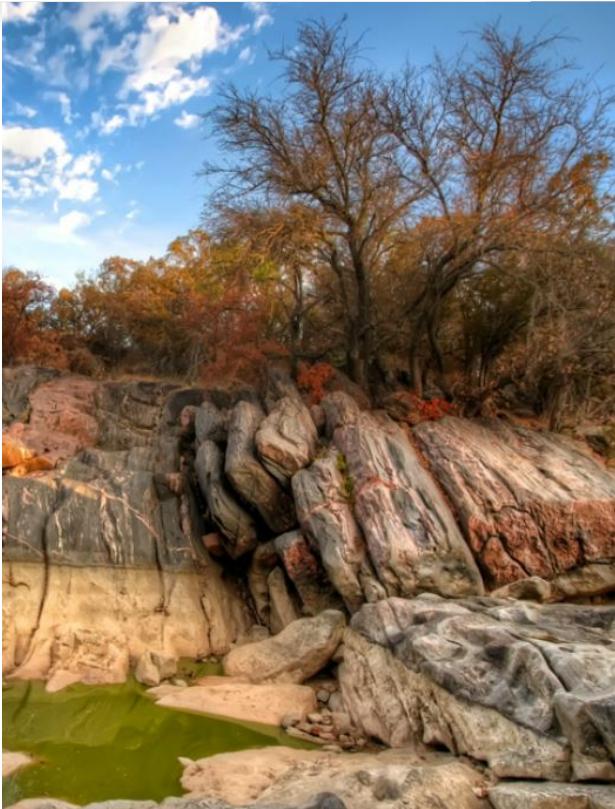




# Response to Lower Colorado River Authority Time & Attendance System RFP #8605



Submitted to:

Lower Colorado River Authority  
Office of Strategic Procurement  
Attn: Veronica Frederick  
[Veronica.Frederick@lcra.org](mailto:Veronica.Frederick@lcra.org)

Submitted by:

Apptricity  
5605 N. MacArthur Blvd.  
Suite 900  
Irving, TX 75038  
214.596.0601 office  
214.596.0609 fax  
<http://www.apptricity.com>



100 Great Supply Chain  
Projects 2011

September 4, 2013

Ms. Veronica Frederick,

Apptricity Corporation is pleased to submit our proposal for a Time & Attendance solution to the Lower Colorado River Authority (LCRA).

Apptricity Corporation, a privately-held company headquartered in Irving, Texas, is a pioneer in commercial-off-the-shelf (COTS) web-based, automation solutions for commercial, state, and federal entities. Since 1999, Apptricity has been developing enterprise applications tailored to meet and/or exceed your exact requirements.

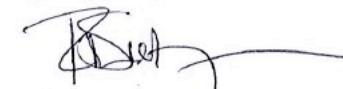
Our proposal demonstrates that we understand the Time and Attendance requirements of the LCRA. This proposal presents a dynamic, powerful and proven solution, featuring our Time & Attendance solution; operating on the latest platform called "Jetstream." Jetstream seamlessly supports and augments your existing structure, procedures and standards.

We are confident our cost proposal is extremely competitive and that our technical solution offers substantial benefits to LCRA and represents a true "best value."

We would like to extend an offer to demonstrate our proposed system via the web, an MS Live Meeting, or at your location at a time of your choosing.

If there are any questions concerning this submittal, please do not hesitate to contact Dan Howcroft, Proposal Manager, 214.596.0601, ext. 203, or the undersigned at 214.596.0601, ext. 302.

Very truly yours,



Randy Lieberman  
Chief Financial Officer  
Apptricity Corporation

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## 1.1 Corporate Overview

Founded in 1999, Apptricity provides the core enterprise software applications and services used to automate supply chain and e-procurement management. The company's early innovation to build a service-oriented architecture (SOA) framework has led to solutions that adapt dynamically to changing, real-world issues. This architecture approach achieves fast return on investment (ROI) due to rapid deployments that require limited capital resources and reduce operational costs.

Another key Apptricity innovation is its proprietary migration facility, a key ingredient to lifecycle cost savings that provide materially higher ROI when compared to other enterprise solutions. In part, this capability separates customer-specific mega data information from application logic so that upgrades to the software system do not trigger massive amounts of costly rework.

Apptricity serves leading commercial enterprises across multiple industries including AT&T Inc., Energy Future Holdings (f/k/a TXU Corp.), Cameron International Corporation, Goldman Sachs Japan, and Dominion Enterprises as well as federal organizations such as the United States Department of Defense, Army Corp of Engineers, and NASA.

Apptricity was founded to resolve the historic frustration among enterprises caused by the high cost and limited success designing, developing, integrating and deploying enterprise software applications. The company has significant past performance experience delivering both leading-edge enterprise application technology as well as best practices configuration, which complement, extend or replace legacy systems. By reducing project costs and delivering systems that exceed customer expectations, Apptricity commercial off-the-shelf (COTS) solutions leverage customer's significant application and infrastructure investments.

