

**QUEUING SYSTEM
DMV70020**

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

September 13, 2006

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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 DMV70020**.

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.

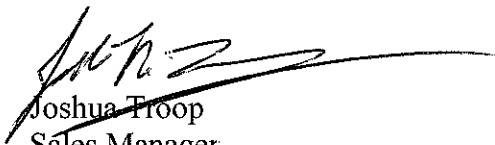
Price Proposal/Quote Note

Because ACF Technologies utilizes diverging technologies than the Q-Matic system, we also will be submitting a different layout for the Price Proposal/Quote. **However, we do both meet and exceed the 18 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
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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.

Web-Based Flow Management System					
					Ver: v2.4
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	12	\$425	\$5,100
QA-50	Q-Flow Manager	Per User	1	\$1,000	\$1,000
	Software – Equipment Operation				
QL-12	Q-Flow Announcer Access License	Per Device	4	\$300	\$1,200
	Hardware – Reception & Ticketing				
RP-01	Tabletop ticket printer	Per Device	1	\$485	\$485
TX-01	Case of 50 Thermal Ticket Rolls (1 year's worth)	Per Site	1	\$141	\$141
	Hardware – LED Displays				
DL-20	Alphanumeric Red LED Display (Single Counter Display)	Per Device	11	\$380	\$4,180
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	\$0	\$0
	Installation				
IN-01	Q-Flow Server Installation	Global	1	\$500	\$500
IN-05	Hardware Installation	Per Device	19	\$75	\$1,425
IN-06	Software Interface/Recep. Installation	Per Wrkst	13	\$25	\$325
	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	\$2,000	\$2,000
	Additional Hardware Devices				
HS-10	Host Server	Global	1	\$2,100	\$2,100
	Shipping				
SH-60	Shipping		1	\$200	\$200
			TOTAL:		\$25,692

Q-Flow® - Web-Based Flow Management System (continued)

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 Full Version is required and is not 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 applicable

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.

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 11 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. ACF Technologies will provide a counter LED display above each counter that shows the ticket number being called to the counter as well as the counter number. When first called the call message will flash for 15-30 seconds before becoming cached on the screen.

9. 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.

10. 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.

11. The ACF Application allows for the automatic placement of the transferred customer into the corresponding category queue based on their original start time.

12. 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. This action will prompt the main LED Display, the LED display above their counters and the voice system to broadcast the corresponding "Now Serving" message. They will then wait for their customers to arrive.

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 be 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. Because the ACF application is a truly web-based application, any authorized user on the DOT network can easily and securely access and monitor real-time wait statuses in the lobby of any branch with the ACF system.

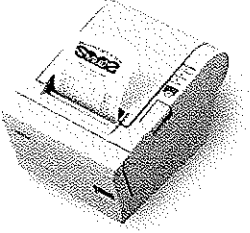
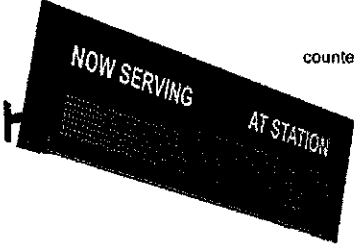

17. Although the ACF application is a true web-based system capable of running your entire network from a single centralized web-server, we can support a branch server operation that does not rely on connectivity to the HQ.

18. ACF Technologies can provide telephone support within one hour of being notified of a problem. ACF Technologies can also support a technician being onsite at any branch with an ACF system within 24 hours.



