

July 2nd, 2009

Ms. Shelly Murray, Senior Buyer
Purchasing Division
2019 Washington Street, East
P.O. Box 50130
Charleston, WV 25305

Dear Ms. Murray,

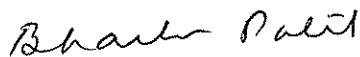
It is my pleasure to submit a proposal for a Point of Service Solution for the Office of Child Nutrition's National School Lunch Program, RFQ Number EDD314520. I commit Cybersoft's full breadth of skills and experience to serve the State of West Virginia. We have the means and the expertise to perform with excellence and exceed your expectations.

Cybersoft's K-12 Education Solutions Division builds all of its solutions on simple, powerful concepts including high scalability, real time processing, an intuitive design, seamless integration and an open hardware platform. We can proudly say that Cybersoft offers a comprehensive and easy-to-use software solution to meet all of your food service program needs. School systems have greatly benefited from our innovative features and excellent system accountability.

Ray Barger will be the contact person for this project and he can be reached by phone at 281-453-8510 or by e-mail at ray.barger@cybersoft.net.

I am confident that our partnership will prove to be highly beneficial for the State of West Virginia and Cybersoft.

Best regards,



Bhaskar Patel
General Manager

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SECTION I - VENDOR/SYSTEMS INTEGRATOR COMPONENT

This section contains Cybersoft Proposal regarding the requirements listed in section 3.2.A of the RFP.

3.2.A.1. Vendor to be the Single Point of Contact

- The Agency will look to the systems integrator to be the vendor responsible for handling routine communication, attending meetings, resolving problems and issues, and managing the project. While meetings and communication among the Agency and the successful bidder will occur routinely, the Agency expects the vendor/systems integrator to sign the contract and be responsible for contract performance. This arrangement provides the Agency with a single point of contact and one vendor responsible for products and services on any contract resulting from this RFP.

Cybersoft will be the Single Point of Contact for the Agency throughout the project. In fact, Cybersoft is not planning to use any third parties in this project at all. Cybersoft will not only be the focal point of all information concerning the project, Cybersoft will be the only company involved in the project. Cybersoft will be responsible for handling routine communication, attending meetings, resolving problems and issues, and managing the project. By handling all parts of the project from start to finish, Cybersoft intends to provide the software, project management, system integration, deployment, training, post-implementation support and thereby manage the user experience and customer satisfaction more consistently. Cybersoft will sign the contract and will be responsible for contract performance. By reducing external dependencies, Cybersoft can ensure successful completion of the project.

Cybersoft treats relationships with customers before, during and after the implementation as integral to the organization's success. Cybersoft's culture inherently promotes collaboration with customers to leverage relationship resources effectively to create new sources of value and develop new competencies that will benefit both Cybersoft and the customer. Cybersoft will work closely with the Agency as its partner to achieve the Point of Service Software Project objectives. Cybersoft's goal is to build a mutually-beneficial relationship that yields high value to both parties. The project undertaken by the Agency is one of the largest and most influential in the United States and will offer Cybersoft the opportunity to spotlight its best-of-breed Primero solution in a showcase environment. The Agency will benefit from the advanced software platform, features and value that the proven Primero solution will provide.

- Throughout the life of this contract, the Agency may ask the successful bidder to participate in conferences and other demonstrations to showcase the project. These sessions would generally be held in Charleston or some other central WV location. Participation in such events should be considered part of the cost of doing business and should be provided at no additional cost.

Cybersoft is willing to participate in conferences and demonstrations to showcase the project. Cybersoft will participate in these events in Charleston or some other central WV location at no additional cost.

- Since this project is highly visible and is appropriated by the West Virginia Legislature, the Agency may make requests for ad hoc reports or meetings in preparation for legislative and State Board meetings. Such tracking, reporting, and meeting functions should be considered a part of the cost of doing business and should be provided at no additional cost to the Agency.

Cybersoft will provide ad hoc project tracking and reporting and participate in meetings as needed and requested by the Agency.

3.2.A.2. Establish a Project Office, Implement a Project Management Plan, and Assign a Project Team

- It is anticipated that the successful vendor is expected to staff the project team with a group of appropriate size and qualifications, bearing responsibility for performance under this contract and effective flow of information for successful project management. Furthermore, the project manager must possess appropriate qualifications and have had prior experience managing a project of this scope, size, and complexity. Agency may, upon request, provide office space for project manager.

A key element of Cybersoft's internal staffing process is to hire professionals with large enterprise experience and proven track records. Cybersoft has designated a results-oriented leader to be the primary interface for this project. This individual was selected taking into consideration her ability to communicate effectively, squarely focus on the project elements and associated results, and operate efficiently in team environments.

Cybersoft will assign an account manager to manage the Agency account. In addition, the project manager will be focused on serving the Agency superbly and will oversee all phases of implementation through completion. The project manager will communicate to the Agency the status of the project by conducting periodic milestone reviews and performance review meetings. The project manager will manage all project personnel and other Cybersoft resources as needed to optimize efficiency and meet or exceed project timelines. The Cybersoft project team in consultation with the Agency will develop extensive implementation plans outlining priorities and defining audit procedures to ensure project that timelines are met with excellence.

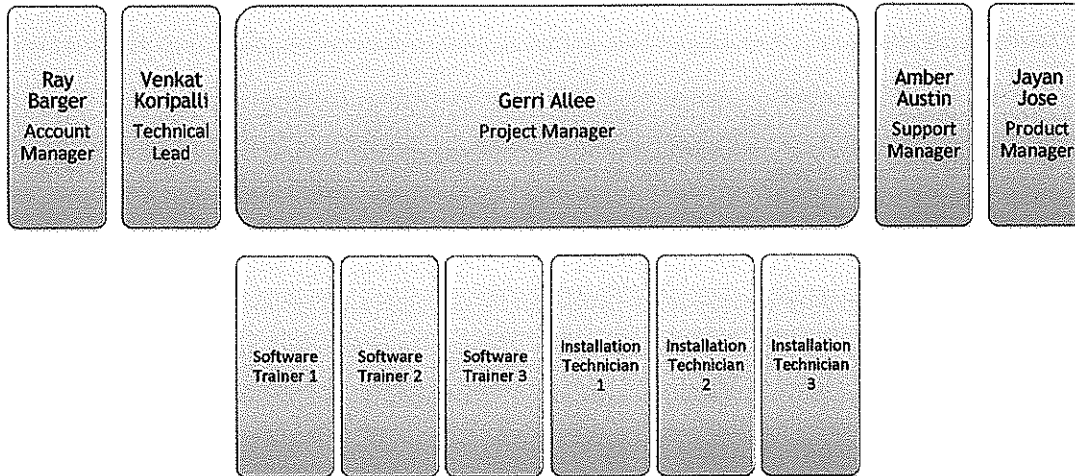
Cybersoft has successfully implemented large projects in the past. All projects have been implemented in a cost effective and timely manner. Cybersoft bears responsibility for implementing the Cybersoft Primero solution across the state and will staff the project team accordingly to meet the mutual goals of Cybersoft and the Agency. Cybersoft will have a project manager leading the project who possesses appropriate qualifications and has prior, proven experience in managing a project of this size, scope and complexity. Cybersoft will have other team members with the necessary qualifications around the project manager.

Cybersoft has experience working on similar projects. The Cybersoft team implemented the Primero Point of Service Software solution at large school districts such as Houston ISD (311 schools), Oklahoma City Public Schools (90 schools) and Buffalo Public Schools (85 schools). The Houston project especially is very similar to the West Virginia project. The project was started in March 2007 and was completed by March 2008. Cybersoft provided a complete set of implementation services including project management, interface development, training and deployment of all modules of the Point of Service Software. The Cybersoft team proposed for the West Virginia project includes several team members including the project manager that have worked on the Houston ISD

project. All implementation projects by Cybersoft during the past 3 years have been completed on time and within budget.

Project Team

Cybersoft will locate an office in Charleston or the Charleston vicinity and staff the project team as shown in the figure below.



Profiles

Raymond Barger

Ray Barger brings together the company’s corporate marketing, strategy, product development, competitive intelligence, alliances, customer satisfaction, and sales initiatives. He is focused on identifying market opportunities and integrating industry knowledge into value-added services and products.

Barger brings more than 20 years of experience in the high-tech industry to his position at Cybersoft. He previously held marketing and sales management positions at IBM, Compaq (HP), ENCAD (Kodak), and Ecolab. Barger holds an MBA from New York.

Venkat Koripalli

Venkat Koripalli manages the complete product lifecycle at Cybersoft and leads all software development and operations. He is adept at designing leading-edge, innovative technical solutions.

He has extensive experience designing and developing enterprise class client-server, web and mobile applications using .NET, Java and C++ technologies. Koripalli has architected large software frameworks that have formed the foundation of finance industry applications. He has held senior application development positions at IBM and Citigroup. Koripalli holds a B.S. in Computer Science and Engineering.

Jayan Jose

Jayan Jose is the Primero Product Manager and is responsible for Cybersoft's technical innovation, product direction and product strategy emphasizing .NET and SQL Server solutions. He closely follows USDA and State guidelines.

Jose has over 20 years of global experience in information technology, inventory, logistics management, and systems planning areas integrating innovative technologies into hardware and software products. He held various domestic and international product management positions in Fortune 500 companies, leading efforts in next-generation product design, development, quality assurance, integration, and field support.

Amber Austin

Amber Austin is the Manager for Support and Implementations at Cybersoft. She has an excellent understanding of school systems, school food service operations and USDA child nutrition programs. She utilizes superb interpersonal skills, technical expertise, and business awareness to lead the Customer Service team at Cybersoft to be a customer focused service team that provides customers with advice, guidance, and rapid service.

Austin has a combined 10 years of experience in customer service, software training, software documentation, and project management. She holds a Bachelor of Arts from Texas A&M University.