**Apptricity is a pioneer provider of commercial off-the-shelf (COTS) enterprise software solutions that minimize cost, complexity, and time required to configure and deploy applications.**

Apptricity offers:

- Enterprise software applications focused on supply chain and e-procurement management;

- Extensive past performance in enterprise-wide integration of multiple systems, including integrating new applications and open systems with legacy application and infrastructure investments;
- Ability to operate server-based software solutions in classified (SIPRNet) and unclassified (NIPRNet) environments;
- Highly experienced professional services team with broad skill levels and deep subject matter expertise as well as a proven deployment methodology;
- A proven software and services provider to the commercial market and Federal Government.

Table 1 shows the enterprise software strategic applications provided by Apptricity's Jetstream platform.

**Table 1 - Apptricity Application Suites**

Supply Chain Management	E-Procurement Management
<ul style="list-style-type: none"><li>• Asset Management</li><li>• Asset Tracking</li><li>• Inventory Management</li><li>• Warehouse Management</li><li>• Work Order Management</li><li>• Transportation Management</li><li>• Supplier Connect Portal</li><li>• Service Center</li></ul>	<ul style="list-style-type: none"><li>• Procure-to-Pay</li><li>• Requisition/Order Management</li><li>• Catalog</li><li>• Purchase Card (P-Card) Processing</li><li>• Contract Management</li><li>• Invoice Management</li><li>• Expense Management (includes Budget)</li><li>• <b>Time &amp; Attendance Management</b></li></ul>

Apptricity applications are all web-based thin client so customer's operating and support costs are reduced. Apptricity's architecture leverages server-side processing to avoid the bandwidth issues related to large applet downloads. There are no distance limitations related to remote servers other than normal hop latency dictated by internal or external network configurations. Apptricity's application suite leverages existing hardware and software components' capabilities to maximize performance.

For example:

- Hardware is configured for optimal memory and storage utilization
- Database space is configured on a disk drive separate from the database tables.
- Caching tables in the database are configured to optimize retrieval

Caching data at the application server level is configured to reduce redundant queries as well as number of rows returned within the application to optimize end-user experience.

### 1.1.1 Jetstream – Revolutionizing Software

Jetstream has revolutionized the solutions Apptricity delivers to the market.

By leveraging a modernized technology stack with innovative application architecture, Jetstream provides customers with a huge step forward in terms of usability, functionality and flexibility. On the technology side, Jetstream leverages the latest in proprietary and open source technologies such as Spring, Hibernate and Drools for standardized, agnostic access to business services, data and business rules. Jetstream's service-oriented architecture (SOA) ensures consistent functionality across applications, browsers, and mobile devices such as iOS, Android, BlackBerry and Windows Phone.

While technology provides the foundation for Apptricity solutions today and into the future, the real power of Jetstream is in how these and other technologies are put to use in the platform's layered application model, described below. Each layer works in concert to deliver powerful, consistent solutions across our Supply Chain and e-Procurement product lines.

#### User Layer

The top layer of the application model describes the first thing you will notice with Jetstream... the powerful, intuitive redesigned user experience. Jetstream is a Rich Internet Application (RIA) that is completely customizable to fit your specific business requirements. Drag-and-drop assignments, type-ahead filtering and intelligent field defaults minimize data input and user learning curves. Regardless of whether you are filling out an expense report, ordering office supplies or provisioning a laptop or other company assets to a new employee, Jetstream screen layouts and processing functionality are consistent and easy to use.

#### Company Layer

The Company Layer provides virtually unlimited customization capabilities and reusable business objects that allow Jetstream applications to adapt to each and every company using

our software. With Jetstream, it is easy for your application administrators to add, remove or rename fields on any screen or create specific business rules to govern processing and enable “management by exception”.

These customizations and other common business objects, such as user roles and permissions, approval workflows and general ledger accounting structures, are reusable across Jetstream applications, ensuring “Acceleration to Benefit” as subsequent Jetstream solutions and releases are implemented.

### **Application Layer**

Each Jetstream application adds robust, purpose built functionality specifically designed to reduce G&A and operating costs, and elevate automation, integration, CXO visibility, and policy compliance.

Jetstream’s Time & Attendance solution provides organizations with full auditing capabilities; spend compliance and comprehensive visibility and reporting.

### **CORE Layer**

Jetstream’s CORE Layer provides consistent functionality for common tasks such as customized reporting, user dashboard and notifications, third party integration and internationalization. CORE also manages Jetstream’s Content Management capabilities for the fast, efficient storage and retrieval of receipts, invoices, and asset-related images and documents.

All relevant CORE functionality is immediately inherited by the individual Jetstream applications described above.

Jetstream, combined with Apptricity’s superior customer support, proven implementation methodology and flexible on-premise or SaaS deployment, can streamline the automation of your company’s core business functions to provide enhanced efficiency, control and visibility.

## **2.1 SOA Framework**

All Apptricity enterprise software applications are “thin client” so there are no applets installed on every user’s desktop. All Apptricity enterprise software applications have been developed on a service-orientated architecture (SOA) framework, so they can run seamlessly on every operating system, database, application server, web server, and browser platform.