Product Specifications

Product Description	Product Specifications
<p style="text-align: center;">Head Quarters Central Software</p> <p>Q-Flow® Enterprise Server Software – Web Enabled</p> <div style="text-align: center;"> </div> <p style="text-align: center;">For illustration purposes only, not exact equipment list</p>	<p>Provides a complete customer service and customer flow management solution, for small, medium and large customer reception centers Price is provided for up to 100 field/branch offices.</p> <p>User license are flexible and is not restricted to a station, employee or client software. Since the system is web based, licenses are floating and users can log in from anywhere</p> <p>Here are some benefits of having centralized software:</p> <ul style="list-style-type: none"> ❖ Less software licenses have to be purchased and maintained ❖ Q-Flow® utilizes concurrent licenses, this allows the agent/user to deploy the license at any branch/departments within the organization without having the need to update remote computers in the field ❖ Because of the web-based software, upgrades, version control, bug fixes and system configuration changes (example: adding a new service type or changing ticket text) can be done from any remote computer to the central server ❖ The centralized database allows for easy report retrieval across an entire enterprise. MS SQL Enterprise Licenses required (not included) ❖ Database backups are to a single source (no remote computers to backup) ❖ No PC at each field office is required to control the queue system. This will translate into: <ul style="list-style-type: none"> ▪ Cost of a PC is saved ▪ IT support and maintenance will be eliminated ▪ Scheduled backups of local computer will be eliminated
<p>Q-Flow® Consulting and Training</p>	<p>Customer flow analysis and training for employees on the utilization of the software. This training is provided during business hours and prices are provided per day and up to seven hours</p>
<p>Q-Flow® Server Installation (labor)</p>	<p>Installation and customization of the software to adapt to customers needs, this includes:</p> <ul style="list-style-type: none"> ❖ Hierarchical field office configuration ❖ Administration setup ❖ Users rights and global setup ❖ User access and views ❖ Global document classification (described matter codes) ❖ Media content setup (tickets, displays and TV info -if purchased) ❖ Global announcements (if purchased) ❖ Global prioritization/functions ❖ Floating users ❖ Miscellaneous
<p>Travel / ODC (other direct costs)</p>	<p>Travel to headquarters office to provide training and installation of the ACF Server products. Cost includes lodging, meals and other expenses</p>

Description	Product Specifications
Field Office Q-Flow® field office configuration	System configuration includes: <ul style="list-style-type: none"> ❖ Users configuration ❖ Reception point configuration ❖ Priorities/Functions setup ❖ Managers report views ❖ Ticket configuration (if global settings are not purchased) ❖ Display information (arrow directions, counter numbers, etc) ❖ Voice announcement (multilingual) ❖ Miscellaneous
Tabletop POS - Ticket Printer (Parallel Port) 	Epson's TM-T88II thermal POS printer <ul style="list-style-type: none"> ❖ Easy drop-in paper loading with tear-bar and auto-cutter ❖ Ease-of-use features including Auto Status Back (ASB) messages ❖ Available bundled with power supply ❖ Extended on year warranty ❖ Non-Proprietary Thermal Paper
Alphanumeric RED Color LED Display  <p style="text-align: right;">counter display</p> <p style="text-align: center;">For illustration proposes</p>	<ul style="list-style-type: none"> ❖ Case Dimensions: 25 8"L x 2 0" x 3 8"H (65 5 cm x 5 1 cm x 9 7 cm) ❖ Display dimensions: 24.0"L x 2.1"H (61 0 cm x 5 3 cm) ❖ Weight: 2 55 lbs. (1 16 kg) without power supply and keyboard ❖ Display Array: 80 columns x 7 rows ❖ Display memory: 30,000 characters ❖ Pixel size (diameter): 0.2" (0 51 cm) ❖ Pixel (LED) Color: RED ❖ Character size: 2 1" tall (5 3 cm) ❖ Serial computer interface: RS232 ❖ Power: External power supply 7 5 VDC at 3 25A 50/60 Hz ❖ Maximum power cord length: 10 feet ❖ Case material: Extruded aluminum ❖ Limited warranty: One-year parts and labor, factory servicing ❖ Agency approvals: 120 VAC model listed to: ❖ ANSI/UL 1950 3rd edition (US) ❖ Mounting: Hardware to accommodate wall/ceiling mounting
Speaker for voice announcement 	Radio Shack Speakers or similar - Sleek flush mount 6" coaxial ceiling speakers and E-Z mounting tabs for easy installation Designed to be a discrete in-ceiling speaker Because most fixtures in ceilings are round, these speakers can easily blend with your recessed lights
Amplifier 	Amplifier or similar <ul style="list-style-type: none"> ❖ Power Requirements 120 Volts AC, 60 Hz, 25 Watts ❖ Output Power ❖ 1 8 Watts Per Channel (RMS) ❖ Frequency Response 20–25,000 Hz ❖ Input Sensitivity: Phono 2 5 mV (Magnetic); 200 mV (Ceramic) ❖ Tuner 160 mV ❖ Speaker Impedance 8 to 16 Ohms ❖ Tone Control Response –18.0 dB ❖ Crosstalk at CD/Tape Input (@ 2 WattsPower) 50 dB @ 1 kHz ❖ Dimensions (H ` W ` D) 2 1/2 ` 9 1/4 ` 6 7/8 inches (6 4 ` 23 6 ` 17 5 cm)
Q-Flow® Language Pack for voice announcement in native language	Add-on voice announcement per field office that allows calling of customer numbers in default language

