



America's Queuing Company

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West Virginia Division of Motor Vehicles  
RFQ DMV70022

September 16, 2006

NEMO-Q (prior to 2004 known as CLEAR Q) is pleased to offer the following proposal in response to your Request for Quotation # DMV70022.

Qualified NEMO-Q specialists have carefully examined the specifications and determined that the system offered meets or exceeds all items (points 1-18). We have enclosed documentation to support this claim.

Upon request, we are happy to provide you with a list of current NEMO-Q users, including customers using the Q-matic system as well as ours.

It is our goal to provide the state with complete and flexible solution that will give you quality statistics and functionality for years to come.

The NEMO-Q Team looks forward to the opportunity to provide the State of West Virginia with the best Customer Traffic Management System available on the market.

With over 15 years experience in the industry, I personally certify our company's ability to meet all requirements and specifications in this RFQ.

Respectfully

A handwritten signature in black ink, appearing to read "Michael Berg", is written over the word "Respectfully".

Michael Berg, President  
NEMO-Q



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

# Request for Quotation

RFO NUMBER
DMV70020

PAGE
1

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

VENDOR

**NEMO-Q, LP**  
**10055 Aeronca Ln., Ste 200**  
**McKinney, TX 75071**

SHIP TO

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
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BID OPENING DATE: 09/18/2006      BID OPENING TIME: 01:30PM

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
0001	1	LS		920-35	\$ 17,225	\$ 17,225
<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 QUIING 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 972-347-1766	DATE 9-15-06
TITLE PRESIDENT	FEIN 14-1906060	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 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

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**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

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2

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

RFQ COPY  
 TYPE NAME/ADDRESS HERE

**NEMO-Q, LP**  
**10055 Aeronca Ln., Ste 200**  
**McKinney, TX 75071**

DIVISION OF MOTOR VEHICLES  
 VARIOUS LOCALES AS  
 INDICATED BY ORDER

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

LINE	QUANTITY	UCP	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:						
FAX 214-292-9461 PHONE 972-347-1766						
CONTACT PERSON (PLEASE PRINT CLEARLY):						
MICHAEL BERG						

SIGNATURE		SEE REVERSE SIDE FOR TERMS AND CONDITIONS		TELEPHONE	DATE
TITLE		FEIN		972-347-1766	9-15-06
PRESIDENT		14-1906060		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	1,155	1,155
1	Queuing System Hardware	FREE	
1	Network Option for Queuing System	FREE	
1	Queuing System License for Remote Management	FREE	
1	Queuing System Computer to include Printer, Keyboard, Monitor, Mouse and NIC	1,650	1,650
1	Ticket Printer for Queuing System	2,449	2,449
1	Faceplate for Ticket Printer	FREE	
1	Box of 36,000 Black Thermal Tickets for Ticket Printer	249	249
2	Matrix Style Main Display (RED)	875	1,750
10	Matrix Style Workstation Display (RED)	351	3,510
10	Workstation Programmable Terminal	290	2,900
1	Main Junction Box	FREE	
1	Hardware, Signage and Cabling	245	245
1	Automatic Announcer (external unit)	390	390
2	Drop Ceiling Speaker Assembly (to include drop ceiling tile surround)	91	182
3	Power Supply - Standard (SE)	FREE	
1	Software Configuration	FREE	
1	System Configuration Call - Off site Phone consult	FREE	
1	Same-visit On-Site Training (not to exceed 4 hours)	FREE	
1	English Voice Modulator	FREE	
1	Shipping Cost	45	45
1	Maintenance Service (1 year)	950	950
1	Labor and Installation	1,750	1,750
	<b>Total Price</b>	<b>\$</b>	<b>\$17,225</b>

**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](http://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: NEMO-Q

Authorized Signature:  Date: 9-15-06

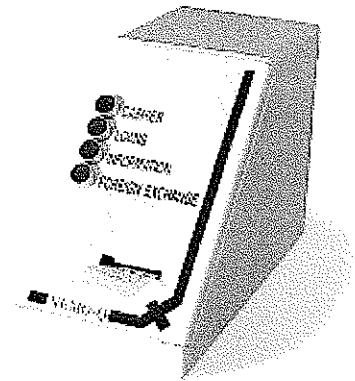




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## System Characteristics

The customers will receive a numbered ticket with the date, time, wait time and any message your organization would like to print on the tickets. The messages and ticket texts are easily changed using the NQ 2000 Queuing Server Software or they can be programmed to change automatically. The unit where the tickets are printed can be equipped with any number of buttons to represent different service categories (also available in a table-top version). Each category of service will have its own series of numbers (1-99, 101-199, 201-299 etc.) and will have a category letter associated with it as well. This letter (A, B, C etc.) makes it easier for the customers to identify their number series when "called".

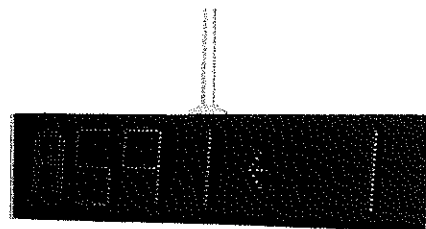


Customers can be divided into any number of original classifications or "service types" by the customer themselves. Additional classifications can be added by your employees as the customer is moved throughout the system.