Apptricity's Jetstream architecture guarantees a *lower cost of ownership*. Using the SOA Framework to develop *best-of-suite business applications*, Apptricity's Jetstream platform provides solutions that are highly scalable, always available and globally accessible. The four tenants of Apptricity's SOA Framework are shown in Figure 1 and subsequently described in the following paragraphs.



Above the Cloud!

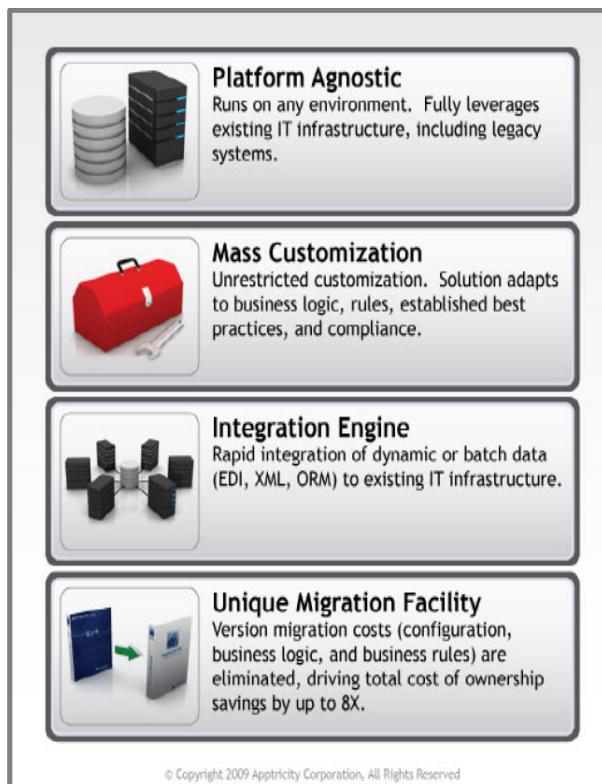


Figure 1 - Apptricity's SOA Framework

## 2.1.1 Platform Agnostic

Our Applications are platform agnostic, so they operate within any hardware/software configuration, regardless of operating system, data source, application server, web server, or mobile platform. Figure 2 illustrates many of the common platforms, data sources, servers, and applications Apptricity has seamlessly integrated with in prior engagements.



Figure 2 - Platform Agnostic

### 2.1.2 Mass Customization

Apptricity's mass customization feature allows applications to easily adapt to specific customer business rules and best practices. This allows the LCRA to drive application content by leveraging Apptricity's integrated administration tools. This capability significantly reduces the need for expensive programmers or outside consultants. Apptricity solutions come with an embedded business rules engine to register, classify and manage the LCRA's entire unique configuration. Subject matter experts can configure or modify fields and rules using embedded tools and best practices, eliminating the need for IT intervention. This allows applications to be dynamically adaptable compared to alternative enterprise software solutions. In addition, Apptricity's embedded workflow facilitates transaction requests and approval and smooth distribution of information and events among users within customer's specific business processes. The bottom line is Apptricity's applications enable customer's line-of-business managers to rapidly modify applications to dynamically fit their specific business needs.

### 2.1.3 Integration Engine

Apptricity's integration engine allows customers to interface into legacy or 3rd party data sources (SAP, Oracle, PeopleSoft, EDL, XML, etc.) and allows customers to receive data and/or collaborate with other data sources by batch or on a real time basis.

All Apptricity applications utilize this same integration engine to rapidly map fixed and variable interface formats, facilitating transactions inside the enterprise and outside with partners and suppliers.

#### **2.1.4 Unique Migration Facility (Proprietary)**

Apptricity's proprietary migration facility allows customer customization and configuration settings to seamlessly migrate into the next version of Apptricity applications without having to rewrite everything over again. Apptricity's applications migrate your unique configuration, business rules, and workflow processes seamlessly into new/updated software releases without the time and costs of recreating work done in a prior version. This provides materially higher return on investment by reducing lifecycle costs compared to alternative software solutions. Figure 3 depicts how Apptricity preserves all of your customizations with every upgrade—without additional costs. The key feature of the migration facility is that Apptricity separates customer-specific configuration information from the applications so upgrades do not require rebuilding or reentering customer data which otherwise triggers massive amounts of costly rework. The effectiveness of the migration facility can be illustrated by thinking of what happens when a new cell phone is purchased. Removing the SIMS card from the old cell phone and installing it in the new phone immediately restores all phone contacts on the new phone. Customer data is migrated to upgraded versions in a similar fashion with Apptricity's migration facility (see ).



Figure 3 - Apptricity Proprietary Migration Facility

### 3.1 Apptricity Responses to LCRA Requirements

Apptricity has responded to all questions contained in Attachment B, RFP Supplier Response Template. Please refer to Attachment B for Apptricity's responses.

### 4.1 About our Time & Attendance Solution

The Apptricity Time & Attendance solution streamlines the way your supervisors manage employee time and simplifies how your employees log their time. Automated, paperless time and labor reporting is accurate, convenient and more environmentally friendly.