Q-Flow® device installation(labor)

The configuration and installation of the devices that can be connected to the Q-Flow® software, this prices include:

- ❖ Display installation (if purchased)
- ❖ Voice announcement configuration and installation (if purchased)
- ❖ Ticket printer installation and configuration (if purchased)

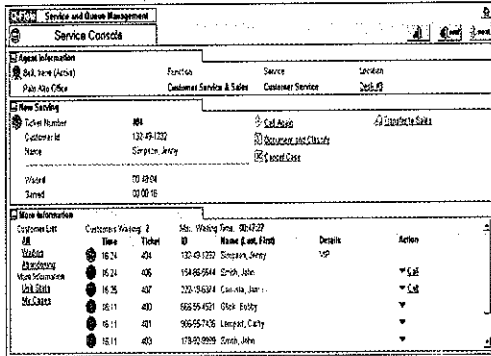
Consulting and Training (per day)

Customer flow analysis and training to employees on the utilization of the software. This training is provided during business hours and prices is provided per day and up to seven hours

Q-Flow® Web-Agent Soft. – Standard Functionality – Next Close, Transfer etc

Observe waiting customers, prompt them to approach a Customer Service Representative or transfer them to additional services. The Agent is also called the "Service Console" which allows Agents to:

- ❖ Call "NEXT" Customer
- ❖ Observe waiting Customers and wait times
- ❖ Transfer Customer to additional service
- ❖ Change priorities
- ❖ Recall numbers
- ❖ Classification Codes/Transaction Codes

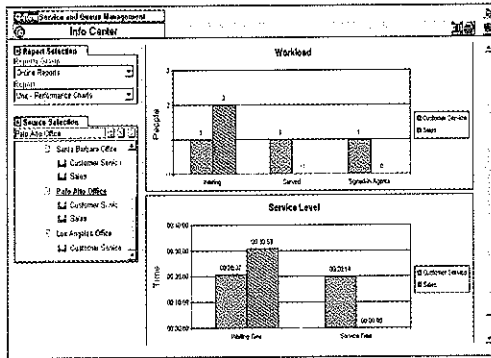


Also there are the following options for CRM integration:

- ❖ Full XML support

Q-Flow® Web-Manager Info Center – with Web Based Std Reports & On-line Management Views

Access online information and statistics, regarding agents performance, unit efficiency, service levels, customer flow patterns and more

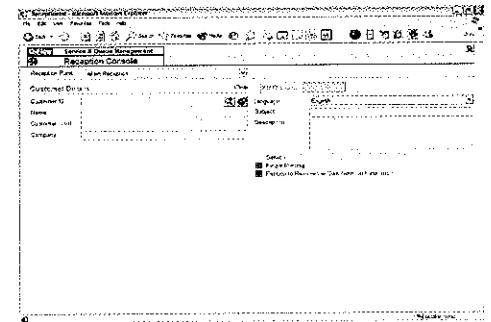


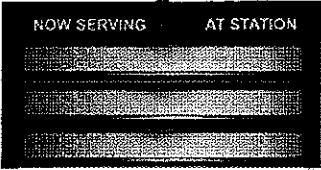
The NET architecture design allows the reports to be transported transparently to any MS Office document including Excel

Real time Information can be viewed for any branch location

Q-Flow® Web - Receptionist Software

Identify customers on arrival, provide them with an appropriate welcoming message and direct them to their appointed Customer Service Representative, to a Supervisor, or a general First in First Out Queue



