

Information Services Automated Billing Project Meeting Minutes

November 9, 2007

Present: Rhonda Ball, Lisa Bogus, Paul Brannen, Rick Haugerud, Linda Holsclaw,
Special Guest: Carl Hutchison

Not Present: Robert Clark, Rich Horner, Don Mihulka

Next Meeting: December 7th, 2007, City Union, Room will be posted

I. Announcements

- ❖ Carl Hutchison was introduced, he is the Associate Director of Purchasing/Inventory. He is assisting us with his expertise in RFI and RFPs.
- ❖ A meeting agenda from Paul was distributed.

II. Discussion

- ❖ Rhonda and Rick reported what information they received from Paetec's presentation to the State.
 - Pinnacle is Paetec's software product
 - LDAP used for security identification
 - Crystal reports for invoices and integrate with SAP
 - Maintenance includes software upgrades
 - Paetec's biggest competitor is Compco
 - Integrate with SAP
- They were looking for features in a system that would:
 - integrate with SAP
 - make billing easier
 - web access for customers, possible reports
 - bill back for more than telephone services, IT services
 - integrate with Remedy
 - closing of a trouble ticket the would produce a bill
- ❖ Paul discussed his conversation with Burt Sky, Director of OS Research at Gartner. Paul passed around some questions that Burt suggested would be beneficial in creating and RFI.

- Architecture type: new, compliant, what does it interface with?
- Type of support and maintenance, cost?
- Will the format transition handle, IP, wireless, CDR and IPDR?
- Outsourcing the Service, to vendors where given, Convergys and Amdocs
- Network Type and network environment?

Paul passed around material from companies that do outsourcing of services, Amdocs and Convergys

III. Roundtable

- ❖ Carl explained the difference between an RFI and an RFP. An RFI is when you know what you want to do but not sure how to get it done. An RFP is you know what you want and how to get done, just need to investigate what vendor will work.
- ❖ Carl proposed since we know what we are looking for in a solution we create an RFP versus and RFI to save time.
- ❖ Lisa stated to watch maintenance cost, project further than 3 years because she has found that after 3 years the cost can increase dramatically
- ❖ Paul said the solution maybe inhouse or out sourced
- ❖ Rick says he has about six vendors already and some of those will also outsource. We are looking for a billing system with the capability to out source.
- ❖ Carl suggested these items for creating an RFP:
 - Need a vendor list
 - Description of what you want.
 - Ask questions.
 - Explain what systems you want to interface with.
- ❖ Rick passed around Telecom Billing System Requirements that Rich Horner had compiled. This will work for a start in creating our RFP.
- ❖ Paul suggested everyone reviewing the Telecom Billing System Requirements before the next meeting. Rick will provide us with a list of vendors and some possible RFPs at the next meeting and we will begin to put together the RFP.