With Apptricity's single application, employees can report all time and attendance data from a secure and private portal. Time and Attendance Management also helps your employees request vacation time, log project hours, sick time, jury duty and family leave or bereavement.

With Apptricity's Time & Attendance solution, employees simply log on and quickly create a new time report, request time off, and report jury duty or sick time. Supervisors use a calendar view to easily manage employee work assignments and projects. Human Resources will no longer spend hours deciphering faxes with illegible timesheets, send reminder emails about payroll deadlines, and long night manually reconciling payroll discrepancies. Managers won't

waste another Monday morning reviewing and approving stacks of paper-based timesheets or running around reminding employees to report their time.

Our Time & Attendance solution provides all the necessary tools to keep employees and students organized and management informed of scheduling status. It's a simple task to track what needs to be done, how employees and students are progressing, and who should be held accountable for the work and hours that need to be completed.

Our easy to use interface allows you to add specific projects manually or through a customizable template. Our solution also supports configuration according to your preset business rules and built-in system that automates prioritization. Completed jobs are clearly documented, eliminating the confusion inherent in a paper-based system. With the Time & Attendance application, you can assign work according to your own specifications and system of prioritization. You can even include the amount of budgeted hours or cost allowed for each assignment, eliminating confusion and keeping services within budget. The Time & Attendance application has the following features and benefits:

## **Features -**

- Automatic calculations of time entries
- Drag-and-drop work assignment scheduling
- Intuitive and easy-to-use interface for 100% company adoption
- Vacation or other time-off requesting
- Real-time approval and denial of time-off requests
- Note feature allows users to send justification or private notes with special requests to approvers
- Integration with existing systems, including PeopleSoft
- Audit trails for full Sarbanes-Oxley compliance
- Paperless management (printing can be generated with the click of a button)

## **Benefits -**

- Automates personnel assignments and scheduling

- Allows modification of personnel assignments at the manager and administrator levels
- Provides immediate notification of changes to interested parties
- Identifies conflicts (such as overtime, vacation and sick or paid leave) with real-time exception notification
- Frees up valuable resources spent calculating and entering time data
- Enforces accountability and improves efficiency
- Reduces lost time (or time theft)
- Eliminates unauthorized overtime
- Provides visibility into costs and time spent
- Helps maintain federal compliance with Family Medical Leave Act (FMLA), Fair Labor Standards Act (FLSA), and Sarbanes-Oxley

Apptricity's Time & Attendance solution offers secure, private, web-based access 24/7 from any device with internet service. Our system also leverages existing time collection device processes, collecting data via ID card swipe, time clock punches, biometric scans, point-of-sale or RFID devices. Our Time & Attendance solution interfaces with all typical time collection devices.

Our Time & Attendance solution allows for multiple projects and department reporting capabilities. The application allows supervisors to assign employees to specific projects or assignments simply using a drag and drop method – click the employee name and project number or ID and slide the employee name into the desired calendar date, entering the number of hours. The application sends notice of the assignment to the employee by email as well as a notice within the application on employee log in.

Our Time & Attendance solution is a browser-based application that can be executed on mobile devices. The application is platform agnostic, which operates within any hardware/software configuration, regardless of operating system, data source, application server, web server, or mobile platform.

## 5.1 The Apptricity Project Blueprint

The Apptricity Project Blueprint spans requirements gathering, configuration and deployment to meet or surpass customer's business requirements. This methodology is based on the Agile and Rational Unified Process (RUP) best practices aimed at avoiding common development pitfalls. A key element of this methodology is that value is added to each deliverable iteratively. The deliverable is built and tested several times daily and delivered to the customer's test site at regular intervals. This rapid development and configuration requires constant collaboration among the developers, testers and users. Stakeholders provide feedback after evaluating the iteration so the deliverable may be further reconfigured or enhanced as necessary.

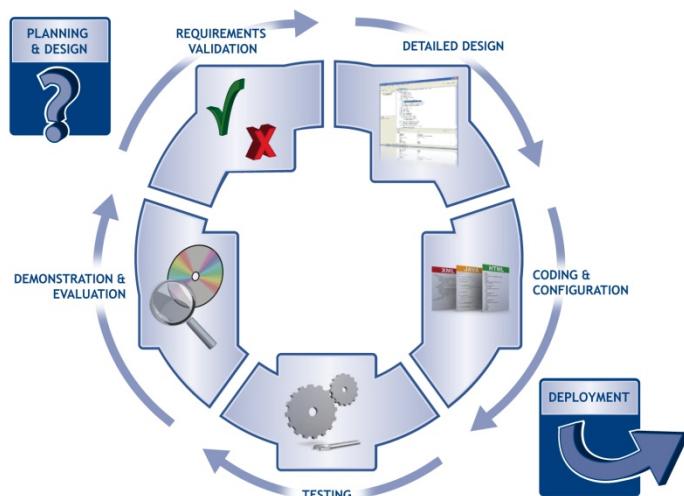


Figure 4 - Iterative Process: Life Cycle Development Process

During the inception phase of design, Apptricity produces a short vision of the project, a detailed glossary of terms, a list of stakeholders and a set of actors (users and systems). An Apptricity project manager and solution specialists meet with LCRA subject matter experts (SMEs) to gather specific requirements for the solution. The resulting requirements list is aggregated without regard to how the requirements are going to be implemented.