Gerri Allee

Gerri Allee is an implementation project manager on the Cybersoft Primero team. She is an energetic leader and strategic thinker with excellent analytical, creative, organizational and communication skills. She values out-of-the box thinking, and consistently demonstrates and communicates continuous process improvement to ensure more effective execution of business goals and objectives.

Allee has over 16 years experience as a project, program, and communications manager in the fields of Information Technology, Education, Conference Production and Human Resources at large corporations such as Compaq (HP) and BMC. She holds a Bachelor of Science degree from the University of Illinois.

Project Management Plan

Cybersoft Project Management Plan divides the project into several phases to successfully complete the implementation of Primero across the entire state of West Virginia.

Implementation Planning

The initial phase is focused on the development of a comprehensive project plan, which includes a detailed work plan, and detailed scoping of all activities.

Server Installation

In this phase, the technical environments are established and the software is loaded into the environments. The key activity of this phase is the successful execution of functional, technical and performance tests.

Development

The purpose of this phase is to design, develop and test all new or modified software functions, including software add-ons, interfaces, reports, queries, and user screens. Also, software for data conversion, training courseware and documentation for the users and IT communities would be designed, developed and tested.

Conference Room Pilot

This phase, which may operate concurrently with the Development phase, is critical for overall project success. During this phase, user representatives learn the system and recommend how the system is to be tailored to best meet the needs of the users. End-to-end testing of the business processes combined with testing of a comprehensive set of error conditions shall be performed to ensure that the system shall function effectively when implemented. Also, the training and documentation shall be tested for usability.

Data Conversion

The purpose of this phase is to convert all of the static data (e.g., student information) and the dynamic data (e.g., status and balance) for schools that are part of the pilot implementation.

Pilot Implementation

A few representative schools shall be selected for implementation and these schools shall operate the system for a period of one to three months to be sure that unplanned events can be handled and the system performs effectively. Documentation, training and some system functions may be modified based upon the results of this phase.

System Deployment

During this phase, the rest of the school sites, plus any other organizations planned for the initial implementation, are implemented according to the project plan.

Support

Once the rollout phase is complete, the initial implementation moves to a support phase. During this phase, the support organization and processes shall be utilized and some adjustments may be required for supportability reasons.

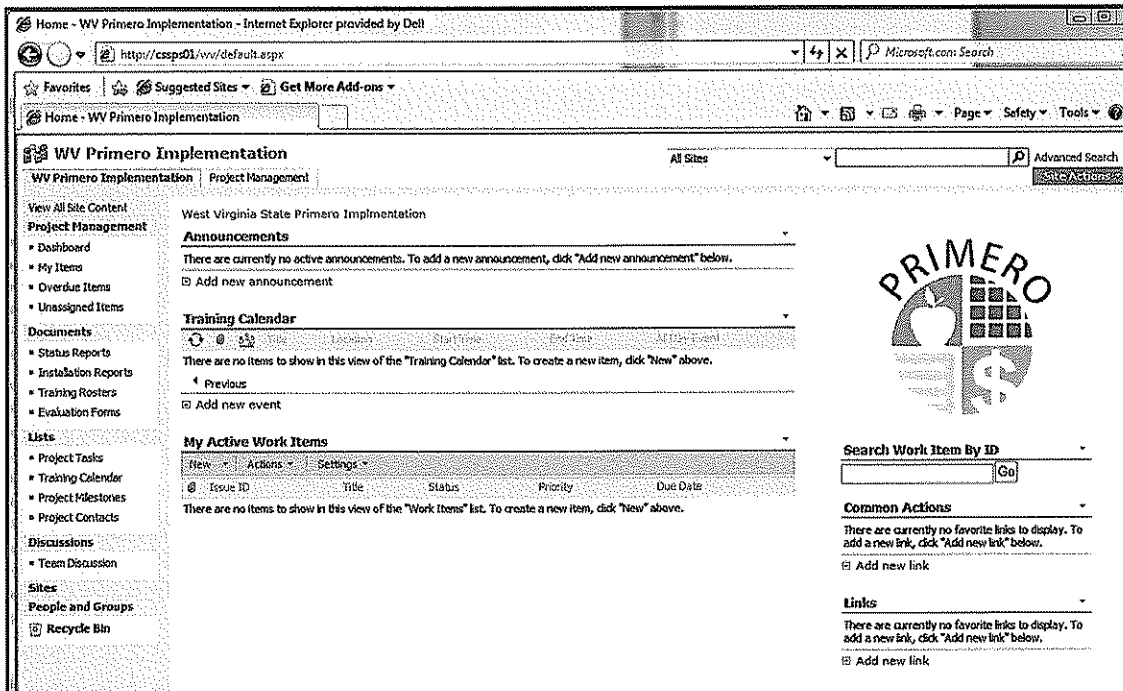
- The National School Lunch Program Point of Service Software Program is a complex project that demands constant and rigorous management. The successful bidder needs to have capacity to respond quickly to various requirements. The cyclical workload can vary from heavy to light for each component. For example, during the heavy installation timeframes, the bidder could be deploying POS software in

schools statewide. At other times during the year, software installation schedules may be light, but the bidder may be busy providing professional development sessions. Email and telephone communication with the Agency occur on a daily basis. Regular meetings are scheduled, and ad hoc meetings may be necessary on short notice.

Besides the project manager, Cybersoft will have a good mix of trainers and installation personnel involved in the project. Cybersoft has various projects going on around the year but also has the flexibility to add personnel to the project on short notice as needed. The project manager will be in regular communication with the Agency via email and telephone on a daily basis. In addition, the project manager will participate in scheduled or ad hoc meetings as needed.

- The successful bidder will implement a web-based project management/information system. This system is expected to allow for the preparation of regular and ad hoc project management reports that can be shared with Agency staff either on a password protected page of the project management website and/or via shared electronic files using Microsoft Office. The selected bidder must provide access to any online project management resource bid for Agency personnel throughout the contract term, at no additional cost. The reports should include, but not necessarily be limited to, information about the following project items:
 - Status Reports detailing county deployment information.
 - Reports for tracking implementation, such as installation checklist, system operational forms, and system acceptance forms. (see Appendix A.1.)
 - POS & F/R Application module training course Calendar
 - POS & F/R Application module training course Roster
 - POS & F/R Application module training course Evaluation form

Cybersoft will setup a Microsoft SharePoint server based project website for the WV State Primero Implementation project. Cybersoft will setup the website on Cybersoft servers for the Agency and Cybersoft to collaborate and track progress of the project on a regular basis. This site will contain all documentation regarding discussions held during the planning and implementation phases of the project. The site will have a detailed project plan that is updated with progress updates each week. The site will also be a place to share documents, status reports, installation checklists, system operational forms, system acceptance forms, and information about training courses. The site will also be used to manage tasks, provide contact information. The primary purpose of the site is to ensure all project personnel have access to all necessary information and resources at one place. SA personnel will be provided access to the project web site as needed. A screenshot of the sample website is shown below.



- The bidder must provide prompt notification (defined as within 7 calendar days) to Agency of problems associated with the project. The Agency expects to be thoroughly informed of all problems that could affect successful project implementation and of the bidder's plan for resolving these problems. During the term of the contract, the successful bidder must provide all proposed project-related reports and forms to the Agency for approval, prior to implementation.

Cybersoft will provide prompt notification to the Agency of any problems that may be associated with the project. The project manager will perform risk analysis to identify any probable issues and keep the Agency thoroughly informed of all problems that could affect successful project implementation and the plan for resolving such problems. Cybersoft and the project manager will provide all project related reports and forms to the Agency for approval before any of the implementation activity takes place. Cybersoft understands that this project will require cooperation and working together of all parties involved and Cybersoft commits to do everything needed to make the project highly successful.

- The project manager is responsible for managing the progress of the project and ensuring interaction of the various parties required for successful implementation. The project manager will become knowledgeable about the Agency and the vision of the entire project. The selected bidder should either maintain staff onsite during implementation or locate an office in the Charleston, WV vicinity. If the project manager changes during the contract term, the new project manager should have commensurate or higher qualifications than their predecessor. The selected bidder should, within two business days of the change, inform the Agency about personnel

changes associated with the project (sales representatives, service representatives, management and administrative personnel, etc.)

The project manager will be responsible for managing the progress of the project and ensuring interaction of the various parties required for successful implementation. The project manager will become knowledgeable about the Agency and the vision of the entire project. Cybersoft will locate an office in Charleston or the Charleston vicinity.

Cybersoft will inform the Agency about all personnel changes associated with the project within two business days. If there is a need for a change of the project manager during the contract term, Cybersoft will make sure the new project manager has commensurate or higher qualifications than the predecessor.

3.2.A.3. Provide Assistance in Developing County and School Implementation Plans

- The selected bidder must participate in implementation planning activities with county and school personnel. This service is to be provided at no additional cost as part of the vendor's installation effort. The vendor will assess the county and school's current hardware and software configuration. The bidder will ensure that a county has obtained hardware necessary for a successful installation. If the Agency or the county issues a purchase order based upon a configuration designed and signed by the bidder - and there are subsequent issues in which the configuration does not technically work together, the Agency expects the bidder to be responsible for bearing the expense of correcting the configuration.

Implementing and deploying any enterprise system requires careful planning, collaboration and management. Cybersoft's implementation plan will provide for a fast and efficient migration from the district's existing system to the Primero Point of Service Software so that the return on investment will be realized in the shortest possible time. Cybersoft understands the Agency's need for implementing the new Point of Service Software quickly. There are significant benefits to be derived from the implementation.

Cybersoft will work with county and school personnel in assessing the current hardware and software configuration. Cybersoft will ensure that a county has obtained hardware necessary for a successful installation. If the Agency or the county purchase hardware or software based a upon a configuration designed and signed by Cybersoft and if there are subsequent issues in which the configuration does not technically work together, Cybersoft will be responsible for bearing the expense of correcting the configuration.

