QUEUING SYSTEM
DMV70007

Request For Quotation

Krista Ferrell
State of West Virginia
Department of Administration
Purchasing Division

Submitted By:

ACF Technologies, Inc.
Josh Troop
35 Haywood Street, Suite 209
Asheville, NC 28801
800-704-6592

July 26, 2006

July 26, 2006

Krista Ferrell
State of West Virginia
Department of Administration
Purchasing Division

Ms.Ferrell,
On behalf of ACF Technologies. Inc., I am happy to submit to you our RFQ response for the scope of work detailed in the **Request for Quotation DMV70007**.

Thank you for your consideration of ACF Technologies, Inc. and our proposal for the Queuing System for WV DMV – Charlestown Regional DMV Office. The attached documentation will satisfy the proposal's requirements and clarify each of the RFQ's points.

Price Proposal/Quote Note
Because ACF Technologies utilizes a differing technology than Q-Matic, we also will be submitting a different layout for the Price Proposal/Quote. *However, we do both meet and exceed the 20 expectations laid out in the specifications page.*

If you have any additional questions regarding our turn-key queuing solutions, please do not hesitate to contact me using the information below.

Thank you for the opportunity to provide you with our proposal and we look forward to making this project a success.

Sincerely,

Joshua Troop
Sales Manager
ACF Technologies, Inc.
35 Haywood Street, Suite 209
Asheville, NC 28801
800-704-6592
Cell: 404-452-8597
Fax: 800-710-9842
josh.troop@acftechnologies.com
www.customerflow.com

References:

1. Martin Buker
Program Specialist
Department of Homeland Security
US Citizen and Immigration
Services Information and Customer
Services Division Local Services Office
Washington, DC 20001
martin.buker@dhs.gov
(202) 272-1151

Description: Replaced existing queuing system with our web-based customer flow solutions in immigration offices in Baltimore, Philadelphia, Pittsburgh, Atlanta, Charlotte, Houston, Portland, Dover, etc. Will be replacing queuing systems in the remaining 89 USCIS offices by mid 2006.

Installed: September 2005

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2. Kevin Black
Illinois Secretary of State
Division of Driver Services
(312) 814-6719
kblack@ilsos.net

Description: Replaced existing queuing system with our web-based customer flow solutions in DMV Branches in 5 Cities. Will be installing queuing systems in 3 additional offices by end of 2006.

Installed: November 2005

ACF Introduction Overview

ACF Technologies, Inc. believes that it is best qualified to do the required work based on the following criteria:

Our Industry Experience

With 20 + years of specialized combined experience in developing and deploying Advanced Customer Flow solutions, ACF Technologies, Inc. offers a number of competitive advantages over Customer Management Software applications offered by other companies in the marketplace.

ACF Technologies is the only known source for real-time, **truly web-based** customer flow automation in walk-in service centers, which can be used for directing, organizing and optimizing the throughput of customers in an enterprise or stand alone organizations.

Low Cost of Ownership

ACF Solutions uses **non-proprietary**, commercially available hardware applications that can be purchased off of state contracts, from local vendors or through already defined relationships. Consumable items (ticket paper/rolls) tied to the system can also be purchased and maintained through these same channels.

From an IT standpoint, ACF solutions are so easy to maintain and optimize, that our customers can often add, subtract or change functionality themselves, reducing down time. ACF strives to provide the highest level of customer service and is happy to work with each of our clients. However, the system is simple enough that they can maintain many of these processes themselves.

Advanced Technology

The ACF Solution is the only known source of Customer Management Software (CMS) that is both **100% web-based** and utilizes the Microsoft SQL Server 2000 database as its data management system. This speeds up installation time by increasing the ease of configuration, set-up, trouble shooting and database administration.

A single web server houses the entire functionality of the solution. All functionality whether it is through the workstation/counter, or through the directional devices, is housed on and accessed through the central server. In other words, no local branch PCs are required to operate the solution.

Utilization of a single, central web-based system also diminishes the organization's sole dependence on ACF Technologies, Inc. for making minor configuration and system functionality changes.

State of West Virginia
Department of Administration
Purchasing Division
2019 Washington Street East
Post Office Box 50130
Charleston, WV 25305-0130

Request for Quotation

RFQ NUMBER	PAGE
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ADDRESS CORRESPONDENCE TO ATTENTION OF:

KRISTA FERRELL
304-558-2596

VENDOR	SHIP TO
RFQ COPY TYPE NAME/ADDRESS HERE	DIVISION OF MOTOR VEHICLES 1317 HANSFORD STREET CHARLESTON, WV 25311 558-0002

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
07/19/2006				

BID OPENING DATE: 07/28/2006	BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
0001	1	EA		605-50		

QUEUING SYSTEM

AUTOMATED NUMBERING MACHINES CONSTRUCTED FOR HEAVY
DUTY USAGE IN THE NUMBERING OF VARIOUS DOCUMENTS FOR
MOTOR VEHICLE REGISTRATION.

REQUEST FOR QUOTATION

THE WEST VIRGINIA PURCHASING DIVISION FOR THE WEST
VIRGINIA DEPARTMENT OF TRANSPORTATION'S DIVISION OF
MOTOR VEHICLES IS SOLICITING BIDS TO SUPPLY AND
INSTALL A CUSTOMER QUEUING SYSTEM AT THE CHARLES
TOWN DMV REGIONAL OFFICE LOCATED AT 8157 CHARLES
TOWN ROAD IN KEARNEYSVILLE, WEST VIRGINIA.

SYSTEM MUST BE READY FOR INSTALLATION ON AUGUST 14
2006.