The Apptricity project manager takes the defined requirements list and produces an initial 'blueprint' for the deliverable. This design is a linked HTML document (referred to as a "Design Specifications Document") that offers quick access to each specific area. The blueprint includes a vision statement, a detailed glossary, a list of customer and Apptricity stakeholders, and a list of actors. The actors are not specific individuals, but roles within the functional flow. Requirements are mapped to specific use cases. Mapping is not necessarily a one-for-one; each use case may satisfy more than one requirement. Each use case includes:

- description of the action or process being performed,
- actors involved,
- use cases,
- pre-conditions and post-conditions,
- primary path (route that most users will take),
- alternate paths,
- requirements satisfied, and
- supporting documents (data mappings, demo screens, class diagrams).

Business rules and other customer information are also captured and documented in the Design Specifications Document.

Once the use cases satisfying all gathered requirements are vetted jointly by the LCRA's project lead, other customer representatives and the Apptricity project team, the approved Design Specifications Document becomes the basis for the project. The blueprint drives the detailed testing plans, iteration plans, and solution documentation.

During the coding and configuration phase, Apptricity begins the iterative process of delivering features to be quickly tested and evaluated by the LCRA. This phase encompasses the following critical tasks:

- Preference setting — Apptricity pre-configures preferences to tailor the application(s) features to LCRA specifications without modifying code;
- Rule definition — Apptricity defines and builds business rules and imports custom rules into the application(s);
- Interface definition — Apptricity configures batch and/or real-time interfaces with input from the LCRA technical team, and;

- New functionality — Apptricity develops system enhancements to fulfill unique LCRA requirements.

Each time a new build of the solution is accomplished, it is ready for implementation. As LCRA testing identifies missing or improperly defined requirements, Apptricity updates the Design Specifications Document with the ‘new’ items and schedules the functionality for release in a subsequent iteration delivery. Items outside the original project scope are documented as stakeholder requests and discussed before they are implemented in the current project plan or scheduled for a subsequent release. This phase continues until all design and security requirements are fulfilled.

During the transition phase, Apptricity positions the formal handoff of the deployed solution to LCRA support staff during the transition phase. This transition includes the day-to-day operations of the system, including backups. Throughout system development, LCRA information technology and project team members have been working with the Apptricity team becoming technical and functional so they make take over principal oversight and control. Going forward, the Apptricity support team provides answers to questions or concerns and professional services as desired or required.

During the final deployment, all stakeholders participate in the deployment plan and schedule, review data migration, cutover and/or phase-out risks, and assess contingency and failover plans. The deployment plan incorporates assumptions, constraints, and dependencies as well as metrics for success, such as no critical solution errors.

Due to the inherent benefits derived from the Apptricity SOA Framework, Apptricity solutions are architected and developed to mitigate traditional development and deployment risks experienced by other enterprise software providers as the solutions are moved into the customer’s production environment.

## 6.1 Implementation

Apptricity’s Time & Attendance solution will provide the LCRA with the required functionality out of the box, with minimal configuration of screen elements, business rules, and workflow. Our team will also help the LCRA configure the application using best practices developed during numerous, comparable implementations.

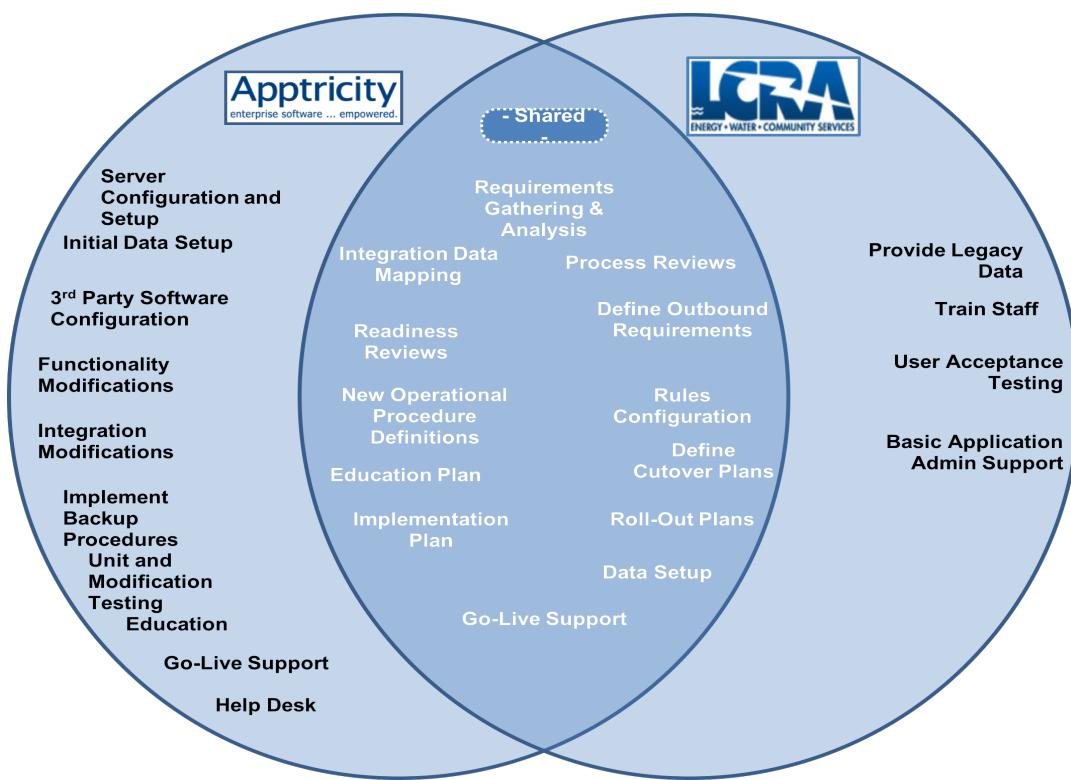
At Apptricity, customer satisfaction is our #1 focus. Apptricity listens to your needs, assembles a core team of experts, and works alongside your team to ensure customer satisfaction. This responsiveness and agility translates into an implementation timeline that is quicker and smoother than other solution providers.