Description	Product Specifications
<p>3 Line Dropdown Display</p>  <p>three stack display</p>	<p>The display provides customers the last 3 numbers called. The system can provide any standard ANSI character as well multi-language. Support multi characters for queue numbers for example, NIV01.</p> <p>SPECIFICATIONS <i>(Without the optional plastic sign plate)</i></p> <ul style="list-style-type: none"> ❖ Case dimensions: 13.5" h x 28.9" l x 2.2" d ❖ Display dimensions: 2.1" h x 24" l ❖ Weight: 10 lbs ❖ Mounting included: Wall & ceiling brackets ❖ Serial computer interface: RS232 <p>Power QTY 3 120 Volts, 60 HZ, 60 W, CONFORMS TO UL STANDARDS -- Ordinary Quad Outlet</p>

Q-Flow® is a registered trademark of Q-nomy Inc



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
DMV70020

PAGE
1

ADDRESS CORRESPONDENCE TO ATTENTION OF
KRISTA FERRELL 304-558-2596



ACF Technologies, Inc.
 35 Haywood St., Suite 209
 Asheville, NC 28801

DIVISION OF MOTOR VEHICLES
 VARIOUS LOCALES AS
 INDICATED BY ORDER

SHIP TO

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B	FREIGHT TERMS
09/07/2006				
BID OPENING DATE		BID OPENING TIME		
09/18/2006		01:30PM		

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
0001	1	LS		920-35		\$25,692
<p>QUEING SYSTEM FOR REGIONAL DMV OFFICE</p> <p>REQUEST FOR QUOTATION</p> <p>THE WEST VIRGINIA PURCHASING DIVISION FOR THE AGENCY, THE WEST VIRGINIA DIVISION OF MOTOR VEHICLES, IS SOLICITING BIDS TO SUPPY AND INSTALL A CUSTOMER QUING SYSTEM IN THE CHARLES TOWN DMV REGIONAL OFFICE LOCATED AT 8157 CHARLES TOWN ROAD, IN KEARNEYSVILLE, WEST VIRGINIA PER THE ATTACHED SPECIFICATIONS</p> <p>QUOTED PRICE MUST INCLUDE MAINTENANCE SERVICE FOR ONE YEAR AND ONE YEAR SUPPLY OF PAPER PRODUCTS</p> <p>SYSTEM MUST BE READY FOR INSTALLATION WITHIN 30 DAYS OF THE AWARDED CONTRACT WITH A PERFERABLE INSTALL DATE OF 10/1/2006.</p> <p>MAINTENANCE WILL BE ESTABLISHED BY CHANGE ORDER UPON INSTALLATION AND ACCEPTANCE OF THIS SYSTEM BY THE AGENCY.</p> <p>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</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE	TELEPHONE	DATE
<i>[Signature]</i>	404-452-8597	09-11-06
TITLE	FEIN	ADDRESS CHANGES TO BE NOTED ABOVE
Sales MGR	33-1066546	

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 Virginia 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
DMV70020

PAGE
2

ADDRESS CORRESPONDENCE TO ATTENTION OF
KRISTA FERRELL 304-558-2596

V E N D O R	RFQ COPY
	TYPE NAME/ADDRESS HERE

S H I P T O	DIVISION OF MOTOR VEHICLES
	VARIOUS LOCALES AS INDICATED BY ORDER

DATE PRINTED 09/07/2006	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
BID OPENING DATE: 09/18/2006		BID OPENING TIME: 01:30PM		

LINE	QUANTITY	UOP	CAT NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
				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		
	RFQ. NO :			DMV70020		
	BID OPENING DATE:			9/18/2006		
	BID OPENING TIME:			1:30 PM		
	PLEASE PROVIDE A FAX NUMBER IN CASE IT IS NECESSARY TO CONTACT YOU REGARDING YOUR BID: <u>Phone: 800-704-6592 - Fax: 800-710-9842</u>					
	CONTACT PERSON (PLEASE PRINT CLEARLY):				Joshua Troop	

SIGNATURE			TELEPHONE 404-452-8597	DATE 09-11-06
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**

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 11 customer service windows.
2. Must be able to be installed on a network platform.
3. Employees must be able to select a category of service from a button on the ticket printer.
4. System must be capable of printing a new, distinctive ticket each time a service button is pressed. 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) 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 on main display board must be able to utilize a digital message board to direct customers to the correct counter for the type of service selected. The display board must be able to display the last three numbers and windows called.
8. System must provide an individual digital display for each cashier window so that customers know which window to go to.
9. Voice and video systems must be compliant with Federal ADA regulations.
10. 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.
11. When transferring a ticket, system must be able to designate the positioning of that ticket within the category by start time.