The recommended implementation plan employs significant resources in the early periods of the project thereby completing the majority of the tasks in the first 6 months of the project. By the end of the 6 month period, the Agency will have a stable Point of Service Software implementation with the deployment of the system at the school sites being the only remaining task. The system deployment phase of the project will remain a large but relatively simple task.

3.2.A.4. Assign and maintain a knowledgeable, qualified staff

- The selected bidder will assign and maintain a knowledgeable, qualified staff capable of assisting LEA staff in the user training, application deployment, testing, and software support. The vendor is expected to maintain their staffing certifications throughout the contract term.

Cybersoft has experienced trainers to train users with varying levels of expertise. Cybersoft recognizes the fact that the users could be novices with computers. The users may have varying levels of knowledge of procedures, guidelines and policies of the State Education Agency and the US Department of Agriculture.

Even though Primero is extremely user-friendly, it is a large software application with an extensive set of features and functionality. Training is essential to make the users aware of all the functionality available in the system. When implementing the system, it is also important to share best practices and guidelines for business processes.

The Cybersoft project team will be equipped with personnel that are knowledgeable, qualified and fully capable of providing services such as user training, application deployment, testing and software support. All members of the Cybersoft team are knowledgeable with the Windows Operating System, basic networking, Primero installation and configuration, Primero features and functionality, USDA guidelines, etc. They are also well versed with utilizing various methods to effectively support clients including the use of remote connection using Terminal Services, remote desktop connection, VPN. They are able to troubleshoot hardware, software, connectivity and peripheral issues.

- Vendor must be in compliance, during the life of the contract, with West Virginia Code §18-5-15c(e):
“(e) Contractors or service providers or their employees may not make direct, unaccompanied contact with students or access school grounds unaccompanied when students are present if it cannot be verified that the contractors, service providers or employees have not previously been convicted of a qualifying offense, as defined in section two, article twelve, chapter fifteen of this code. For the purposes of this section, contractor and service provider shall be limited to any vendor, individual or entity under contract with a county school board. County school boards may require contractors and service providers to verify the criminal records of their employees before granting the above-mentioned contact or access. Where prior written consent is obtained, county school boards may obtain information from the Central Abuse Registry regarding contractors, service providers and their employees for the purposes of this subsection. Where a contractor or service provider gives his or her prior written consent, the county school board also may share information provided by the Central Abuse Registry with other county school boards for the purposes of satisfying the requirements of this subsection. The requirements of this subsection shall not go into effect until the first day of July, two thousand seven.”

Cybersoft will be in compliance with all West Virginia laws including West Virginia Code §18-5-15c(e).

3.2.A.5. Software Licensing

- Agency expects the vendor to provide perpetual licensing for their solution, separate from any maintenance or support. Upon the expiration of this contract, the vendor is not allowed to uninstall or reduce the functionality of the purchased product.

Cybersoft will provide perpetual licensing for the Cybersoft Primero solution. The license will still be in effect even after the implementation project and the contract end. Cybersoft will not uninstall nor reduce the functionality of the Cybersoft Primero solution which will be licensed to the Agency for use. The maintenance and support which includes upgrades to the software will be provided separate from the perpetual license.

- Throughout the contract term the successful vendor must maintain appropriate licensing for any third party technology. The selected bidder must provide access to all software and technology resources bid for Agency personnel throughout the contract term, at no additional cost.

Cybersoft owns the entire product line that is being bid. There is no third party technology that requires licensing to be maintained in the software being provided to the Agency in this proposal. DBMS Software used in Primero like SQL Server will require a separate license from Microsoft. Other third party technology used in Primero uses one time licensing from the third party and is already licensed by Cybersoft. Under these licenses, Cybersoft has the right to redistribute the software to the Agency and the school districts or schools without the need for any additional licensing or royalty. None of the licenses are of an expiring nature.

- The selected bidder must keep the Agency informed of software upgrade plans.

Cybersoft continues to deliver additional value to users after initial deployment is completed through sustained innovation in its product development. Cybersoft invests very large portions of its revenue into R&D year after year. Regular and timely product enhancements are required to provide additional functionality or to comply with changing guidelines. Cybersoft customers see the benefits of a product that stays fresh and new and never ages. However, Cybersoft aims to minimize the number and frequency of upgrades. To ensure no ill-effects of an untimely upgrade, the process of upgrades and fixes is controlled through a strict change control process.

Cybersoft will keep the Agency informed of software upgrade plans. The release notes and the updates are sent to the designated contact for approval of the change. The updates will be tested thoroughly in the Agency test environment. After the upgrade passes the test, there will be a controlled release of the update to a few selected sites. After running the updated system for a few days at the selected sites, the update will be released state wide. If the update involves any changes to the user interface, update documentation will be distributed to the users before the updates are released.

- The bidder will own or license the necessary rights to the software, for licensing, modifications, upgrades and maintenance.

Cybersoft owns all rights to the software being proposed including the optional software and has the sole right to provide licensing, modifications, upgrades and maintenance.

3.2.A.6. Solution Deployment

- The selected bidder will coordinate installation activities with SFA, school, and Agency personnel. This includes installation at the local school site, the county board office, and the Agency.

Cybersoft will coordinate installation activities with SFA, school, and Agency personnel. Cybersoft will install the Primero software at the Agency, the county board office, and at the local school site.

- The bidder must provide adequate personnel and have a process to coordinate installation activities capable of meeting project timelines and a manner of keeping appropriate Agency personnel informed of the project status.

Cybersoft will staff the project with adequate personnel to ensure that all project timelines are met. The Cybersoft project team will include a project manager, 3 software trainers and 3 installation technicians in addition to other Cybersoft personnel that may be pulled in as needed. The counties will be grouped into 3 geographical regions within the state and a team of one trainer and one installation technician will be assigned to each region. Each of the trainers and technicians will become familiar with the counties in their regions. By limiting themselves to a smaller geographic region, the personnel will be able to deliver training and installation services quicker by having to travel shorter distances.

Cybersoft will provide skilled project management, training and implementation specialists for the planning and implementation of the Primero system. This team will establish a project plan identifying the roles of the Agency, SFAs and Cybersoft to ensure a smooth transition from the old system to the new system. Cybersoft project managers use Microsoft Project to track the project.

- The bidder will maintain personnel and have a process for managing the installation of the solution. This process will include, but not necessarily be limited to, the following areas of coordination:
 - Coordination and management of the activities of project personnel
 - Coordination of installation schedules with the SA, SFA, and school
 - Notification to SFA contact and school designee prior to installation to confirm the installation schedule
 - Notification to SFA and school contacts immediately of any necessary schedule changes
 - Signing-in at school offices
 - Ensuring that all personnel wear identification badges showing company's name and individual's name

Cybersoft will have a staff of about 10 people including the project manager that will be involved in the Primero Implementation project at WV in some capacity. Cybersoft will develop a process, during the project planning phase, for managing the installation. The

process will include all the items listed above in addition to others that may be identified either by the Cybersoft team or the Agency.

- Performing on-site installation must take place Monday through Friday during normal business hours, exclusive of holidays. The selected bidder must accommodate school requests for on-site installation during off-hours 3:00PM-11:00PM at no additional cost to the State.

Cybersoft will perform on-site installation during normal business hours on weekdays. Cybersoft will accommodate school requests for on-site installation during off-hours 3:00PM – 11:00PM at no additional cost to the State.

- The bidder must develop, test, and produce a stable image for workstations that includes appropriate drivers, and provide current fixes for application software.

Cybersoft will develop, test, and produce a stable image for workstations that includes appropriate drivers, and provide current fixes for application software.

- The bidder must develop, test, and recommend a configuration for servers and network operating systems that will include applicable patches.

Cybersoft will develop, test, and recommend a configuration for servers and network operating systems that will include applicable patches.

- The bidder must complete the following software installation activities:
 - Install and configure all software purchased.
 - Verify that all network and application software associated with the purchase are appropriately configured and operate in a stable manner.

Cybersoft will complete all software installation activities including installation and configuration of all software purchased and verifying that all network and application software associated with the purchase are appropriately configured and are operating in a stable manner.

- The bidder will document when installation of the system has been completed. The description must include, but not necessarily be limited to, the following areas of documentation:

- Notification to SFA contact and school contact that software testing has been completed and any potential deficiencies addressed.
- Completion of a System Operational Form (sample in Appendix A.1.), reporting any exceptions, and provide to the SFA and Agency. This form must capture the same information that is on a receiving report. (see Appendix A.2.)

Cybersoft will document when installation of the system has been completed. The documentation will include notification to SFA contact and school contact that software testing has been completed and any potential deficiencies addressed. Cybersoft will complete a System Operational Form, reporting any exceptions, and provide to the SFA

and Agency. Cybersoft will complete any other forms identified and agreed upon during the project planning phase by Cybersoft. All such documentation will be made available to the Agency through the project website.

- It is mandatory that the vendor must have installed a POS solution in at least one K-12 school district with a minimum of 50,000 actively enrolled students.

Cybersoft Primero is installed at large districts with Houston Independent School District being the largest. Houston ISD has over 300 schools and over 200,000 actively enrolled students. They process about 130,000 free and reduced applications a year. HISD serves more than 240,000 meals every school day. Cybersoft managed the Primero implementation at Houston ISD. The project was very successful, completed on time and under budget. Houston ISD has received significant benefits and high value from the Primero implementation. Some of the highlights of the implementation are listed below:

- Data and reporting is reliable, timely, and accurate
- Faster processing of Free and Reduced applications resulting in quicker benefits issuance and higher reimbursements
- Increased Accountability and audit readiness as demonstrated by USDA Audit with zero defects
- Significantly improved information access for parents about children's accounts
- Cost savings of about \$500,000 per year
- POS project plan resulted in a smooth implementation that was ahead of schedule and seamlessly integrated with existing systems
- Enabled adoption of best practices
- Help Desk support has been simplified driven by Primero's ease of use
- Faster response for equipment maintenance troubleshooting and on-site support driven by standardized toolsets
- Excellent integration with Student Information System (Chancery), Financial System (SAP) and HR System (PeopleSoft)

References

Houston ISD

Mr. Dave Richardson, Executive General Manager
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Oklahoma City Public Schools

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Amarillo ISD

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3.2.A.7. Coordinate Delivery of POS & F/R Application Software Training Services

- The selected bidder will coordinate POS & F/R Application Software Training activities with SFA, school, and Agency personnel.