QUOTED PRICE MUST INCLUDE MAINTENANCE SERVICE FOR (1)
YEAR AND A (1) YEAR SUPPLY OF PAPER PRODUCTS.

SYSTEM COMPONENTS PER THE ATTACHED SPECIFICATIONS.

VENDORS MUST INCLUDE FOB DESTINATION DELIVERY COSTS
FOR ALL MATERIALS TO THE DMV OFFICE IN KERNEYSVILLE,
WEST VIRGINIA

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE _(signed)_   TELEPHONE 404-452-8597   DATE 07-26-06

TITLE Sales MGR   FEIN 33-1066546   ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

GENERAL TERMS & CONDITIONS
REQUEST FOR QUOTATION (RFQ) AND REQUEST FOR PROPOSAL (RFP)

1. Awards will be made in the best interest of the State of West Virginia.

2. The State may accept or reject in part, or in whole, any bid.

3. All quotations are governed by the *West Virginia Code* and the *Legislative Rules* of the Purchasing Division.

4. Prior to any award, the apparent successful vendor must be properly registered with the Purchasing Division and have paid the required $125.00 registration fee.

5. All services performed or goods delivered under State Purchase Orders/Contracts are to be continued for the term of the Purchase Order/Contract, contingent upon funds being appropriated by the Legislature or otherwise being made available. In the event funds are not appropriated or otherwise available for these services or goods, this Purchase Order/Contract becomes void and of no effect after June 30.

6. Payment may only be made after the delivery and acceptance of goods or services.

7. Interest may be paid for late payment in accordance with the *West Virginia Code*.

8. Vendor preference will be granted upon written request in accordance with the *West Virginia Code*.

9. The State of West Virginia is exempt from federal and state taxes and will not pay or reimburse such taxes.

10. The Director of Purchasing may cancel any Purchase Order/Contract upon 30 days written notice to the seller.

11. The laws of the State of West Virginia and the *Legislative Rules* of the Purchasing Division shall govern all rights and duties under the Contract, including without limitation the validity of this Purchase Order/Contract.

12. Any reference to automatic renewal is hereby deleted. The Contract may be renewed only upon mutual written agreement of the parties.

13. **BANKRUPTCY:** In the event the vendor/contractor files for bankruptcy protection, this contract is automatically null and void, and is terminated without further order.

14. **HIPAA Business Associate Addendum** - The West Viginia State Government HIPAA Business Associate Addendum (BAA), approved by the Attorney General, and available online at the Purchasing Division's web site (http://www.state.wv.us/admin/purchase/vrc/hipaa.htm) is hereby made part of the agreement. Provided that, the Agency meets the definition of a Covered Entity (45 CFR §160.103) and will be disclosing Protected Health Information (45 CFR §160.103) to the vendor.

INSTRUCTIONS TO BIDDERS

1. Use the quotation forms provided by the Purchasing Division.

2. **SPECIFICATIONS:** Items offered must be in compliance with the specifications. Any deviation from the specifications must be clearly indicated by the bidder. Alternates offered by the bidder as EQUAL to the specifications must be clearly defined. A bidder offering an alternate should attach complete specifications and literature to the bid. The Purchasing Division may waive minor deviations to specifications.

3. Complete all sections of the quotation form.

4. Unit prices shall prevail in cases of discrepancy.

5. All quotations are considered F.O.B. destination unless alternate shipping terms are clearly identified in the quotation.

6. **BID SUBMISSION:** All quotations must be delivered by the bidder to the office listed below prior to the date and time of the bid opening. Failure of the bidder to deliver the quotations on time will result in bid disqualifications.

      SIGNED BID TO:

      Department of Administration
      Purchasing Division
      2019 Washington Street East
      Post Office Box 50130
      Charleston, WV 25305-0130

State of West Virginia
Department of Administration
Purchasing Division
2019 Washington Street East
Post Office Box 50130
Charleston, WV 25305-0130

Request for Quotation

RFQ NUMBER
DMV70007

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ADDRESS CORRESPONDENCE TO ATTENTION OF:

KRISTA FERRELL
304-558-2596

VENDOR	RFQ COPY TYPE NAME/ADDRESS HERE

SHIP TO:

DIVISION OF MOTOR VEHICLES

1317 HANSFORD STREET
CHARLESTON, WV
25311   558-0002

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
07/19/2006				

BID OPENING DATE: 07/28/2006   BID OPENING TIME   01:30PM

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT

THE MODEL/BRAND/SPECIFICATIONS NAMED HEREIN ESTABLISH
THE ACCEPTABLE LEVEL OF QUALITY ONLY AND ARE NOT
INTENDED TO REFLECT A PREFERENCE OR FAVOR ANY
PARTICULAR BRAND OR VENDOR. VENDORS WHO ARE BIDDING
ALTERNATES SHOULD SO STATE AND INCLUDE PERTINENT
LITERATURE AND SPECIFICATIONS. FAILURE TO PROVIDE
INFORMATION FOR ANY ALTERNATES MAY BE GROUNDS FOR
REJECTION OF THE BID. THE STATE RESERVES THE RIGHT
TO WAIVE MINOR IRREGULARITIES IN BIDS OR SPECIFICATIONS
IN ACCORDANCE WITH SECTION 148-1-4(F) OF THE WEST
VIRGINIA LEGISLATIVE RULES AND REGULATIONS.

BANKRUPTCY: IN THE EVENT THE VENDOR/CONTRACTOR FILES
FOR BANKRUPTCY PROTECTION, THIS CONTRACT IS AUTOMATI-
CALLY NULL AND VOID, AND IS TERMINATED WITHOUT FURTHER
ORDER.