12. System must allow cashiers to select the type of customer service they are qualified to provide simply by pressing a "Priority" button on their counter keypad or by using a mouse click on their cash register PC's. Any device the vendor recommends using should measure no larger than 3" x 3".
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 troubleshooting tool.
14. System must be able to print statistical reports automatically each day and/or transmit (electronically) to a central location where statistics from multiple offices can be viewed and compared if desired.
15. System must have the capability to provide to the office manager live, up-to-date information regarding the business status including quantity of customers waiting in each category, customer wait times, customer transaction time and counter activity.
16. System must provide a connection through the DOT network so that Regional and/or Headquarter offices may monitor lobby activity.
17. 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.
18. System provider must respond by telephone to maintenance calls within one hour, and with a technician responding to the DMV office within twenty four hours.

System to include the following:

<u>Quan.</u>	<u>Item Description</u>	<u>Per Unit</u>	<u>Total Cost</u>
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	Queuing System Computer to include Printer, Keyboard, Monitor, Mouse and NIC	\$ 2,100	\$ 2,100
1	Ticket Printer for Queuing System	\$ 485	\$ 485
1	Faceplate for Ticket Printer		no faceplate needed
1	Box of 36,000 Black Thermal Tickets for Ticket Printer (ACF: 58,000 Tickets)	\$ 141	\$ 141
2	Matrix Style Main Display (RED) (ACF: 3-color)	\$ 1800	\$ 1,800
10 11	Matrix Style Workstation Display (RED)	\$ 380	\$ 4,180
10 12	Workstation Programmable Terminal (Software)	\$ 425	\$ 4,250
1	Main Junction Box	\$ 890	\$ 890
1	Hardware, Signage and Cabling	\$ 375	\$ 375
1	Automatic Announcer (external unit)	\$ 504	\$ 504
2	Drop Ceiling Speaker Assembly (to include drop ceiling tile surround)	\$ 89	\$ 89
3	Power Supply - Standard (SE)	included	included
1	Software Configuration See Line Items: IN-01, IN-06, CO-02:		\$ 2,825
1	System Configuration Call - Off site Phone consult	included	included
1	Same-visit On-Site Training (not to exceed 4 hours)	\$ 1,000	\$ 1,000
1	English Voice Modulator	included	included
1	Shipping Cost	\$ 200	\$ 200
1	Maintenance Service (1 year)	2 year included	Free
1	Labor and Installation See line item IN-05:	(\$ 75 x 19)	\$ 1,425
	Total Price	\$	\$ 25,692

A F F I D A V I T

2006

West Virginia Code §5A-3-10a states:

No contract or renewal of any contract may be awarded by the state or any of its political subdivisions to any vendor or prospective vendor when the vendor or prospective vendor or a related party to the vendor or prospective vendor is a debtor and the debt owned is an amount greater than one thousand dollars in the aggregate

DEFINITIONS:

"Debt" means any assessment, premium, penalty, fine, tax or other amount of money owed to the state or any of its political subdivisions because of a judgment, fine, permit violation, license assessment, defaulted workers' compensation premium, penalty or other assessment presently delinquent or due and required to be paid to the state or any of its political subdivisions, including any interest or additional penalties accrued thereon

"Debtor" means any individual, corporation, partnership, association, limited liability company or any other form or business association owing a debt to the state or any of its political subdivisions

"Political subdivision" means any county commission; municipality; county board of education; any instrumentality established by a county or municipality; any separate corporation or instrumentality established by one or more counties or municipalities, as permitted by law; or any public body charged by law with the performance of a government function or whose jurisdiction is coextensive with one or more counties or municipalities