The Cybersoft project manager will coordinate POS and F/R Application Software Training activities with the SFA, school, and Agency personnel. Cybersoft has experienced trainers to train users with varying levels of expertise. Cybersoft recognizes the fact that the users could be novices with computers. The users may have varying levels of knowledge of procedures, guidelines and policies of the Agency and the US Department of Agriculture.

Even though Primero is extremely user-friendly, it is a large software application with an extensive features and functionality. Training is essential to make the users aware of all the functionality available in the system. When implementing the system, it is also important to share best practices and guidelines for business processes.

Cybersoft offers Conventional and Multimedia training for all the modules in the Primero Cafeteria management solution. Conventional training offers on-site classroom training for POS and other modules as necessary. The innovative Multimedia training program provides actual video of product features and audio related to those particular features.

Conventional Training

Primero training begins early in the implementation cycle and continues into the initial stages of “live” operation. Cybersoft offers flexible training options to suit the needs of each district. The number of training days and average training duration will depend on options selected as most beneficial to the SFA.

Separate training sessions are held for cashiers, managers, central office users and installers. Trainers can also be trained so that they can later train other users. The initial training is typically held on the district premises and subsequent, on-going training can be held on site. Cybersoft’s training utilizes a classroom instruction approach that features stand-up instruction, individualized training workstations, and multi-media presentations.

Besides training the users, Cybersoft will also provide document templates document for school principals to distribute to students and parents that describes the new Primero system. In reality, students and parents are users too and they need to learn how to use it.

User Documentation

Comprehensive user documentation is provided in the form of a User Guide. The User Guide has detailed information about all Primero features and functionality and covers

all topics for all users. Primero also has online context sensitive help to assist users when they are using the application.

Training mode

Primero includes a training mode database for users to go through training sessions on the computers they use for business without affecting business operations. The training manuals provided by Cybersoft are organized by function to help users to go through the training sessions by themselves. This could be used as additional practice for users that have already attended a training session.

Training will provide insight into the linkages between applications such as point of sale, free and reduced, online payments, student information systems, and other relevant applications.

Multimedia Training

Multimedia training complements and reinforces conventional training and provides greater flexibility for end users to get trained without much formal personal training. Cybersoft's innovative multimedia training module can be accessed via any computer within the intranet.

Self Paced Learning

Users can learn at their own pace with minimal impact on their regular work. It enables users to focus on their specific area of interest.

Audio and Video

Cybersoft multimedia training tool provides several features that will enable end user quickly learn the product and its features. The tool also shows how to accomplish a particular task. The look and feel of video is same as the actual task to be performed by the user.

Training Usage

The district can track the hours of training taken by the employees and their progress. The system will keep the history of training.

Testing

The tool provides a testing feature where the user can take tests to prove that they have mastered the use of the product. If any user is unable to pass, they can go through the training again and be tested as many times as needed. All tests and scores will be recorded for management to view/print.

Reports

Reports can be generated for all/any user regarding their time spent on the tool, test and marks.

Benefits

Users can get trained at their site
Transition/Roll-out becomes smooth
Greater control over training and skill assessment
Minimizes overall training cost and time

- The bidder must maintain personnel and have process for developing, managing and scheduling POS & F/R Application Software Training. The bidder will complete live and online POS training courses which satisfy the requirements listed in Appendix B.1 and Appendix B.2.

Cybersoft will have a project manager and 6 other personnel available for developing, managing and scheduling POS and F/R Application Software Training. Cybersoft will provide live and online training courses. Detailed information on these courses is provided in completed Appendix B.1 and Appendix B.2 for each course. These can be found in the Appendices section of this proposal.

- The bidder must respond to varying levels of demand for POS & F/R Application Software Training (e.g., August, county staff development days), outside school environment days, Saturdays, after schools, across (shared with) other counties, etc.

Cybersoft will be very flexible and accommodating to varying levels of demand for POS and F/R Application Software Training.

- The selected bidder must finalize the POS & F/R Application Software Training schedule immediately upon receipt of a purchase order for that training.

Cybersoft will finalize the POS and F/R Application Software Training schedule with the SFA immediately upon receipt of a purchase order for that training. It will help the process immensely if the SA and SFAs provided the purchase orders in a timely manner. Also, the implementation activity will be planned to be completed in geographical regions, helping reduce time wasted in travel, thereby enabling the entire process to be completed quicker.

- The bidder will ensure that appropriate training materials in adequate quantities are prepared for and available at all POS Software Training sessions.

Cybersoft will ensure that appropriate training materials in adequate quantities are prepared ahead of time and are available for each training session. When the training is scheduled, the project manager will record the number of users being trained along with the other training information. The trainers will take along with them, the necessary quantity of training materials for the training session.

- The selected bidder must equip POS & F/R Application Software Training personnel with data projectors, laptop computers, and other appropriate equipment.

Cybersoft will equip the training personnel with projectors, laptop computers and peripherals such as keypads/barcode scanners.

- The bidder must produce a website, accessible by Agency, SFA, and school personnel, with information about POS Software Training. The bidder must make the information available electronically.

Cybersoft will setup a website with information about the POS Software Training. This site will be accessible by the Agency, SFA, and school personnel.

- Upon the conclusion of each POS Software Training, the selected bidder will provide information to the Agency about the session provided, attendees, location, number of days, etc. This may be done via a website.

Upon the conclusion of each POS Software Training, the Cybersoft trainer will update the information about the training session including location, attendees, number of days on the project website. The Agency personnel will have access to this project website where they can track the overall progress of the project.

3.2.A.8. Ensure a Timely and Successful Implementation

- **Informational:** It is expected that the implementation activities are cyclical. The installation activities typically peak during the months of August and September. The goal is to have all procured technology systems installed and operational as early as possible in the school year, but no later than the end of the first semester. Vendor will assure that all the installation components are to be effectively coordinated.

Cybersoft understands that the implementation activities are cyclical. The peaks and valleys of the workload are common in the school food service industry. Cybersoft is very used to these cycles, expects them and is prepared to handle them.

- The bidder must have a plan for ensuring that the project stays on schedule. Vendor will cover aspects of implementation, including the bidder's plan to handle peak demands for each. The bidder must have adequate capacity to acquire additional qualified resources, as necessary, during peak times. The bidder must understand the project size, scope, and the impact of the project upon their resources (specifically in relation to managing delays).

Cybersoft K-12 Products division is a growing division and is steadily increasing its staff size to anticipate the needs of its customers and serve them with excellence. As part of its normal growth strategy, Cybersoft is in process of adding 6 new members to its team this year. Cybersoft understands the size and scope of the WV Primero Implementation project and impact it will have upon Cybersoft's resources. If additional qualified resources need to be added to the project, Cybersoft is uniquely qualified to handle the situation since Cybersoft has a consulting division which is in the business of providing consulting services and staffing technology projects on a short term basis. Overall, Cybersoft is well positioned to handle the Primero implementation in the state of WV.

- The bidder will ensure a timely, successful, and coordinated implementation of all components on the Agency purchase order, to include the following:
 - Shipment, delivery, installation, and testing of all software components, and all other peripheral equipment
 - Preparation of systems to be coordinated with POS and F/R Application Module Training schedules.

Cybersoft will ensure a timely, successful, and coordinated implementation of all components on the Agency purchase order. The project manager and the other project personnel will ensure shipment, delivery, installation, and testing of all software components and all other peripheral equipment. They will also ensure systems are prepared and coordinated with the Primero POS and F/R Application module training schedules.

3.2.A.9. Provide Cost-effective, Quality Technical Support Options

- The bidder must provide options for technical support for the POS and F/R Application software procured from any contract resulting from this RFP. Identify all associated costs on the component cost sheets in the cost proposal.

Cybersoft will provide technical support for the Primero POS and F/R Application software via toll-free phone, email and the Cybersoft support website. All associated costs are identified in the cost proposal.

- The bidder must propose support options that are available at no additional charge:
 - Toll-free access to a voicemail system for the project team
 - Email access to the project team
 - Toll-free access to a WV office number

In addition to toll-free access to the Cybersoft help desk, Cybersoft will also provide toll-free access to a WV office number and voicemail for the project team and email access to the project team for the SA personnel. The SFA personnel may also contact the project team directly or via the help desk.

- The bidder must propose a WV-specific help desk solution with toll free access for use by SFA and school personnel. Personnel staffing the help desk must be prepared to answer questions about POS and F/R Application Software. The vendor must include information about the help desk, including but not necessarily limited to the following:
 - Number of and qualifications of personnel staffing the help desk.
 - Plan for ensuring that help desk personnel are familiar with West Virginia project and any unique installations or configurations.
 - Plan to provide information about the help desk to county and school personnel.
 - Quantify average response time values which to be adhered to during the life of the contract.
 - Maintain a problem resolution system and escalation process for all unresolved support tickets.
 - The hours of operation for the various methods of support offered.
 - The manner in which service is to be dispatched.
 - How assistance is to be made available via the Internet.

Cybersoft will provide, as part of the warranty and maintenance contract, toll-free phone and e-mail support to school, SFA and SA personnel. The Primero help desk will have a minimum of 12 agents even during the slow periods of the year. Toll-free support will be available from 6:30 AM – 7:00 PM, EST, Monday through Friday, except on the holidays listed below.

Observed Holidays

- New Years Day
- Memorial Day

- Independence Day
- Labor Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas

Plan

All Cybersoft help desk agents will be trained on the WV Primero implementation and unique installations and configurations. Cybersoft will also make available within its CRM system all information regarding the WV system so that all help desk personnel are familiar with the WV system.