Customers can also be "scheduled" in advance. When a customer with a scheduled appointment arrives, he or she is given a ticket with the appointment information stored. The system then seamlessly blends walk-in traffic with appointments. Each user can be pre-programmed to handle appointments in different ways depending on their specialty or skill-set. The scheduling features can be used in a call center or locally at the office.



The customers will wait in the waiting area where different types of displays can be used to "call" the next customer. It may be necessary to show more than just the current number being served as the numbers can change rather fast with so many windows and such high traffic. By using a two or

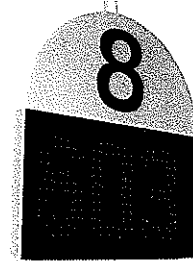




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three-tier display, we can ensure that each number remains visible for the minimum time required to get the customer's attention. In addition this number can be displayed on a TV or plasma screen. Numbers can be automatically "spoken" over loudspeakers as well. Displays can be used to broadcast text messages and video presentations from local and remote locations.

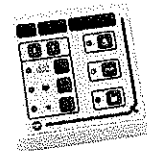
Each workstation can be equipped with a workstation display (this should only be considered if you have more than 6 or 7 workstations. This display will flash the customer's number when it is called to the workstation.



All functions in the NEMO-Q system are available as a web-based function, or as a program that can be installed on your PCs. All functions are in real-time.

Software licensing with NEMO-Q is very simple. You need to pay a one time price for each window or workstation that is to "call" customers. You also pay once for the NQ2000 software that is needed to communicate with proprietary hardware components in the system. All other software and web based functions are provided at no cost, including the central web server software if used.

NEMO-Q typically releases meaningful software upgrades annually. These upgrades are provided free to the customer.



Each workstation or window with a PC uses a "WinPanel" or a hardware terminal to advance the numbers on the display, TV and announcer. The Win Panel also allows for the following features.

- Allows for employee to log-in to track individual performance
- Allows employee to call "next" number in line
- Can be set to only call customers from certain categories based on criteria such as wait time, number of customers waiting, time of day, employee skill-set, etc.
- Allows employee to log off or "close" the workstation
- Displays the number of waiting customers in each category
- Displays how long the current customer has waited
- Allows employee to transfer customer to another category of service or another workstation or employee
- Allows employee to "code" a transaction for statistical purposes
- Allows employee to conduct customer surveys





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- Employee can reinsert a number that was missed
- Employee can alert a supervisor that they need assistance
- Employee can send a message to security personnel that they need help.
- If an employee is not logged on but should be, a message can be sent to the supervisor

The NQ 2000 Queuing Software is the heart of the physical system. It keeps up communication between different components and allows the operator to make changes in the settings that determine how the system operates.

The things that can be changed and manipulated in the local (or central) system include, but are not limited to:

- Ticket text and messages by button/category
- Delay between printed tickets to avoid double tickets
- Operating time of ticket printer to avoid printing tickets after hours
- Display messages for LED displays and TV's
- Number series starting and ending numbers
- Display flashing time
- Display power off time
- Arrow direction for directional displays
- Category settings to determine what employee can serve what category
- Calling priorities that determine what category is called when a workstation asks for the next customer
- Voice announcement settings such as languages, phrases etc.

Other features included in the NQ 2000 Queuing Software:

- Keeps track of statistical information including; wait time, session time, employee productivity, number of waiting customers and login information
- Provides monitoring tools and/or the internet with real time system data including; wait time, session time, employee productivity, number of waiting customers and login information
- Sends notifications to a supervisor or manager via email, phone text-message or a pager, if the wait time limit or other parameter is exceeded. The email notification feature connects directly to your Exchange server as an email account.
- Lets a Supervisor or manager know if the established wait time goals are not being met or if an employee that should be available is not



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- Monitors wait time in real time to allow control of customer flow
- Operates in, among others, the Windows 2000 operating system and network environments
- Can produce Staff Schedules to provide assistance in employee scheduling and meeting wait time goals.
- Communicates with other software components through the TCP-IP traffic

#### Features of the reporting portion of the NQ 2000

- Reports statistics in the form of yearly, monthly, weekly, daily and hourly formats. Peak and non-peak hours.
- Reports on staff productivity for evaluation purposes.
- Reports on wait time, session time, waiting customers, employee productivity and performance
- Reports average, longest and shortest wait time and session time by site, person, function, workstation or anything desired by your organization.
- Reports how goals (wait-time and session time) are being met.
- Reports on suggested scheduling

In the past NEMO-Q has charged customers a fee for customizing reports. As of June of 2003 the report customization tool has been made a permanent part of the reporting software so you will be able to customize any report. The NQ 2000 stores the data indefinitely in an SQL database, allowing the user, if they so desire, to produce reports in any program such as Excel or Crystal Reports.

The Supervisor Display can be used simultaneously on as many PC's as you wish, without an additional fee.

The NEMO-Q System is easily expanded to include features such as a card reader (magnetic strip) to allow on-screen display of customer information. Such an upgrade could also include the ability to conduct customer surveys, though such a feature is already standard with the "Win Panels" used at the workstations.