VENDOR PREFERENCE CERTIFICATE

CERTIFICATION AND APPLICATION* IS HEREBY MADE FOR
PREFERENCE IN ACCORDANCE WITH WEST VIRGINIA CODE,
5A-3-37 (DOES NOT APPLY TO CONSTRUCTION CONTRACTS).

A. APPLICATION IS MADE FOR 2.5% PREFERENCE FOR THE
REASON CHECKED:

( ) BIDDER IS AN INDIVIDUAL RESIDENT VENDOR AND
HAS RESIDED CONTINUOUSLY IN WEST VIRGINIA FOR FOUR
(4) YEARS IMMEDIATELY PRECEDING THE DATE OF THIS
CERTIFICATION; OR

( ) BIDDER IS A PARTNERSHIP, ASSOCIATION OR CORPORA-
TION RESIDENT VENDOR AND HAS MAINTAINED ITS HEAD-
QUARTERS OR PRINCIPAL PLACE OF BUSINESS CONTINUOUSLY I

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE	TELEPHONE	DATE
	404 452-8597	07-26-06

TITLE Sales MGR   FEIN 33-1066546

ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

ADDRESS CORRESPONDENCE TO ATTENTION OF:

KRISTA FERRELL
304-558-2596

VENDOR

RFQ COPY
TYPE NAME/ADDRESS HERE

SHIP TO

DIVISION OF MOTOR VEHICLES

1317 HANSFORD STREET
CHARLESTON, WV
25311   558-0002

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
07/19/2006				

BID OPENING DATE:	07/28/2006		BID OPENING TIME	01:30PM

LINE	QUANTITY	UOP	CAT NO.	ITEM NUMBER	UNIT PRICE	AMOUNT

WEST VIRGINIA FOR FOUR (4) YEARS IMMEDIATELY PRECEDING
THE DATE OF THIS CERTIFICATION; OR 80% OF THE OWNERSHIP
INTEREST OF BIDDER IS HELD BY ANOTHER INDIVIDUAL,
PARTNERSHIP, ASSOCIATION OR CORPORATION RESIDENT VENDOR
WHO HAS MAINTAINED ITS HEADQUARTERS OR PRINCIPAL PLACE
OF BUSINESS CONTINUOUSLY IN WEST VIRGINIA FOR FOUR (4)
YEARS IMMEDIATELY PRECEDING THE DATE OF THIS
CERTIFICATION; OR

(✓)   BIDDER IS A CORPORATION NONRESIDENT VENDOR
WHICH HAS AN AFFILIATE OR SUBSIDIARY WHICH EMPLOYS
A MINIMUM OF ONE HUNDRED STATE RESIDENTS AND WHICH
HAS MAINTAINED ITS HEAQUARTERS OR PRINCIPAL PLACE OF
BUSINESS WITHIN WEST VIRGINIA CONTINUOUSLY FOR THE
FOUR (4) YEARS IMMEDIATELY PRECEDING THE DATE OF THIS
CERTIFICATION.

B.   APPLICATION IS MADE FOR 2.5% PREFERENCE FOR THE
REASON CHECKED:

(   )   BIDDER IS A RESIDENT VENDOR WHO CERTIFIES THAT,
DURING THE LIFE OF THE CONTRACT, ON AVERAGE AT LEAST
75% OF THE EMPLOYEES WORKING ON THE PROJECT BEING BID
ARE RESIDENTS OF WEST VIRGINIA WHO HAVE RESIDED IN
THE STATE CONTINUOUSLY FOR THE TWO YEARS IMMEDIATELY
PRECEDING SUBMISSION OF THIS BID;
OR
(   )   BIDDER IS A NONRESIDENT VENDOR EMPLOYING A
MINIMUM OF ONE HUNDRED STATE RESIDENTS OR IS A
NONRESIDENT VENDOR WITH AN AFFILIATE OR SUBSIDIARY
WHICH MAINTAINS ITS HEADQUARTERS OR PRINCIPAL PLACE
OF BUSINESS WITHIN WEST VIRGINIA EMPLOYING A MINIMUM
OF ONE HUNDRED STATE RESIDENTS WHO CERTIFIES THAT,
DURING THE LIFE OF THE CONTRACT, ON AVERAGE AT LEAST
75% OF THE EMPLOYEES OR BIDDERS' AFFILIATE'S OR
SUBSIDIARY'S EMPLOYEES ARE RESIDENTS OF WEST VIRGINIA

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE	TELEPHONE	DATE
(signature)	404 452-8597	07-26-06

TITLE	FEIN	
Sales MGR	33-1066546	ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

State of West Virginia
Department of Administration
Purchasing Division
2019 Washington Street East
Post Office Box 50130
Charleston, WV 25305-0130

Request for Quotation

RFQ NUMBER	PAGE
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ADDRESS CORRESPONDENCE TO ATTENTION OF:
KRISTA FERRELL
304-558-2596

RFQ COPY
TYPE NAME/ADDRESS HERE

VENDOR

DIVISION OF MOTOR VEHICLES

SHIP TO

1317 HANSFORD STREET
CHARLESTON, WV
25311   558-0002

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LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT

WHO HAVE RESIDED IN THE STATE CONTINUOUSLY FOR THE TWO
YEARS IMMEDIATELY PRECEDING SUBMISSION OF THIS BID.