"Related party" means a party, whether an individual, corporation, partnership, association, limited liability company or any other form or business association or other entity whatsoever, related to any vendor by blood, marriage, ownership or contract through which the party has a relationship of ownership or other interest with the vendor so that the party will actually or by effect receive or control a portion of the benefit, profit or other consideration from performance of a vendor contract with the party receiving an amount that meets or exceeds five percent of the total contract amount

EXCEPTION:

The prohibition of this section does not apply where a vendor has contested any tax administered pursuant to chapter eleven of this code, workers' compensation premium, permit fee or environmental fee or assessment and the matter has not become final or where the vendor has entered into a payment plan or agreement and the vendor is not in default of any of the provisions of such plan or agreement

LICENSING:

The vendor must be licensed in accordance with any and all state requirements to do business with the state of West Virginia

CONFIDENTIALITY:

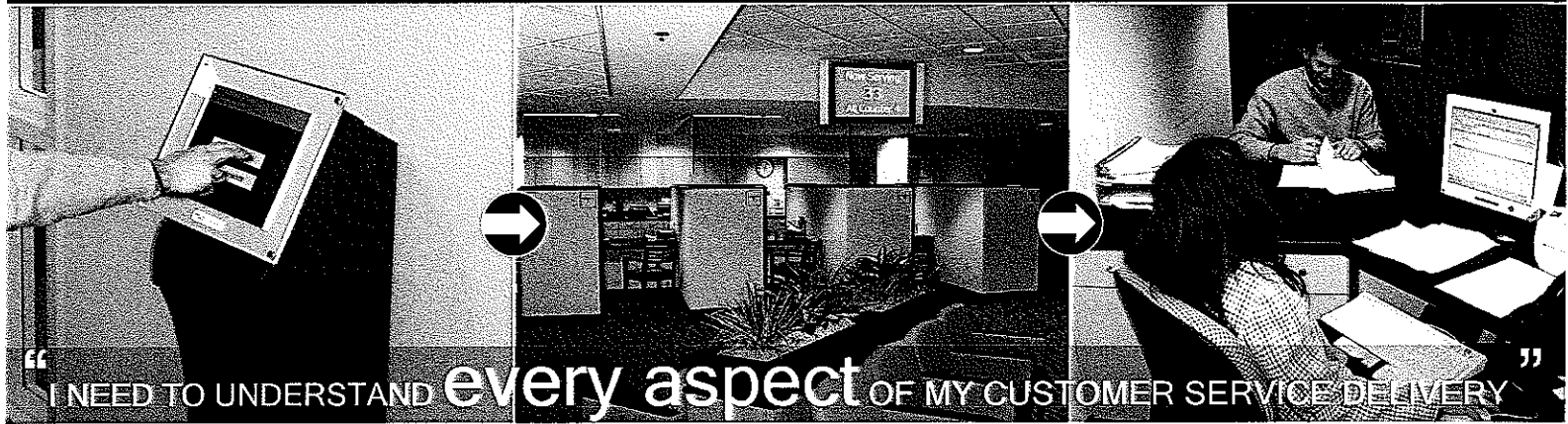
The vendor agrees that he or she will not disclose to anyone, directly or indirectly, any such personally identifiable information or other confidential information gained from the agency, unless the individual who is the subject of the information consents to the disclosure in writing or the disclosure is made pursuant to the agency's policies, procedures and rules. Vendors should visit www.state.wv.us/admin/purchase/privacy for the Notice of Agency Confidentiality Policies

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

Vendor's Name: ACF Technologies, Inc.

Authorized Signature: 

Date: 09-11-06



Customer Flow Solutions For Managing Small To Enterprise-wide Motor Vehicle Organizations

ACF Technologies hosts a unique set of solutions that help motor vehicle administrators leverage advanced tools and methodologies to maximize customer throughput, improve the quality of customer service and track your branch productivity across your entire enterprise

INTELLIGENT CUSTOMER FLOW

MAXIMIZE CUSTOMER THROUGHPUT through enhanced public guidance systems, more effective customer reception, identification and routing methodologies and smarter utilization of staff resources.

