridge Drive; Suite 350 South
Fairfax, VA 22033

SOFTWARE

SOLUTIONS

MANAGED SERVICES

Authorized contact:

Christopher W. Corr, Regional Sales Manager

PROPRIETARY NOTICE

Copyright © 1989-2009 Rivermine Software, Inc. All rights reserved. The information contained in this document is provided under a software license agreement and may not be reproduced, stored in a retrieval system, or transmitted, in any form or by any means, electronic, mechanical, recording, or otherwise, without the prior written permission of Rivermine Software, Inc, 3975 Fair Ridge Drive, Suite 350 South, Fairfax, VA 22033, USA. This restriction applies to all pages.

Copyright © 1989-2009 Rivermine Software, Inc.

All rights reserved. The information contained in this document is the sole property of Rivermine Software, Inc. and may not be reproduced, stored in a retrieval system, or transmitted, in any form or by any means, electronic, mechanical, recording, or otherwise, without the prior written permission of Rivermine Software, Inc, 3975 Fair Ridge Drive, Suite 350 South, Fairfax, VA 22033, USA. This restriction applies to all pages of this document.

The Rivermine logo is a registered trademark of Rivermine Software, Inc. Microsoft, Windows, and Internet Explorer are registered trademarks of Microsoft Corporation in the U.S. and other countries. All other trademarks mentioned in this document are the sole property of their respective owners.

Printed in the United States of America.

Table of Contents

Table of Contents	3
Customer Hosted Pricing.....	4
Vendor Hosted Pricing	5
Other Charges	5

Customer Hosted Pricing

Component	One-Time License Costs	Annual Recurring License Costs	Annual Support Costs ¹	Total Costs
	(A)	(B)	(C)	A+ ((B+C)*5)
Sourcing	\$33,000		\$5,940	62,700
Cost Allocation	\$95,000		17,100	180,500
Invoice Management	\$63,750		\$11,475	121,125
Dispute Management	Incl in cost alloc		Incl in cost alloc	Incl in cost alloc
Reporting and Data Analysis	\$23,000		\$4,140	43,700
Ordering and Provisioning	\$63,750		\$11,475	121,125
			Grand Total	\$529,150

Scope/Limitations

1. Based on a license for up to \$12 million in annual telecom spend.
2. Sourcing includes a perpetual license for the Rivermine Wireless Store for up to 1500 wireless devices at \$22 per device.
3. Call accounting pricing is software only. Additional charges for hardware such as buffer boxes may apply depending on the model of PBX and deployment considerations.
4. Reporting and Data Analysis are limited to 10 power users. However, most reports are available without any user restrictions.

¹ Rivermine support costs include software maintenance and updates and are calculated at 18% of license fees.

Vendor Hosted Pricing

Annual Cost 1 st Year	Annual Cost 2 nd Year	Annual Cost 3 rd Year	Annual Cost 4 th Year	Annual Cost 5 th Year	Grand Total
176,383	176,383	176,383	176,383	176,383	\$881,917

Scope/Limitations

1. Same as in Customer-hosted above

Other Charges

Type of Service	Description	Vendor or Customer-hosted	Unit or Measure	Proposed Unit Cost	Total Cost
Base Software Implementation	Professional services to install the software with basic functionality	Same for both	300 hours	\$180	\$54,000
Onsite support	Additional Professional services the software to meet the Agency requirements	Same for both	150 hours	\$180	\$27,000
Rebilling Customizations	As described in RFQ Response	Same for both	250 hours	\$180	\$45,000
Other configuration	Contingency budget for derived and unanticipated requirements	Same for both	100 hours	\$180	\$18,000
Wireless Catalog Data Subscription	Updated data feed to support wireless sourcing	Same for both	1500 devices	\$0.50 per month	750 per month