BIDDER UNDERSTANDS IF THE SECRETARY OF TAX & REVENUE
DETERMINES THAT A BIDDER RECEIVING PREFERENCE HAS
FAILED TO CONTINUE TO MEET THE REQUIREMENTS FOR SUCH
PREFERENCE, THE SECRETARY MAY ORDER THE DIRECTOR OF
PURCHASING TO: (A) RESCIND THE CONTRACT OR PURCHASE
ORDER ISSUED; OR (B) ASSESS A PENALTY AGAINST SUCH
BIDDER IN AN AMOUNT NOT TO EXCEED 5% OF THE BID AMOUNT
AND THAT SUCH PENALTY WILL BE PAID TO THE CONTRACTING
AGENCY OR DEDUCTED FROM ANY UNPAID BALANCE ON THE
CONTRACT OR PURCHASE ORDER.

BY SUBMISSION OF THIS CERTIFICATE, BIDDER AGREES TO
DISCLOSE ANY REASONABLY REQUESTED INFORMATION TO THE
PURCHASING DIVISION AND AUTHORIZES THE DEPARTMENT OF
TAX AND REVENUE TO DISCLOSE TO THE DIRECTOR OF
PURCHASING APPROPRIATE INFORMATION VERIFYING THAT
BIDDER HAS PAID THE REQUIRED BUSINESS TAXES, PROVIDED
THAT SUCH INFORMATION DOES NOT CONTAIN THE AMOUNTS OF
TAXES PAID NOR ANY OTHER INFORMATION DEEMED BY THE TAX
COMMISSIONER TO BE CONFIDENTIAL.

UNDER PENALTY OF LAW FOR FALSE SWEARING (WEST VIRGINIA
CODE 61-5-3), BIDDER HEREBY CERTIFIES THAT THIS
CERTIFICATE IS TRUE AND ACCURATE IN ALL RESPECTS; AND
THAT IF A CONTRACT IS ISSUED TO BIDDER AND IF ANYTHING
CONTAINED WITHIN THIS CERTIFICATE CHANGES DURING THE
TERM OF THE CONTRACT, BIDDER WILL NOTIFY THE PURCHASIN
DIVISION IN WRITING IMMEDIATELY.

BIDDER: _____ ACF Technologies, Inc

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE	TELEPHONE	DATE
	404 452 -8597	07-26-06

TITLE	FEIN	
Sales MGR	33-10 66 546	ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

State of West Virginia
Department of Administration
Purchasing Division
2019 Washington Street East
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Charleston, WV 25305-0130

Request for Quotation

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304-558-2596

RFQ COPY
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DIVISION OF MOTOR VEHICLES

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CHARLESTON, WV
25311   558-0002

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
07/19/2006				

BID OPENING DATE: 07/28/2006   BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT

DATE: 7-26-06

SIGNED: *(signature)*

TITLE: Sales MGR

```
* CHECK ANY COMBINATION OF PREFERENCE CONSIDERATION(S)
IN EITHER "A" OR "B", OR BOTH "A" AND "B" WHICH YOU ARE
ENTITLED TO RECEIVE.  YOU MAY REQUEST UP TO THE MAXIMUM
5% PREFERENCE FOR BOTH "A" AND "B".
(REV. 12/00)



                    NOTICE

A SIGNED BID MUST BE SUBMITTED TO:

        DEPARTMENT OF ADMINISTRATION
        PURCHASING DIVISION
        BUILDING 15
        2019 WASHINGTON STREET, EAST
        CHARLESTON, WV  25305-0130




THE BID SHOULD CONTAIN THIS INFORMATION ON THE FACE OF
THE ENVELOPE OR THE BID MAY NOT BE CONSIDERED:

SEALED BID


BUYER:                  21
```

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE *(signature)*   TELEPHONE 404-452-8597   DATE 07-26-06

TITLE Sales MGR   FEIN 33-1066546   ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

State of West Virginia
Department of Administration
Purchasing Division
2019 Washington Street East
Post Office Box 50130
Charleston, WV 25305-0130

Request for Quotation

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ADDRESS CORRESPONDENCE TO ATTENTION OF:

KRISTA FERRELL
304-558-2596

RFQ COPY
TYPE NAME/ADDRESS HERE

VENDOR

SHIP TO

DIVISION OF MOTOR VEHICLES

1317 HANSFORD STREET
CHARLESTON, WV
25311   558-0002

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
07/19/2006				

BID OPENING DATE:	07/28/2006	BID OPENING TIME	01:30PM

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
				RFQ. NO.: DMV70007		
				BID OPENING DATE: 07/28/2006		
				BID OPENING TIME: 1:30 PM		

PLEASE PROVIDE A FAX NUMBER IN CASE IT IS NECESSARY
TO CONTACT YOU REGARDING YOUR BID:
_800 710 9842_

CONTACT PERSON (PLEASE PRINT CLEARLY):
Joshua Michael Tropp

****** THIS IS THE END OF RFQ   DMV70007 ****** TOTAL: **$31596.00**

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE _[signature]_

TELEPHONE 404 452-8597

DATE 07-26-06

TITLE Sales MGR   FEIN 33-1066546

ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

SPECIFICATIONS FOR
CUSTOMER TRAFFIC MANAGEMENT SYSTEM

See Answers (2 Pages forward)

Customer Traffic Management System equal to and/or compatible with Q-Matics' Customer Traffic Management System complying with the following specifications:

1. Windows-based system (not DOS) for 10 customer service windows.

2. Must be able to be installed on a network platform.

3. Customers must be able to identify their needs by selecting a category of service/button from the ticket printer or touch screen.

4. System must be capable of printing a new, distinctive ticket each time a customer presses a service button. The ticket will be used to communicate dynamic information such as expected wait time, date and time of issue, bitmap image of company logo, etc. Text must be able to be changed automatically for any of the above variables.