The information about the help desk will be provided to school and SFA personnel at the time of training and implementation. In addition, a link within Primero will direct users to the Cybersoft Support website which enables them to find support online, submit a trouble ticket, send an email to the support team or get the toll-free number for the help desk.

Issue Classification & Response Times

Issues are classified according to their nature and severity. Problem reports are classified P1 to P4, depending on the severity and customer impact. Feature and service requests are classified R1 to R2, depending on the nature of the request. Response may be requested by telephone or e-mail.

Problem Reports

Priority	Description	Expected Response Time	Maximum Response Time
P1	Critical problem. System down, no workaround available.	5 minutes	1 hour
P2	Serious problem. System impaired no effective workaround available.	15 minutes	2 hours
P3	Serious problem. System degraded; acceptable workaround	1 hour	4 hours

	available.		
P4	Minor problem. System functioning with limitations or undesirable behavior.	1 business day	5 business days

Requests for features or consultation

Priority	Description	Response
R1	Request for feature or enhancement.	Acknowledged within 2 business days.
R2	Request for consultative service. No product problem identified.	Acknowledged within 2 business days. Assistance will be provided to the extent that resources are available, and may include fee-based consulting services.

Escalation Procedures

The initial classification of problem/request is indicated by the customer when submitting an issue report. Cybersoft support personnel may modify the priority (up or down) after communication with the customer. If an issue remains open longer than the maximum times listed below, it is escalated up through the support organization, and then to executive management.

Customers may also request escalation of an issue by contacting their account representative.

Priority	Escalation protocol
P1	Help Desk Manager is notified immediately upon entry of Priority 1 issue. If not resolved within 2 hours, Customer Relations Manager is notified. If not resolved within 4 hours, issue is escalated to the Product Team and the Product Manager is notified.
P2	If the issue is not resolved within 2 hours, Help Desk Manager is notified. If not resolved within 4 hours Customer Relations Manager is notified. If not resolved within 24 hours, issue is escalated to the Product Team and the Product Manager is notified.

P3	If not resolved within 2 business days, the issue is escalated to Product Team.
P4	No automatic escalation.
R1	No automatic escalation.
R2	No automatic escalation.

Incident Tracking Procedure

Cybersoft uses Microsoft CRM to track support calls and problem reports. Cybersoft assigns an incident ID for all problem reports and requests logged by customers. This incident ID can be used to identify the respective incident with Cybersoft support personnel and to track the incident progress until it is resolved to the customer's satisfaction.

- The bidder must have remotely access options for technical support.

Cybersoft uses various remote access methods to connect to server or client computers depending on the county guidelines. Some problems can be resolved directly over the phone but others require a help desk agent to connect to the PC to look through the application or logs to determine the problem.

- The technical support options must include:
 - Access for West Virginia food service directors, via email, to personnel assigned to the project. Telephone or email assistance will provide the first line of support for problem determination. Responses must be within a reasonable amount of time, based upon severity of problem identified, but no later than end of next business day.
 - Access to a project-specific web site that provides technical and support information for users, links to manufacturers of products used in the project, and technical downloads.
 - Searchable database of POS and F/R application module FAQ and topics.

West Virginia food service directors will have access to personnel assigned to the project via telephone and email. They can also contact the help desk for immediate assistance. All problems will be addressed in a timely manner as stated in the issue classification and problem reports above. Cybersoft will provide SFA and SA personnel access to the Cybersoft support website which will have POS and F/R application module FAQs and other topics. The site will have a section that is specific to the WV Primero implementation that provides technical and support information for users, links to manufacturers of products used in the project, and technical downloads. The site will also have forums and user groups that are actively monitored by Cybersoft support

personnel. Other users can post replies to questions but Cybersoft personnel will post responses in most cases.

- The Agency expects the vendor to price service levels equally for all counties and schools, regardless of their geographic location. For any item or service procured from the contract that has an associated cost, the selected bidder may bill only for the time spent at the school location and may not bill for travel time.

Cybersoft will price all services equally for all counties and schools regardless of their geographic location. Cybersoft will bill counties and schools only for the time spent at the school or county and will not bill for travel time.

- The service center must provide higher staffing ratios during the “back to school” season. “Back to school” is defined as August 20 – September 20.

The Primero help desk will be staffed accordingly to address the anticipated higher call volume during the “back to school” season. The entire Cybersoft Primero team is behind the support team during the back to school season. Trainers and implementation personnel that are typically working on other projects also temporarily become part of the help desk for that time. Also, Cybersoft typically provides catered lunch in the office to the entire team during that time to help employees cope well with the increased work load. The Primero developers are also located in the same building in Houston and assist the support personnel to quickly resolve cases. Overall, Cybersoft has been very successful in handling the back to school season with high customer satisfaction.

- State level support personnel must be able to elevate critical support cases to a supervisory support level.

State level support personnel will be able to elevate critical support cases to the supervisory support level.

- The bidder’s customer service department must automatically notify open cases to the supervisory support level after being open for more than 2 hours.

The CRM system has the capability to automatically notify the supervisory support level after the issue has been open for more than 2 hours.

- The bidder’s customer service department must have an online tracking system that is accessible via the internet by SA personnel.

Cybersoft’s customer service department uses Microsoft CRM as the issue tracking system which is accessible via the internet by SA personnel.

- The bidder’s call center must be available from 6:30A to 5P EST.

The Cybersoft call center currently operates from 7AM to 6PM CST, but the call center will be made available from 6:30AM to 7PM EST.

- The bidder must provide an online knowledge base and user group for self support.

Cybersoft will provide an online knowledge base and user group for self support. This support site will have a link from within the Primero software.

- The bidder will provide regular software updates to address federal and state NSLP regulations.

Cybersoft has a compliance manager who is responsible for looking for any changes in federal and state NSLP regulations. The compliance manager interprets the regulations for the product development team so that the development team can make the necessary changes to the software. Cybersoft will provide regular updates to the software to address any change in regulations.

- The bidder will provide regular software updates to maintain system security.
Cybersoft has never had to provide an update in the past to maintain system security. However, if the need arises, Cybersoft will provide software updates to maintain system security. Typically, operating system updates are needed to maintain system security.
- The bidder's solution will allow for global updating of all line POS terminals on the WV K-12 Private network.

The actual process of updating the software on all the PCs is simplified with Primero's built in self-updating mechanism. The Primero updater utilizes Background Intelligent Transfer Service (BITS) to transfer files using idle network bandwidth. This updater tool has a built-in notification mechanism that notifies of rollbacks of any unsuccessful update installation.

This updater offers the unique advantage of minimizing human intervention in updating client machines. A high degree of human intervention can often be error-prone, costly, and might lead to downtime. The updater tool completely automates the process of updating the client machines by requiring only minimal human intervention for placing the update package on the server. The Primero updater is capable of not only updating the assemblies, but also the local databases on the Manager workstations and the POS terminals.

Version Monitor

Primero Version Monitor helps an administrator find out which computers, if any, did not get automatically updated from one central location.

Rollbacks

In the unlikely event an update needs to be rolled back, the older version of Primero is still present on each of the machines. An update package can be deployed to just point the application to use the previous version.

- The bidder's future software updates will be backwards compatible to existing input devices.

Cybersoft supports USB, HID and serial port devices. Cybersoft will ensure backward compatibility with existing input devices in all future software updates.

SECTION II - POINT OF SERVICE (POS) MODULE

This section contains Cybersoft Proposal regarding the requirements listed in section 3.2.B of the RFP.

3.2.B.1. Line Operation

- The solution must track meals, including, but not limited to breakfast, lunch, supper, a.m. supplement, and p.m. supplement. Additionally, it must track multiple meal classifications for each meal type, such as free, reduced, paid, program adults, non-program adults, and visitors.

(OPERATIONAL)

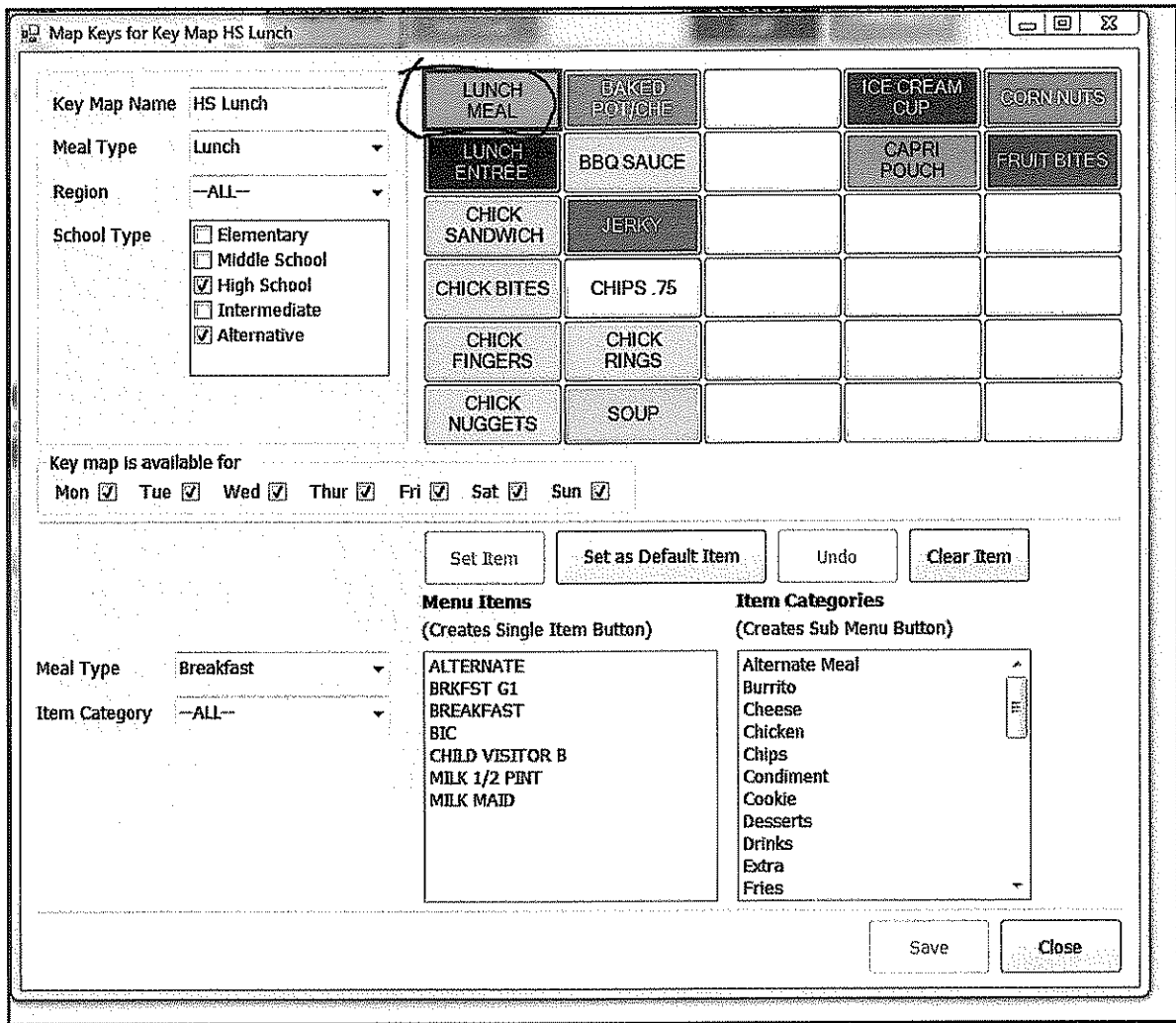
Primero offers the Agency or the SFA the ability to have any number of meal types and not limited to breakfast, lunch, supper, a.m. supplement, and p.m. supplement. In addition, price types such as free, reduced, paid, program adults, non-program adults, and visitors can be created by the user. For each item, different prices can be set for each of the price types.