During the initial discovery phase of the project, we will set an implementation timeline, but a project of this scope is typically turned around in only 12-16 weeks.

Implementation of the solution is performed by Apptricity's professional services team. The professional services team will:

- Set up the LCRA's application which includes:
  - Establishing the QA environment
  - Establishing the staging environment
  - Establishing the production environment
- Design, code and test user load and export interfaces
- Provide Training (Train-the-trainer course to selected LCRA personnel/trainers and System Administrator Training to designated system administrators)
- Customize the application to the LCRA's specification (as applicable; based on customer specifications/needs, code customizations carry additional costs)

shows the typical tasks involved in implementing Apptricity's software applications. This is not intended to reflect a complete list of tasks that may be required, but it does reflect our philosophy of a teaming approach to implementation.



**Figure 5 - Implementation Roles and Responsibilities**

## 7.1 The Apptricity Team

Figure 6 illustrates our company's Executive Organization chart.

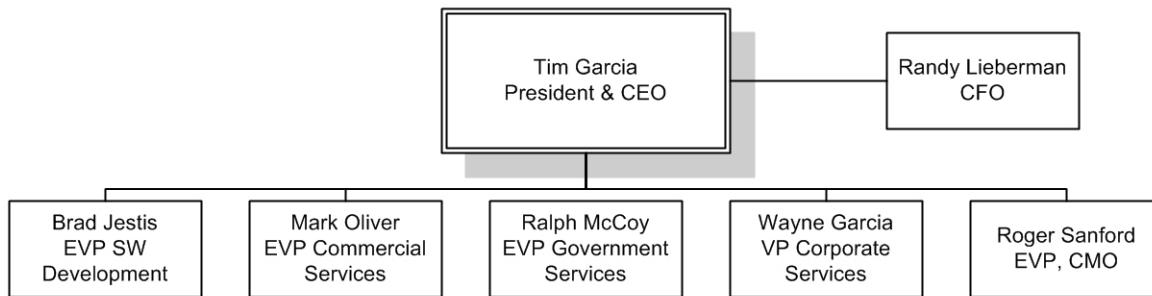


Figure 6 - Executive Organization Chart

### 7.1.1 The Apptricity Project Team

Apptricity Professional Services provides implementation assistance to our customers for on time and on budget deployments. The typical member of our professional services staff has the following characteristic:

- 10 + years IT experience
- 3 + years at Apptricity
- Multiple successful deployments of Apptricity solutions

Below you will find an illustration and list of roles and responsibilities on the project. Some roles are filled by more than one person, some people fill more than one role, and not all roles are required for all projects.

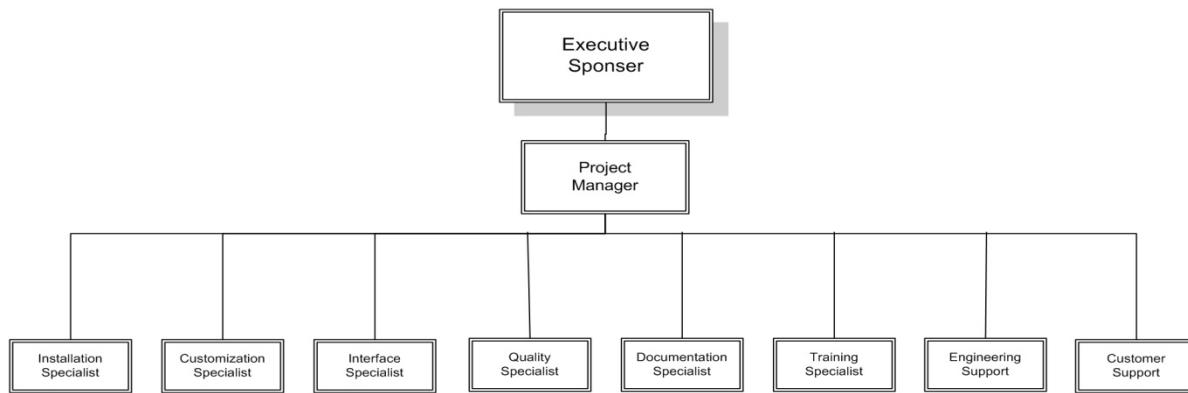


Figure 7 - Apptricity Project Team Members

## **Executive Sponsor**

This is a Member of the Apptricity Executive Staff that is ultimately responsible for the success of the project. This person will interface with the Project Manager on a daily basis and the customer on a weekly basis at a minimum. The Executive Sponsor will also attend selected project events such as status meetings and application reviews.