5. Computer must be programmed with rules (logical sorting/priorities) for customer selection, to allow for optimal customer flow. Rules must be able to be changed from each workstation or from a PC using pre-designated priority levels.

6. System must be able to utilize a voice system to direct customers to the correct counter for the type of service selected.

7. System must be able to utilize a video system to direct customers to the correct counter for the type of service selected.

8. Voice and video systems must be capable of assisting a facility to comply with Federal ADA regulations.

9. System must be able to offer the ability to transfer a customer from one category; thus allowing the customer to retain their original ticket and ticket number throughout the process.

10. When transferring a ticket, system must be able to designate the positioning of that ticket within the category. The positions available are first in queue, middle of queue, end of queue, or by start time.

11. System must allow counter staff to select the type of customer service they are qualified to provide simply by pressing a "Priority" button on their counter keypad.

See Answers (next page)

12. System must utilize a two-dimensional card reader system to extract information from a driver's license, patent ID card, or bar-coded paperwork as customers enter the facility and receive a ticket for the type of service required to provide counter staff immediate access to customer's history when they press "NEXT" to call a customer, allowing for improved customer service.

13. System must include an internal modem that can be used to upgrade system software anytime of the day or night without interfering with customer operations and can also be used as a teaching or trouble-shooting tool.

14. System must be able to print statistical reports automatically each day and/or transmit via a modem to a central location where statistics from multiple offices can be viewed and compared if desired.

15. System must have the capability for a computer monitor to provide live, up-to-date information regarding the business status such as quantity of customers waiting in each category, customer wait times, customer transaction time and counter activity.

16. System must have the capability to connect a remote screen to the branch location via a modem connection so that Regional and/or Headquarter offices may monitor lobby activity and enforce accountability with the management team.

17. System must be compatible with existing software currently in use to allow upper management the capability to view site from Central office.

18. System must function over the WV DOT LAN/WAN without being solely dependant upon the connection to HQ. If, for any reason, the LAN/WAN should go down, the system must work independently of itself.

19. System must be able to program complete rules (logical sorting/priorities) for customer selection allowing optimal customer flow. These rules must be changeable from each workstation or from a PC using pre-designated priority levels.

20. System must be able to provide support for all queuing systems within the WV DMV organization without voiding the existing warranty.

Specifications For Customer Traffic Management System

ACF Technologies Responses:

1. The ACF Customer Traffic Management System is a Windows-based system, is written in .Net and is compatible on any TCP/IP and Windows NT based network and network related hardware. It can very easily support 10 customer service windows.

2. See above answer...

3. Each time a customer presses a service button, a new ticket is printed that is specific to the category of service that was selected. This ticket number is then placed in the corresponding queue line and is managed by ACF Application.

As customers enter the facility, they will approach a Self-Serve Touchscreen Kiosk Device. This device can have an unlimited array of categories and sub-categories allowing you to properly place each customer into a specific queue based on the data presented.

4. The ACF kiosk can print and dispense thermal paper tickets with a large array of information printed on it directly. Some of this data can be dynamically related to the specific customer it is being issued to such as a 1D barcode, an alpha numeric ticket number, a timestamp of when issued, the service category or sub-category, information related to the category of , special notices or messages, estimated wait time, etc. Additionally, you can print logos, coupons, marketing messages, etc.

The kiosk issue standard, off-the-shelf thermal paper tickets. These tickets can be printed with a large array of information printed directly on to them. The size and font can be easily adjusted.

5. The ACF application ACF Application is programmed to allow managers/admin. to easily set up system rules regarding how customers are called. Priorities can be programmed specifically by service-type, customer type, length of time in waiting queue (by category of service), even based on the priorities of the workstation attendants.

If a change in the work-flow is needed, the manager or administrator of the system can very easily change the priority of each workstation to better meet the current demand. This can be done in real-time from any pc or web-enabled device connected to the network for no additional charge.

ACF Application allows for the transferred ticket to be placed into the next "queue" based on fixed positioning (first/middle/end), by start/arrival time, by service or by priority.

ACF Application can have an unlimited number of priorities which can be assigned to either the categories individually or as a group. These different priorities allow counter

agents to call customers from services based on their arrival time (First-In-First-Out), their importance, the time of the day, or any other factor you deem important.

Prioritizing Categories on an Ad Hoc Basis as Needed - Priorities Assigned Based on Workstation and/or User

ACF Application allows our customers to easily create and prioritize an unlimited array of categories of service on an ad-hoc basis. The system allows you to prioritize the call-forward functionality based on specific workstations, individual attendants or groups of users. This area, called Functions in ACF Application terminology, can be easily edited by managers, administrators or IT.

Additionally, ACF Application has built-in functions so that staff can manually override the functions and priorities in the event of special circumstances such as a customer with a disability. These override features can vary depending on workstation user rights or priorities.

6. ACF Application will call customers forward over the voice system loud enough to comply with ADA regulations.

The volume, high/low/middle ranges and tambour of the voice system can be controlled so that the system is audible to all of your customers.

7. ACF Technologies, Inc. utilizes a different methodology for distributing call-forward data to televisions, plasma screens and LCD monitors than you may be familiar with. Instead of video drivers or licenses, ACF provides a single, web-based controller called the ACF Media Player (ACFMP). The ACFMP is about the size of a modem and can be located in your AV closet. This device receives data from your network via an Ethernet connection and distributes that data to as many TV devices as needed through a video splitter.

When your attendants call the next customer, the information is passed from the web server to the ACFMP. The call data appears as a pop-up, flashes 3 – 4 times and is then cached in the line-view of the last 10 customers called. The TVs can also post posters, important information, web-feeds, news tickers, even augmented PowerPoint presentations.