The screenshot shows a software window titled "Meal Types". It features a text input field containing "Lunch". To the right of this field are three buttons: "Add New", "Save", and "Cancel". Below the input field is a "Start Time" dropdown menu currently showing "10:00 AM", and a checked checkbox labeled "Reimbursable". At the bottom of the window is a list box with three items: "Breakfast", "Lunch", and "Snack". The "Lunch" item is currently selected and highlighted.

- The solution must provide “fast item” sale mode where only one key is pressed.

(OPERATIONAL)

Primero provides a “fast item” sale mode where only one key is pressed to record a meal sale. In environments such as those described in the RFP where all students typically purchase a meal, the meal can be configured to load automatically. The cashier would just have to press one button to complete the sale transaction.



- The solution will be able to handle cash, prepay and charge/school credit transactions.

(OPERATIONAL)

Primero offers the ability to accept cash or check payment for the sale, prepay and charge/school credit transactions.

- Based upon the customer identifier, the solution must dynamically price meals based upon reimbursable versus non-reimbursable classifications. Additionally, these classifications also need to be differentiated based upon other established criteria, including but not limited to: second student meals, adult meals and elementary versus middle/high school meals.

(OPERATIONAL)

Primero can dynamically price the meals based on upon the customer identifier. The customer record will have a price type tied to it and the price for each item will be determined dynamically.

The screenshot shows a software interface for managing menu items. At the top, there are filters for 'Menu Item Category' (set to '--ALL--') and 'Meal Type' (set to 'Lunch'). Below these is a table of menu items with columns for 'Item Description', 'Button Description', 'Is Meal', and 'Category'. Two items are visible: 'CHILD 2.50' and 'ADULT 5.00', both marked as 'Is Meal' and categorized as 'Thanksgiving'. A modal window titled 'Menu Item Information For Lunch Meal' is open, showing pricing details for 'Lunch Meal'. This window has two tabs: 'Menu Item' and 'Pricing'. The 'Pricing' tab is active and contains two tables: 'Student Pricing' and 'Adult Pricing'. Both tables have columns for 'Price Type', 'Elementary', 'Middle Scho', 'High School', 'Intermediat', 'Alternative', and 'Allow Sale'. The 'Student Pricing' table shows prices for 'Free', 'Reduced Price', 'Paid', and 'SecondMeal'. The 'Adult Pricing' table shows prices for 'Staff', 'Visitor', and 'FS Staff'. There are 'Edit Student Pricing ...' and 'Edit Adult Pricing ...' buttons next to each table. At the bottom of the modal window are 'Apply', 'OK', and 'Cancel' buttons.

Item Description	Button Description	Is Meal	Category
CHILD 2.50	CHILD 2.50	<input checked="" type="checkbox"/>	Thanksgiving
ADULT 5.00	ADULT 5.00	<input checked="" type="checkbox"/>	Thanksgiving

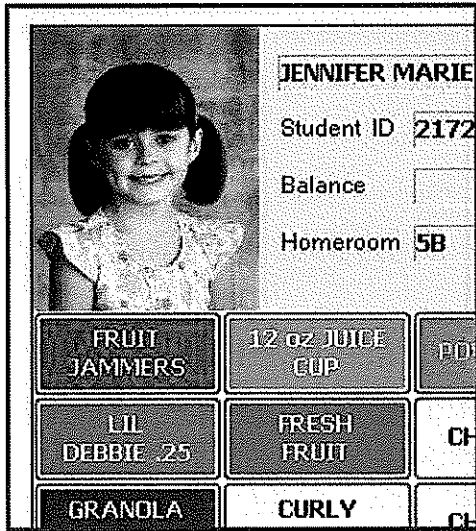
Student Pricing						
Price Type	Elementary	Middle Scho	High School	Intermediat	Alternative	Allow Sale
Free	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	<input checked="" type="checkbox"/>
Reduced Price	\$0.40	\$0.40	\$0.40	\$0.40	\$0.40	<input checked="" type="checkbox"/>
Paid	\$1.75	\$2.00	\$2.00	\$2.00	\$2.00	<input checked="" type="checkbox"/>
SecondMeal	\$1.85	\$2.10	\$2.10	\$2.10	\$2.10	<input checked="" type="checkbox"/>

Adult Pricing						
Price Type	Elementary	Middle Scho	High School	Intermediat	Alternative	Allow Sale
Staff	\$2.50	\$2.50	\$2.50	\$2.50	\$2.50	<input checked="" type="checkbox"/>
Visitor	\$2.50	\$2.50	\$2.50	\$2.50	\$2.50	<input checked="" type="checkbox"/>
FS Staff	\$2.00	\$2.00	\$2.00	\$0.00	\$0.00	<input checked="" type="checkbox"/>

- The solution will display a student photo for student identification at the point of service.

(OPERATIONAL)

Primero will display a student photo for student identification at the point of service. Primero provides an easy way to import student photos at the school, SFA or SA levels.



- The solution must guard against overt identification of a student's Free and Reduced Application status.

(OPERATIONAL)

Primero guards against overt identification by not displaying a student's Free and Reduced Application status on the screen. Because Primero takes care of the pricing of menu items internally, the cashier operating the point of service terminal does not even have to know the status of the students. Primero also has the ability to display a coded status, if desired by the state agency.

- The solution will track a student's special dietary needs and have the capability to display student specific messages pertaining to their special dietary needs.

(OPERATIONAL)

Primero has the ability to track student's special dietary needs and has the ability to display student specific messages pertaining to their special dietary needs.

- The solution must be able to edit meals by a POS administrator at the school, SFA, and SA levels.

(OPERATIONAL)

Primero offers the user the ability to edit meals at the school, SFA, and SA levels. This ability is available only to certain roles which can be controlled at SFA or SA levels.

- The solution must capture second meal requests, and price the meal at a rate different from the student eligibility code.

(OPERATIONAL)

Primero allows second meal requests to be captured at a different meal price. All second meal sales will count under a la carte for reporting purposes.

Menu Item Information For Lunch Meal

Menu Item Pricing

Student Pricing

Price Type	Elementary	Middle Scho	High School	Intermediat	Alternative	Allow Sale
Free	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	<input checked="" type="checkbox"/>
Reduced Price	\$0.40	\$0.40	\$0.40	\$0.40	\$0.40	<input checked="" type="checkbox"/>
Paid	\$1.75	\$2.00	\$2.00	\$2.00	\$2.00	<input checked="" type="checkbox"/>
SecondMeal	\$1.85	\$2.10	\$2.10	\$2.10	\$2.10	<input checked="" type="checkbox"/>

- The solution must have a VOID function for entire meal service periods and associated cash receipts. Or a function that allows the SFA and the SA to change one meal type, to another meal type. Administrative rights to feature are to be defined by county.

(OPERATIONAL)

Primero has a feature called "Bulk Adjustment" where all meal sales can be changed from one meal type to another. Administrative rights to this feature, just as with other features, can be defined by county or SFA.

Bulk Adjustment

Replacement Meal

Meal Type: Lunch Meal Menu Item: Lunch Meal

Check Replace Meal for all Students

Reimbursable Meals

Trans. #	Student Id	Student Name	Grade	Transaction Date	Original Meal	Replace Meal
1	239136	SERGIO CAVAZOS	8	5/20/2009 3:59 PM	Breakfast Meal	<input type="checkbox"/>
2	242720	OMA DA DY	7	5/20/2009 4:01 PM	Breakfast Meal	<input checked="" type="checkbox"/>

- The solution must record meal/food sales for visiting students/adults and include data in routine reports.

(OPERATIONAL)

Primero has the ability for students/adults to use their account at any of the schools within the county. It records meal/food sales for visiting students/adults and includes the data in all the reports.

Before a visiting student is served, Primero checks against the server (subject to network availability) to see if the student already had a meal. When the student purchases a meal at a school other than his/her home school, Primero sends the data to the home school. If the student goes back to the home school and tries to get another meal, Primero already has the information at that school. Primero has the ability to prevent second meals from being claimed for reimbursement even with students eating at other schools.