ACCESS REAL-TIME METRICS that measure wait and transaction times, total service time and abandonment/diversion rates. The ACF solution features easy-to-use statistical tools that provide an enterprise view of productivity service and performance levels customer flow patterns and more

TRACK THE ENTIRE CUSTOMER PROCESS from the moment they arrive to the moment they leave. Even if the customer is transferred to another physical location, as long as they are in the enterprise, their flow data is tracked and maintained. Additionally, all customer data is permanently stored for case management and best-practice accountability

Q-FLOW® - CENTRALIZED AND COST-EFFECTIVE

An integral part of the ACF solution is the Q-Flow® application. Because Q-Flow® is web-based upgrades, version control, fixes and system configuration changes (example: adding a new service type or changing ticket text) can be executed from any remote computer to the central server. Database backups can be performed from a single source requiring no remote computers for backup.

Q-Flow® utilizes concurrent licenses, which allows you to deploy system functionality to any branch within your organization without requiring the need to purchase, update and maintain a license for each localized branch.

NON-PROPRIETARY PRODUCTS - The open SQL database of Q-Flow® enables you to leverage third party, non-proprietary, off-the-shelf hardware componentry. These components may include standard Point-of-Sale (POS) printers, LED boards and TV screens. They are also faster to install, easier to support and readily available from multiple sources.

CLIENT-LESS SOFTWARE - Q-Flow® offers your IT Department an easy-to-implement, easy-to-maintain system that does not have to be physically installed on the various desktop computers within the enterprise. Access through a standard MS browser is all that you need to begin utilizing system functionality. Additionally cross platform applications such as wireless Palms, Pocket PC's and CE devices can all be utilized with minimal integration.

THIRD PARTY REPORT GENERATORS - Through the consolidation of data sources within the various field offices into one centralized database, Q-Flow® optimizes the reporting performance and interaction with third party report generators. For example, Q-Flow® system data can be exported to Crystal™ Reports enabling your data analysis team to optimize system functionality within industry standard applications

Online Service Performance											
New York											
Albany Branch											
Service Name	Avg. Waiting Time	Max. Waiting Time	Waiting Avg. Service Time	Max. Service Time	In Queue	Completed Today	State				
Ask	00:14:11	00:29:45	1	00:14:07	00:25:51	2	9	✓			
Phone	00:09:34	00:19:33	3	00:10:12	00:16:36	3	23	✓			
Self-Service	00:27:00	00:27:00	1	00:24:11	00:24:11	1	6	✓			
Average	00:13:15			00:16:00		6	12				
Max. n	00:27:00			00:24:11		6	12				
NYC Branch											
Service Name	Avg. Waiting Time	Max. Waiting Time	Waiting Avg. Service Time	Max. Service Time	In Queue	Completed Today	State				
Ask	00:09:48	00:09:48	1	00:13:14	00:20:03	2	15	✓			
Phone	00:21:06	00:21:06	1	01:49:58	01:49:58	1	5	✓			
Average	00:15:27			00:26:29		3	20				
Max. n	00:21:06			01:49:58		3	20				
Summary											
Average	00:11:19			00:19:10		9	32				
Max. n	00:27:00			00:24:11		9	32				

Q-FLOW® MANAGEMENT INFO CENTER - Q-Flow® offers you an easy-to-use access point for viewing real-time information and statistics providing an unparalleled insight into the productivity cost of service, service levels and customer flow patterns of your organization.



phone: 800.704.6592
www.acftechnologies.com

Enter your customers into virtual queues, segment their services, allow them to relax instead of standing in line, call them forward, transfer to different areas, manage wait and transaction metrics and track the productivity of your staff.

“ **NEED to streamline** THE THROUGHPUT OF MY CUSTOMERS ”

Q-FLOW MAXIMIZES YOUR

PRODUCTIVITY by providing customer service agents with time-saving tools and giving managers better control and planning tools

CUSTOMER SATISFACTION by keeping order in the waiting areas, providing waiting customers with clear guidance information, servicing them fairly (FIFO) and enabling better service.