8. In order to offer the highest level of ADA support, the ACF application comes standard with the ability to adjust not only the tambour and pitch of the voice sounds, but also change the templates of the video system. The TV screen can be very easily changed so that the video output maximizes the visual presence of the messages displayed.

This ability to *easily* adjust the system settings for the video and voice facilitates your ability to better comply with ADA regulations.

9. Because ACF Application is a true web-based application with all functionality emanating from a single, centralized web server, you can transfer customers from any

service to anywhere in your network/domain without having the customer to be re-issued a new ticket. You can transfer them from counter to counter, branch to branch, but you can also transfer them to areas outside the regular counter/workstation environment. For instance, you could transfer a customer to a manager's office (via virtual queue) on the second floor of you branch if you deemed it necessary.

How system transfers clients back into the wait queue to insure fairness based on time arrival, etc.

Each customer is initially tracked based on the times that his/her service ticket was issued. If the customer is transferred back into the wait queue, fairness can be assured based on three different functions available in ACF Application;

1. The customer can be transferred into a queue based on their **Original Arrival Time.** If a customer came in at 10:01 am, then this would be the determining factor on placement back into the queue line. This would afford that particular customer the ability to be served faster assuming that he/she already has been waiting longer than most of the other customers in that particular service category.

2. The customer can also be inserted back into the queue line based on a **Fixed Position.** For example, this setting would place that particular customer 5th in line in that service category. This would be a setting that would be added at the time of installation and could be easily changed by management and staff of the TCTO periodically after review of the process.

3. The customer can also be placed back into the queue line based on a **Fixed Time.** For example: there are 20 customers waiting for a particular service and the average wait time is 10 minutes. This setting would allow the transferred customer to be recalled after waiting no more than 5 minutes. Like with the Fixed Position setting, this would be added at the time of installation and could be easily changed by management and staff of the TCTO periodically after review of the process.

10. See above answer.

11. The ACF application does not utilize counter keypads to call forward the next customer. Instead, the ACF Applications receives all of its functionality through the WV DMV network. Because ACF Application is a true web-based application, there is no need for additional client software to be installed on each and every workstation. This allows for quicker installation and configuration of the PCs at the various counters, kiosks, reception centers and managers. Where client based software would require an installation and configuration at each and every location, ACF Application® functionality is accessed through the browser (Internet Explorer). This also means that your attendants can float from workstation to workstation, log-on and access their specified console.

As customers arrive, receive tickets and begin waiting in the lobby, each Service Desk Attendant has the ability to view all of the customers currently waiting for their particular service and their wait times in real time. When they are ready for the next customer, they can choose the particular service and press the "NEXT" button in their onscreen ACF Application application. They will then wait for their customers to arrive.

12. The ACF application has an integrated 2-D card reader in the system kiosk in order to extract data from DLs, Patient IDs, and bar-coded paperwork. This scanner is mounted directly in the kiosk stand at a height appropriate to ADA and that is highly visible to users.

The customer will enter the facility, scan their item and choose the service that they are there for. Their information will then be forwarded to the counter when called.

13. ACF Technologies, Inc. utilizes a different methodology for upgrading the system or troubleshooting/teaching. Instead of a built-in modem, the ACF application is a web-based application *securely* loaded onto your network. The system can be securely accessed from anywhere at anytime in order to accomplish these goals.

14. ACF Application can collect statistics based on wait times, transaction times, in-branch times and personnel. Managers can access and view this data in both real time as well as historical-view. ACF Application stores all of this data in the SQL database allowing for easy export to third party report generators such as Crystal Reports or Excel.

As for the selection of reports manually: ACF Application has a simple wizard that enables managers to easily generate specific reports based on any of the parameters of the system. This wizard allows you to choose from a wide variety of parameters including the date range, the particular user or staff member, the particular category of service, by alerts or notifications, by case number, by wait or transaction times, etc, etc. This wizard also allows you to create a favorites list much like a browser or export the data directly to Crystal Reports or Excel.

Standard Reports
ACF Application comes cached with the following reports: Agents Performance, Agent Daily Performance, Agent Day Analysis, Agent Sign-out Time Analysis, Agent Interactions, Case Analysis, Case Details, Classifications Summary, Unit Case List, Unit Interaction List, Customer Analysis, Scheduled Customers Behavior, Scheduled Customers Arrival Analysis, Scheduled Customers Hourly Behavior, Realtime Unit Performance, Realtime Service Performance, Realtime Agents Performance, Realtime Case List, Realtime Performance Chart, Realtime Performance Dashboard, Service Level Analysis, Service Performance, Service Hourly Chart, Service Daily Chart, Service Weekly Chart, Service Day of Week Chart, Service Period Chart, Service Wait Analysis Chart, Scheduled Customers, Wait Analysis, Service Time Distribution, Waiting Time Distribution, Agent Service Time Distribution, Exceptional Service Times, Exceptional Waiting Times, Agent Exceptional Service Times
Statistics Tool

The ACF Application® application is the only known source of Customer Management Software (CMS) that utilizes Microsoft SQL Server 2000 database as its data management system. The ACF Application® application with the SQL Server 2000 platform provides organizations with a graphical "birds-eye" view of each of the various branches, their functionality, users and configurations throughout their enterprises. All statistical data (wait/transaction times, staff performance, etc.) can be viewed "merged" and compared with data from any other location as long as those offices are running ACF Application® as their Queuing management system.

Any user, any customer, any set of data can be accessed monitored, tracked and reported upon from anywhere within the network.