## **Project Manager**

This individual is responsible for the day-to-day management of the project from an Apptricity perspective. The Project Manager will be the focal point of contact between Apptricity and the customer. The Project Manager interacts on a daily basis with the customer Project Manager to be sure that the deployment is on track. The Project Manager also has direct access to the Executive and Engineering staff to escalate any issues.

## **Installation Specialist**

This individual will be on-site to install the Apptricity product suite in the customer environment (for on premise deployments). This person is very knowledgeable on the requirements to have the solution up and running very quickly. The installation Specialist will also handle training on the administration of the solution in the production environment.

## **Customization Specialist**

This individual is an expert in the customization of the Apptricity application suite. Using both the internal customization environment and, if needed, external products; the Customization Specialist will help craft the solution that fits the customer's needs. The Customization Specialist will also handle training on the customization of the solution.

## **Interface Specialist**

This individual is an expert in the process of linking the Apptricity application suite with both internal and external systems.

## **Quality Specialist**

This individual is responsible for testing all software against the specifications in the project blueprint prior to release to the customer staging environment.

## **Documentation Specialist**

This individual has technical writing capability and will help tailor the default solution documentation based on the customization that has been performed.

**Training Specialist**

The Training Specialist is well versed in the training aspects of the Apptricity Solution. This person will modify the content of the training materials to match the customized solution and deliver training to the customer training staff. If needed the Training Specialist can deliver the course directly to the customer end-user community.

**Engineering Support**

Whenever their Apptricity personnel are on-site, they have the other engineering resources of the organization to provide specific support.

**Customer Support**

On an ongoing basis, the customer has access to our support help desk from 8:30am to 6:00pm to help with any question that may arise. Optional 24x7 support is available for an additional fee.

### 7.1.2 Testing and Professional Services

Managing change is the cornerstone of any system development effort. Thorough planning and execution ensures management of baseline objectives. Upon contract inception, Apptricity diligently tracks, manages and controls all configuration and change requests and/or problem reports. Apptricity enforces a strict, standardized change management process, which begins with the establishment of an agreed upon baseline among the stakeholders, who jointly review and approve the baseline.

All change requests or requirement adjustments are recorded and analyzed by the project team to determine their potential programmatic impact. Upon formal request and Apptricity acceptance, Apptricity professional services will schedule the requested change for inclusion in the system during the next logical step in the development process. At project inception, Apptricity explicitly communicate its configuration management Standard Operating Procedure (SOP) for recording and tracking stakeholder requests so the repository of changes is accessible by all authorized project team members.

Based upon numerous successful commercial and government implementations, Apptricity's development team has made execution of a formal configuration management process a best practice which ensures consistency and traceability in the promotion of releases, from the development environment to staging, testing and production environments.

Apptricity's procedures for managing and controlling all configuration changes begin with the precise definition of the baseline production demands and required system interfaces. Such configuration information is loaded into version management software for document control. Subsequently, Apptricity maintains multiple distributed application environments (development, test and production) with consistent, repeatable, and efficient procedures.

During each phase of development, Apptricity uses detailed testing and migration plans to successfully maintain a high level of coordination across varying application environments and document procedures for performing the eventual installation and configuration on the production system.

As the system is transitioned or migrated from development, to testing, and eventually to production, Apptricity seeks to minimize any differences in environments and configurations by maintaining these strict configuration management practices.

## 8.1 Technical Support Details

Apptricity seamlessly transfers LCRA configurations, business rules, and workflow processes to new releases as they are implemented, without the costs of recreating professional services. Built on an advanced service-oriented architecture (SOA) framework, Apptricity applications employ reusable services as the building blocks to reduce the cost and time required to create and implement new features.

From the LCRA's perspective, Apptricity's architecture enables its integrated solutions to be deployed at unprecedented speeds today and to easily adapt to the customer's changing business requirements in the future.

General application maintenance, including software updates and upgrades, is included in both the Standard and the Premium Support Packages. The Premium Support Package is an available option that provides 24/7/365 customer support. There is an additional charge for the Premium Support Package.

Once the Apptricity solutions have been deployed, when upgrades and updates are available for the software, Apptricity's Project Manager contacts the LCRA in advance to let you know when the software maintenance will occur as well as provide you with Release Notes documenting the changes.

With the SaaS implementation, there is nothing that needs to be done by LCRA personnel to keep the software continually updated. With the hosted solution, the LCRA's IT personnel will incorporate the required changes, with Apptricity's guidance.