AND MINIMIZES YOUR

WAITING TIME by combining streamlined workflow with unique queue management applications

CUSTOMER CHURN by combining improved customer experience and enhanced knowledge base to build customer loyalty

TOTAL COST OF SERVICE by combining rapid system implementation, low maintenance costs and streamlined operations

EDUCATIONAL MARKETING MODULE- Q-Flow® can utilize your guidance and directional devices to advertise information about the organization as well as leverage marketing and promotions across the entire enterprise

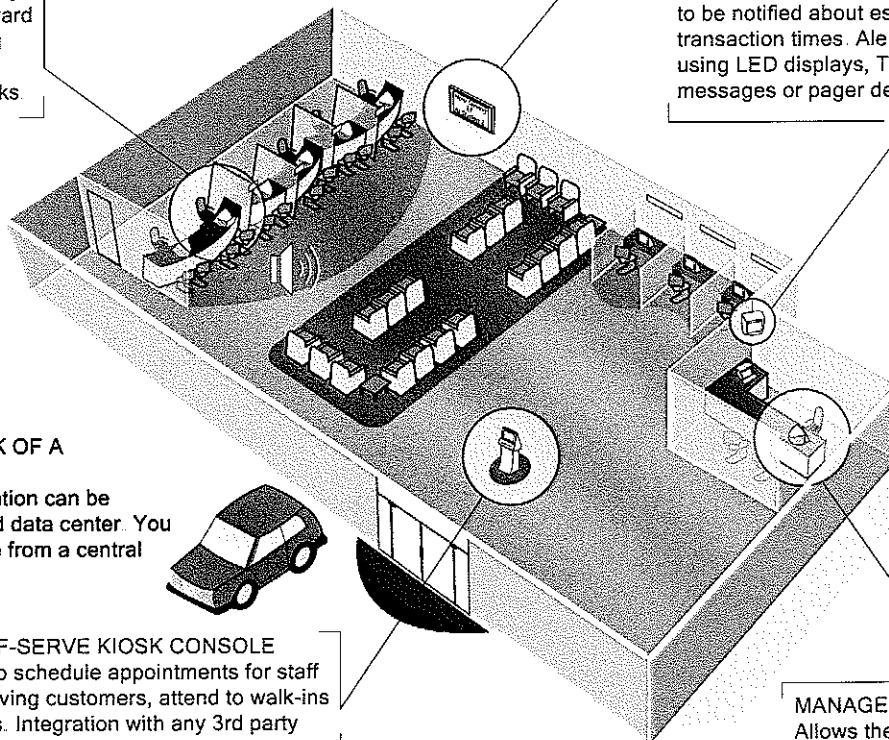
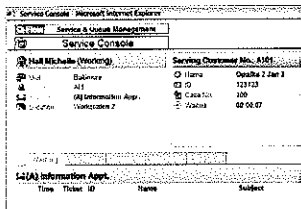
You can easily print advertising on the tickets issued to each customer, distribute audio messages and deploy video marketing campaigns in each of the lobby areas across your entire organization.

Each of these options can be managed from a central location, providing a single-source application for strong, consistent and timely advertising public relations and promotions

GUIDANCE AND INFORMATION - LCD TV s, LED displays and voice annunciators are optional features that provide customers with clear directional information, queue status service level even advertising or promotional campaigns.

ALERT MESSAGES allow your managers to be notified about escalating wait or transaction times. Alerts can be relayed using LED displays, TV monitors, email messages or pager devices.

SERVICE CONSOLE allows the agent to manage customers more effectively by observing the queue, calling forward customers to be served transferring customers to other queues and performing other service-related tasks.



! DID YOU NOTICE THE LACK OF A CENTRAL SERVER?
The Q-Flow® server configuration can be localized offsite in a managed data center. You can run your entire enterprise from a central site.

RECEPTIONIST/SELF-SERVE KIOSK CONSOLE enables receptionist to schedule appointments for staff members, identify arriving customers, attend to walk-ins and monitor no-shows. Integration with any 3rd party calendar software makes for a seamless solution

MANAGEMENT INFO CENTER
Allows the manager to examine online customer flow and service level parameters as well as run in-depth historical analysis reports.

Crystal™ Reports is a registered trademark of Business Objects
Q-Flow® is a registered trademark of Qnomy Inc



phone: 800.704.6592

www.acftechnologies.com