Remote Viewing Tool
The ACF Application® applications gives any manager at any office or state location the ability to view real-time and historical data of any office on one screen as long as those offices are running ACF Application® as their Queuing management system and that that manager is in the domain/network.

15. ACF Application has a unique feature called the Agent Function Management tool that allows managers and administrators to instantly be able to view in real-time the number of customers waiting by service or priority and the average wait time. This feature can be accessed immediately from anywhere on the network and can is refreshed every 2 seconds to allow for accurate decisions from management.

This feature also allows managers or administrators to change the agent's priorities, functions or seat location, all from the same screen.

A form of this feature can also be utilized by each of your workstation attendants allowing them to see the number of customers waiting by service and the average wait time, directly from the service console. This gives them a view of the service situation in their waiting room and allows them to proactively make decisions that can dramatically increase service quality.

Through the use of the Agent Function Management tool and because ACF Application is a true web-based application, this feature comes standard in ACF Application.

16. See above answer......

17. The ACF Application® applications gives any manager at any office or state location the ability to view real-time and historical data of any office on one screen as long as those offices are running ACF Application® as their Queuing management system and that that manager is in the domain/network.

18. Although the ACF application is a true web-based system capable of running your entire network from a single centralized web-server, we can support a branch server operation that does not rely on connectivity to the HQ.

19. ACF Application allows our customers to easily create and prioritize an unlimited array of categories of service on an ad-hoc basis. The system allows you to prioritize the call-forward functionality based on specific workstations, individual attendants or groups of users. This area, called Functions in ACF Application terminology, can be easily edited by managers, administrators or IT.

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ACF Application has built-in functions so that staff can manually override the functions and priorities in the event of special circumstances such as a customer with a disability. These override features can vary depending on workstation user rights or priorities.

20. ACF Technologies can provide support for any ACF application installed at the WV DMV organization. However, we cannot provide support for other queuing applications already installed due to their proprietary nature.

RFQ #DMV70007

6/29/06

System to include the following:

Quan.	Item Description	Per Unit	Total Cost
1	Queuing System Hardware Interface	no interface required	
1	Queuing System Hardware	not applicable	n/A
1	Network Option for Queuing System	included	included
1	Queuing System License for Remote Management	$1 000.00	$1000.00
1	Queuing System Computer to include Printer, Keyboard, Monitor, Mouse and NIC	$1,300.00	$1,300.00
1	Ticket Printer for Queuing System	$2 989.00	$2989.00
1	Faceplate for Ticket Printer	not applicable (touchscreen)	
1	Box of 36,000 Black Thermal Tickets for Ticket Printer	$141.00	$141.00
2	Matrix Style Main Display (RED)	$900.00	$1 800.00
10	Matrix Style Workstation Display (RED)	$380.00	$3 800.00
10	Workstation Programmable Terminal	$425.00	$4250.00
1	Main Junction Box	$890.00	$890
1	Hardware, Signage and Cabling	$375.00	$375.00
1	Automatic Announcer (external unit)	$504.00	$504.00
2	Drop Ceiling Speaker Assembly (to include drop ceiling tile surround)	$89.00	$178.00
3	Power Supply – Standard (SE)	included	included
1	Software Configuration	see line items IN-01, IA-06, CO-02	
1	System Configuration Call – Off site Phone consult	Included	Included
1	Same-visit On-Site Training (not to exceed 4 hours)	$1,000.00	$1 000.00
1	English Voice Modulator	$495.00	$495.00
1	Shipping Cost		
1	Maintenance Service (1 year)	2 year included	(free)
1	Labor and Installation	see line items In-05: $1 900.00	

Total Price $ 31,596.00

See next page for ACF Line Itemized Quotation

ACF Technologies, Inc. - Web-Based Flow Management System

Code	Description	Unit	Qty	Price	Total
	Software – Server Level				
QC-05	Q-Flow Branch Server Software	Global	1	$2,100	$2,100
	Software – Client Access Licenses				
QA-10	Q-Flow Agent – Standard	Per User	10	$425	$4,250
QA-50	Q-Flow Manager	Per User	1	$1,000	$1,000
	Software – Equipment Operation				
QL-12	Q-Flow Announcer Access License	Per Device	2	$300	$600
QS-20	Q-Flow Receptionist - Kiosk License	Per Kiosk	1	$1,500	$1,500
	Hardware – Reception & Ticketing				
RK-12	Table Top Self-Serve Kiosk (with printer and 12 inch color touch screen)	Per Device	1	$2,989	$2,989
FS-01	Stand for Self-Serve Kiosk (RK-12)	Per Device	1	$645	$645
BC-02	Kiosk Barcode Reader (2D) and Shelf Fits FS-01 Kiosk Stand	Per Device	1	$990	$990
TX-01	Case of 50 Thermal Ticket Rolls	Per Site	1	$141	$141
	Hardware – LED Displays				
DL-20	Alphanumeric Red LED Display (Single Counter Display)	Per Device	10	$380	$3,800
DL-21	Alphanumeric Red LED Display (3-Tier Main Display) - Requires VB-20	Per Device	1	$1,800	$1,800
VB-25	Serial Control Box (Multi-Display Control, 16 Port)	Per Site	1	$890	$890
HD-01	Cabling and Accessories	Per Site	1	$375	$375
	Hardware/Software - Voice Announcer				
VU-30	Voice Unit (Ethernet)	Per Device	1	$504	$504
VA-10	Amplifier	Per Device	1	$189	$189
VS-01	Speakers	Per Device	2	$89	$178
VS-02	English Voice Phrases	Per Site	1	$495	$495
	Installation				
IN-01	Q-Flow Server Installation	Global	1	$850	$850
IN-05	Hardware Installation	Per Device	19	$100	$1,900
IN-06	Software Interface/Recep. Installation	Per Wrkst	11	$100	$1,100
	Consulting				
CO-01	On-Site Training and Technical Support	Per Day	1	$1,000	$1,000
CO-02	System maintenance, customization & data analysis	Per Install	1	$2,700	$2,700
	Additional Hardware Devices				
HS-10	Host Server	Global	1	$1,300	$1,300
	Additional Software				
	Shipping				
SH-60	Shipping		1	$300	$300
			TOTAL:		$31,596