- The solution will create a student roster of student names and ID's with a corresponding bar code for use during field trips, power outages, non-networked or satellite cafeterias.

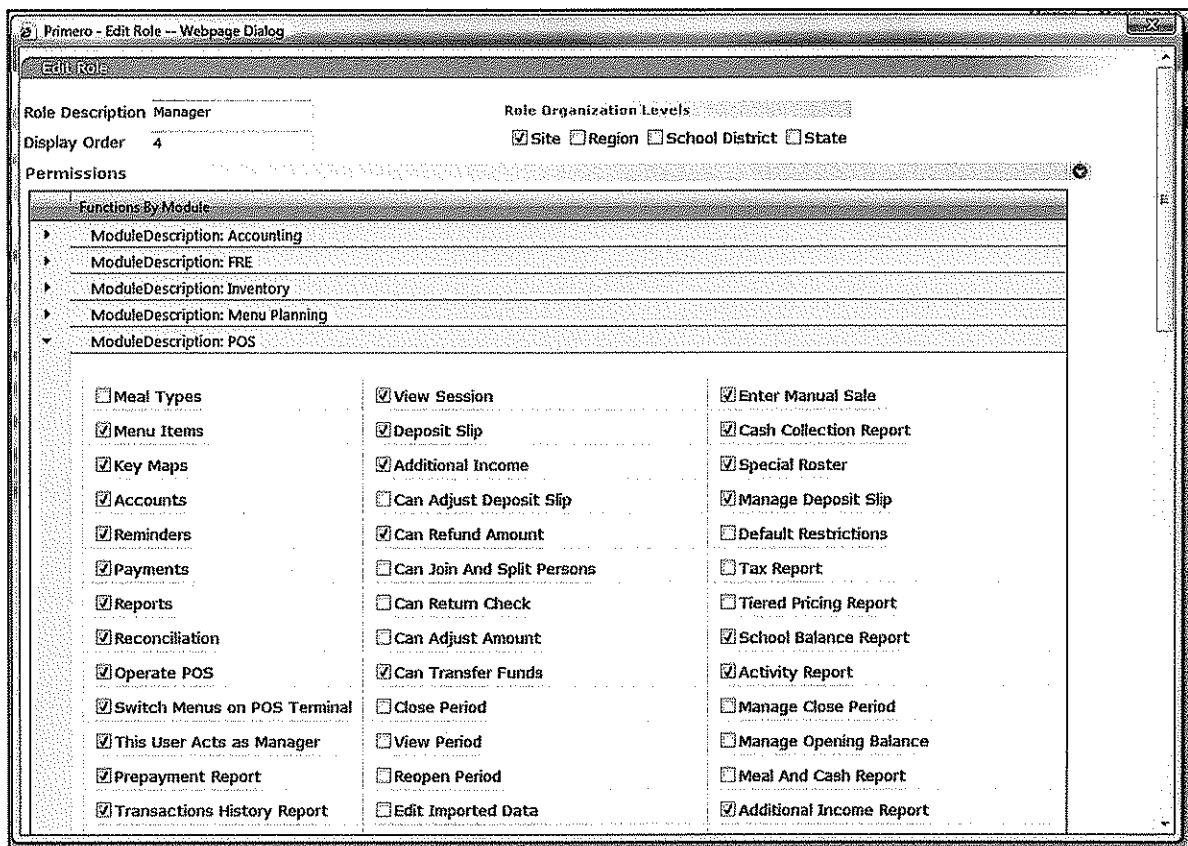
(OPERATIONAL)

Primero has a student roster with several options. It includes student names, IDs with corresponding barcodes along with other optional fields. There is also a weekly roster option that is ideal for non-networked or satellite cafeterias.

- The solution is to provide a hierarchy of controls based upon different user roles and rights specifically addressing security, logins, and levels of access (schools, SFA, and SA).

(OPERATIONAL)

Primero provides very configurable role-based security with very granular security control for each feature. SA and SFA will have the ability to create or customize roles. Each role can be granted specific permissions and access levels. Users can be restricted to perform only specific tasks. A user account can be assigned multiple roles. In addition, a user can have access to one or more schools, one or more SFAs, or the entire State.



3.2.B.2. Claiming Functions

- The solution will create an accurate claim for reimbursement from the school/site and aggregate site level information at both the sponsor/county and state levels.

(OPERATIONAL)

Primero has the ability to create an accurate claim for reimbursement from the school/site and the ability to aggregate the site level information at both the sponsor/county and state levels.

- The solution must support state reimbursement tables including: severe need breakfast, lunch bonus rates and other categories as may be defined in the future. Severe need breakfast gives a higher breakfast reimbursement rate for schools that qualify. Lunch bonus gives a high lunch reimbursement for SFAs that qualify.

(OPERATIONAL)

Primero has very flexible reimbursement tables. Primero allows for configurable Agencies, Programs and categories for each program. The rates can be set each year for all programs and categories. These rates can be set once a year at the state level and will be available for all schools and counties.

- The solution must determine a SFA's lunch bonus and a school's severe need breakfast status. Severe need breakfast is earned by schools that served 40% or more lunches to needy children in the second preceding year. Lunch bonus is earned by SFAs that served 60% or more free and reduced priced lunches in the second preceding year.

(MODIFIABLE)

Primero currently stores each SFA's lunch reimbursement category and each school's breakfast and snack reimbursement categories. These categories have to be modified each year on each SFA and school to take care of any changes. Cybersoft can add functionality for the SA to automatically set these categories at the beginning of each year. This is a small change that can be added in a couple of days.

- The solution must perform edit checks using business rules either already in use or as may be determined in the future on claims at the school and SFA levels.

(OPERATIONAL)

Primero has the ability to perform edit checks using customizable business rules. Attendance factors can be set for an entire SFA or for each school. These attendance factors can be set monthly or annually.

- The solution must identify duplicate student records and allow the user to decide which record to keep.

(OPERATIONAL)

Primero has the merge student functionality where it helps users to identify duplicate student records and allows the user to decide which record should become the primary record. Once the user identifies the primary record all meal transactions, account balance and any applications processed on the duplicate record will be merged into the student's primary record.

- The solution must allow bulk entry meal counts by eligibility code on a daily and monthly basis. It must also support combining claims for RCCI sponsors with multiple sites/locations at both the site/school and SFA level. The system will maintain a journal of all meal count changes that includes date, time, user ID and value changed.

(OPERATIONAL)

Primero allows bulk entry of meal counts by eligibility code on a daily basis. Primero currently does not support entering meal counts on a monthly basis but if that is required, the feature can be provided with a minor change. Primero supports combining claims for RCCI sponsors with multiple sites/locations at both the school and SFA level. Primero maintains a journal of all meal count changes including date, time, user ID and value changed.

- The solution must allow export of a county/district level NSLP claim to a third party application for completion of the SA's payment process.

(OPERATIONAL)

Primero allows the export of a county/district level NSLP claim to a third party application for completion of the SA's payment process.

3.2.B.3. Reporting Functions

- The solution must provide languages for letter printing, including, but not limited to English and Spanish.

(OPERATIONAL)

Primero allows multiple languages for letter printing. Primero includes templates for common letters in English and Spanish and allows users create new templates or modify existing templates for English, Spanish or other languages.

- The solution will share student information with the Application module, such as full name, gender, grade, racial/ethnic, and meal charge status.

(OPERATIONAL)

The student information in Primero is shared between the POS and the Applications module. The student information includes full name, school, grade, ID, date of birth, gender, racial/ethnic, and meal charge status.

- The solution must generate student and or adult food service meal account reports at any time during the month at the school, SFA and SA levels. The report must allow the SFA the capability to determine the account balance and/or range of account balances according to their needs.

(OPERATIONAL)

Primero has the ability to generate student or adult food service meal account reports at any time during the month at the school, SFA and SA levels. Primero allows filtering of student or adult accounts based on their account balances. Primero also has a report that shows account balances of all students and adults.

- The solution must generate a “no charge/cash only” report at the school/SFA and SA.

(OPERATIONAL)

Primero has a “no charge/cash only” report that can be run at the school/SFA and SA levels to show a list of students that will not be allowed to charge.

- The solution must generate a journal report on number of times cash drawer is opened and closed, the time of each occurrence and type of transaction.

(OPERATIONAL)

Primero has a transactions report that can be used to view all transactions that happened in a session. If an electronic cash drawer is attached to the Point of Service computer, the transactions report shows when the cash drawer has been opened. When an electronic cash drawer is used, Primero opens the cash drawer only when a cash transaction takes place and does not allow the next transaction to take place until

the drawer is closed. Furthermore, Primero also includes a suspicious transactions report that shows possible suspicious activity.