Upgrades that provide additional functionality will also include updated User Guide documentation. To help keep Apptricity products state-of-the-art, Apptricity's Executive Team partners with customers and industry experts to constantly improve the core of our products and ensure your solutions are cutting edge within the marketplace.

### **8.1.1 Apptricity Customer Support Service**

Our Customer Support Service (CSS) provides timely responses and solutions to any issues with the application software. After a solution has been deployed into production, Apptricity's CSS will provide prompt response to trouble reports.

CSS will cooperate closely with LCRA or LCRA-designated representatives to troubleshoot any issues affecting system performance or operation. CSS support is available by phone or email during the hours 08:30 to 17:30 Central Standard Time, Monday through Friday, except U.S. Federal holidays.

Customers may elect to obtain Premium Support (24x7x365) for an incremental annual maintenance and support fee. With or without the Premium Support, customers may contact CSS after hours in case of an emergency.

Our CSS consistently receives the highest customer satisfaction ratings on our customer surveys. We are certain you, too, will be most satisfied with the support our CSS provides to the LCRA.

Table 2 displays the CSS process for responding to phone inquiries and emails.

**Table 2 - Customer Support Service Process**

By Phone	By Email
Licensee contacts CSS at 214.596.0601 or 800.693.2193	Licensee emails CSS at support@apptricity.com

By Phone	By Email
CSS consultant establishes nature of the issue	Include the following in the email: <ul style="list-style-type: none"> <li>• Licensee requester, customer, phone number, email address</li> <li>• Product and version number</li> <li>• The full customer environment</li> <li>• Query or steps to reproduce the issue</li> </ul>
Call is directed to the appropriate technical resource	Issue is logged, prioritized, and escalated to the appropriate resource.
Priority is assigned depending on classification of the issue	CSS notifies requester of issue tracking number within 24 hours of logging issue.
Requester is given tracking number for the issue	If issue is not resolved within the period defined in the escalation (severity) scale. CSS will periodically inform requester of resolution status.

CSS tracks and resolves issues and enhancement requests using the escalation (severity) scale as depicted in Table 3 below.

**Table 3 - Customer Service Escalation Scale**

Severity	Definition	Expected Response Times
Urgent	Customer experiences a system failure, affecting business or customer base. Critical business impact with no alternative available.	Response from CSS within two (2) working hours of logging issue. Update requester daily or as otherwise explicitly agreed between the parties.
High	System degradation causing critical business impact, yet work may continue. Alternative or bypass available.	Response from CSS within four (4) working hours. Update requester daily or as otherwise explicitly agreed between the parties.

Severity	Definition	Expected Response Times
Normal	Product functionality queries and problems. Not critical, deferred maintenance acceptable, circumvention possible with no operational impact.	Response from CSS within eight (8) working hours. Update requester as necessary or as otherwise explicitly agreed between the parties.
Low	Cosmetic enhancement request. Defect logged.	Response from CSS within two (2) working days. Logged in appropriate development database and considered for future release.

CSS logs customer issues using the stages detailed in Table 4.

**Table 4 - Customer Service Process**

Stage	Support Area	Responsibility
0	Customer	Provide relevant information at point of logging call, log call with CSS via telephone or email. Ensure CSS is aware of availability of contacts and operating environment. Assign priority with CSS at point of logging call. Understand support processes, initial schedule, and escalation procedures.
1	CSS (1st line support)	Take calls and emails from customer, confirm status and assign issue-tracking number in accordance with the appropriate logging process. Gather relevant information and assign priority. Carry out analysis/diagnosis of log. Communicate progress, resolution and management of logs. Escalate to second-line support as appropriate. Confirm escalation priority.
2	CSS (2nd line support)	Communicate progress, resolution and management of logs. Triage resolution

Stage	Support Area	Responsibility
		efforts with CSSFE and CSSDE staff.
3	CSS Field Engineer (CSSFE)	Communicate progress and resolution for all tracked items under their review. Provide analysis and technical updates to customer.
4	CSS Development Engineer (CSSDE)	Communicate progress and resolution status to CSS first line support for further communication to customer.

Apptricity solutions have been designed and developed to be easily administered, configured and maintained by customer subject matter experts and technical personnel. Typically, however, Apptricity professional services are retained to adapt existing features and capabilities or design and develop new tailored features and capabilities as enhancements to its solution to meet customer's requirements.

## 9.1 Pricing

Pricing information is contained in Attachment B, within Tab entitled "Pricing."

## 10.1 Conclusion

Apptricity is pleased to present this proposal to the Lower Colorado River Authority. We are confident that we can deliver the software solutions and service you need on time and on budget. Our goal at Apptricity is to:

- *provide each customer with a seamless integration and software deployment that takes weeks, not months or years;*
- *assign a dedicated professional, and knowledgeable team to work with your IT department during and after deployment;*

- *deliver a product that yields immediate benefits and serve your business needs for years to come.*
- *Provide the **best value** solution to LCRA!*

We look forward to the opportunity to work with your team at the LCRA, and welcome any comments or questions you may have.