FED Tax ID: 33-1066546
CAGE Code: 3S7H8
CCR: 7TZJ5R
Terms: Net thirty (30), 1% discount 15 days (if system is purchased)

Notes for Q-Flow System:
- Microsoft SQL Express Version is included in this proposal
- Windows XP Professional is the recommended operating system
- IE Explorer version 6 or greater is required for each workstation
- Local electrical codes may require conduit or permits - not included in quotation
- Any additional electrical outlets not included in quotation – Ticket Printers, Kiosks and LED Displays do require electrical outlets
- Any additional LAN drops not included in quotation – Ticket Printers, Kiosks and LED Displays do require LAN drops
- Delivery: 4-9 weeks from receipt of P.O.
- Sales tax if applicable is not included in total. F.O.B. – Origin, NC
- ACF Technologies standard terms and conditions apply to any order placed
- PC Computer specifications must meet ACF requirements - provided upon request
- **Two Year (24 months) original limited warranty included**
- Quotation valid for 120 days from above date
- Software Installation time is approx 2 days per site
- Hardware Installation time is approx 2 days per site

Statement of Work

Goal: To provide an automated customer flow and queuing system for the WV DMV – Charlestown Regional DMV Office

ACF Technologies ("ACF") will provide the following items:

1. ACF will install system equipment "as is" (refer to Equipment Description) – no modifications to hardware.
2. ACF will install system during normal business hours unless otherwise specified.
3. ACF will install and hide to the best of their ability all system cables (minimum: wire tie straps will be used to secure cabling)
4. ACF will use any existing electrical outlets however any additional outlets if required are to be provided by the customer. This would include the ticket printer kiosk, audio unit, video units and LED displays.

Two Year Original Limited Warranty

ACF Technologies, Inc. ("ACF") queue management systems come with a two-year ORIGINAL LIMITED WARRANTY. The information below is a description of ACF's two-year ORIGINAL LIMITED WARRANTY for systems purchased.

Standard Two-Year Original Limited Warranty

ACF Technologies, Inc. ("ACF") resells its systems from software components (primarily) and hardware components that are new in accordance with industry-standard practices. ACF uses industry recognized quality hardware components in our systems. ACF warrants that the software/hardware systems it resells will be free from defects in materials and workmanship. The warranty term is two years beginning on the date of invoice, as further described below. The warranty is nontransferable.

This warranty does not cover PC hardware components utilized by the system that were not sold as a part of the original system purchase. This includes workstation and reception point PCs and Server PCs that were already in place or purchased by the customer.

This warranty does not cover any items that are in one or more of the following categories: speakers; external devices; accessories or parts added to a ACF system after the system is shipped from ACF; accessories or parts furnished by Customer for inclusion into new system; monitors, keyboards, and mice that are included on ACF's signed system quote list are covered under this warranty.

This warranty does not cover damage due to external causes, including accident, abuse, misuse, problems with electrical power, servicing not authorized by ACF, usage not in accordance with product instructions, failure to perform required preventive maintenance, and problems caused by use of parts and components not supplied by ACF.

ACF will repair or replace warranted products found to be defective in material or workmanship. To request warranty service, you must call ACF within the warranty period. An ACF Technician will determine by phone if warranty service is necessary. If warranty service is required, ACF will schedule on onsite appointment.

NOTE: Before you schedule an onsite warranty call, back up the data on the hard-disk drive(s) and any other storage device(s) in the product(s). If you have any questions, call ACF for client assistance.

ACF owns all parts removed from repaired products. ACF uses new parts made by various manufacturers in performing warranty repairs and building replacement products. If ACF repairs or replaces a product, its warranty term is not extended.

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE (OR JURISDICTION TO JURISDICTION). ACF'S RESPONSIBILITY FOR MALFUNCTIONS AND DEFECTS IN HARDWARE IS LIMITED TO REPAIR AND REPLACEMENT AS SET FORTH IN THIS WARRANTY STATEMENT. ALL EXPRESS AND IMPLIED WARRANTIES FOR THE PRODUCT, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OF AND

CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO THE WARRANTY PERIOD SET FORTH ABOVE AND NO WARRANTIES, WHETHER EXPRESS OR IMPLIED, WILL APPLY AFTER SUCH PERIOD. SOME STATES (OR JURISDICTIONS) DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU. ACF DOES NOT ACCEPT LIABILITY BEYOND THE REMEDIES SET FORTH IN THIS WARRANTY STATEMENT OR LIABILITY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING WITHOUT LIMITATION ANY LIABILITY FOR PRODUCTS NOT BEING AVAILABLE FOR USE OR FOR LOST DATA OR SOFTWARE. SOME STATES (OR JURISDICTIONS) DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE EXCLUSION OR LIMITATION MAY NOT APPLY TO YOU.

These provisions apply to ACF's two-year Original Limited Warranty only. For provisions of any on-site service contract covering your system, refer to the separate on-site service contract available upon request.

Note: On certain systems sales, ACF may extend warranty coverage beyond the two year period. If such provisions are made, it will be in writing made by ACF and at the time of system purchase and offered to qualified customers.