- The solution must generate a list of students not participating in meal programs.
(OPERATIONAL)

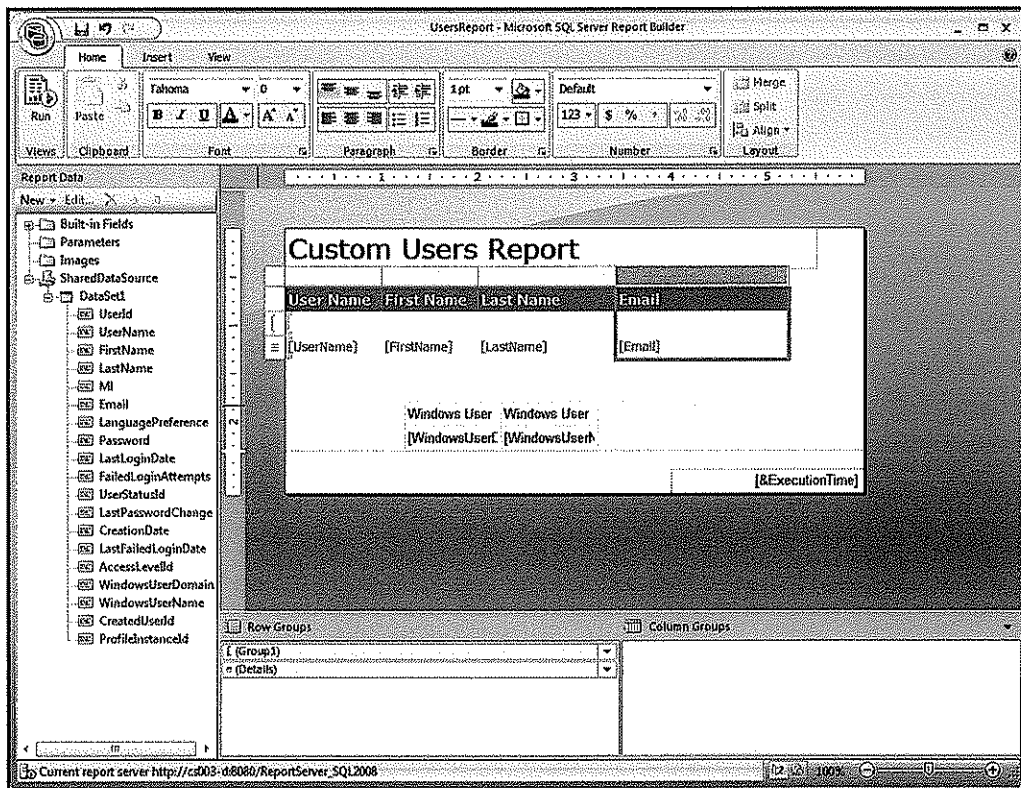
Primero has a report that shows a list of students that are not participating meal programs.

- The solution must generate a daily list of students scanned by date and time.
(OPERATIONAL)

Primero has a session transaction report that shows a list of all students that had a transaction at the POS, along with the date and time of the transaction.

- The software will allow report generation using user defined fields/queries.
(OPERATIONAL)

Primero includes a custom report generator based on SQL Server 2008 Report Builder. Primero allows the user designed reports to be saved and accessed again even by other users. The saved reports can also be edited later. Primero also allows security configuration such that certain users can design reports and others can access those reports.



- The software will allow user defined filtering of reports.

(OPERATIONAL)

Most Primero reports allow the user to filter them based County, School or School Type. Other reports may allow filtering by POS terminal or meal type or grade. Almost all the reports allow filtering for a day, week, month or a date range.

- The software will create a Daily Summary report of meal sales by Free/Reduced/Paid/Program Adults/Adults and visitors.

(OPERATIONAL)

Primero creates a daily summary report of meal sales by different meal status.

- The POS must create a claim for reimbursement.

(OPERATIONAL)

Primero includes a reimbursement claim report for the SFA and SA. Primero also includes a reimbursement claim detail report that shows the breakdown of reimbursements by school.

- The system must be able to create the following state level reports:

- Severe need breakfast schools by district
- Lunch Bonus Districts
- State USDA Claim
- Percent Needy by school and district.

(OPERATIONAL)

Primero has several reports that can be used at the state level including those listed above.

- The solution must create a Child Nutrition Program monthly financial report at the SFA and SA levels.

(MODIFIABLE)

Primero includes several financial reports including Profit and Loss (Statement of Revenues and Expenditures), Balance Sheet, Trial Balance and Budget Variance reports. All of these reports can be run at the SFA and SA levels. The Child Nutrition Program monthly financial report seems to be a report with a different format but having elements that are already available in Primero. Cybersoft can create the monthly financial report with minor effort and will do it at no additional cost.

- The solution will be able dynamically create reports using all collected data at the school, SFA, and SA levels. If not the vendor will create custom reports identified in the first 90 days after the contract is awarded.

(OPERATIONAL)

Primero includes a custom report generator based on SQL Server 2008 Report Builder. In addition, Cybersoft commits to create custom reports identified the first 90 days after the contract is awarded.

- The solution will generate a WV specific Annual Report at the school, SFA, and SA levels.

(MODIFIABLE)

The WV specific Annual Report will be created by Cybersoft with only a small amount of work.

- The solution will generate a SA defined budget report at the school, SFA, and SA levels.

(OPERATIONAL)

Primero includes a budget report that can be run at the school, SFA, and SA levels. This report is very similar to the report shown in Attachment C of Addendum 1. If SA defines a different budget report, Cybersoft should be able to create it with minor effort.

3.2.B.4. Billing Functions

- The solution must have an accurate, individual accounting of student meals and monies paid. The system must be accessible from the school, SFA and SA levels.

(OPERATIONAL)

Primero has an accurate individual accounting of student meals and monies paid. The student accounts are accessible from the school, SFA and SA levels.

- The solution must carryover student account balances from year to year and from school to school with a searchable history available.

(OPERATIONAL)

Primero will carryover student account balances from year to year and from school to school with a searchable history available.

- The solution will support both centralized/school level and non-centralized/SFA level billing. This function must compile and print a monthly student billing that includes any past due balances.

(OPERATIONAL)

Primero allows billing at both the school level and SFA level. The school or SFA level users will have the ability to generate and print student bills that includes a statement of the specific month's activity as well as any past due balances.

- The solution must allow parents to make online payments via major credit card and electronic check. The online payment website must give parents the ability to view what the child has purchased and the current family and student balances.

(OPERATIONAL)

Cybersoft operates the ParentOnline website at <https://www.parentonline.net> which allows parents to make online payments using major credit cards. ParentOnline also gives parents the ability to view what the child has purchased and current student balances for the entire family. Cybersoft will setup a customized instance of ParentOnline for the state of WV, if the Agency so desires.

ParentOnline communicates with the Primero POS automatically to exchange student payment information, current account balance, account usage history and joint sibling accounts. ParentOnline is secure, utilizing 128-bit SSL Certificates and secure encrypted files for communication. ParentOnline updates the Primero POS throughout the day. Parents can access account information anytime from any Internet-enabled PC.

The SFA users can view all ParentOnline payment activity by school, by parent account, number of payments made, amount received as well as view and print reports or deposit summaries.

Parents can view their student(s) meal account history plus enroll to make online meal payments. This secure site allows parents to make one-time payments or setup automatic payments when the student meal account reaches the parents preset low level balance. Parents will have the ability to view student account payment history and meal account activity. Additionally parents can view and change their account profiles, passwords, and check for messages sent to their account.

- The solution must automatically promote/transfer students with prior year's eligibility for the first thirty days of the next school year.

(OPERATIONAL)

Primero will automatically promote/transfer students when the new school/grade information is received from WVEIS. At the beginning of each year, the SFA will run a simple Year Begin process that will extend the student status to 30 operating days from the school start date. Any student balances on student accounts will be carried over to the new school year.

3.2.B.5. Application Delivery

- The solution must have a web-based version for some National School Lunch sponsors that parallels and has all the same functions of the client installed version. It will create, at a minimum, accurate meal counts, monthly billing and reports.

(OPERATIONAL)

Primero has a web-based version that can be used by some National School Lunch sponsors. The web-based version of Primero has slightly reduced functionality compared to the client installed version. The web-based version will create accurate meal counts, monthly billing and reports.

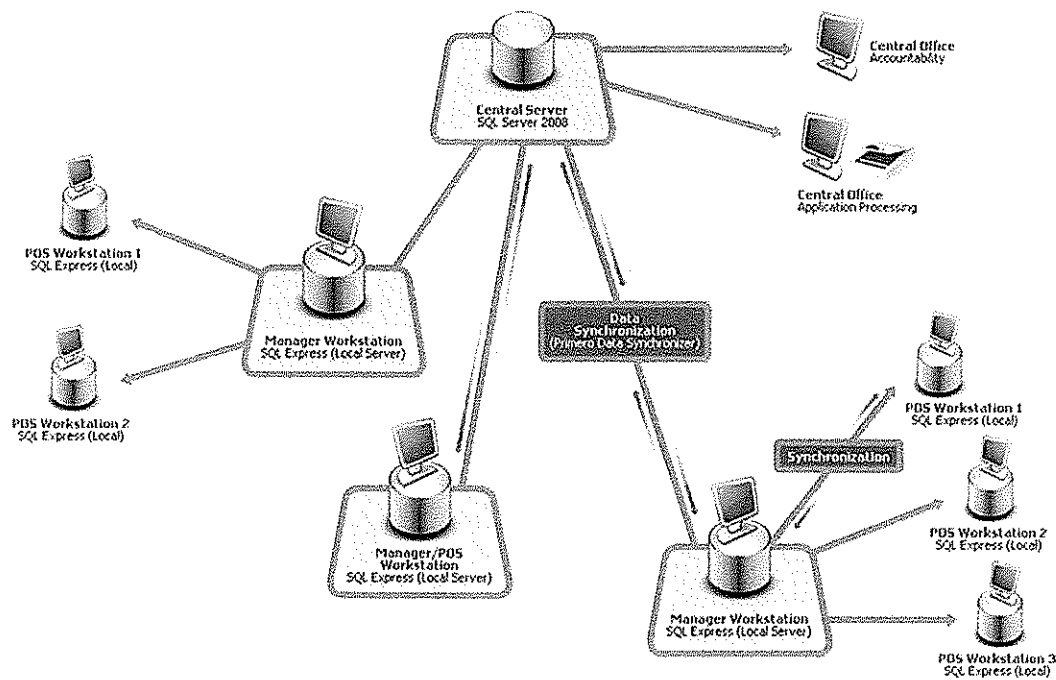
- The solution must run in a NT/200X, XP, Vista and/or Windows 7 environment, both wireless and wired network with the ability to identify a lost network connection and run for extended periods of time (15 days or more) if network connectivity is lost.

(OPERATIONAL)

Primero POS has a very configurable architecture. The POS terminals and the cafeteria managers' computers can access the SQL Server Express database at the site. SQL Server Express will run on a PC with one processor, up to 1GB RAM and has a database size limit of 4GB. SQL Express does not have a workload governor which makes it a perfect choice for the server at the sites.

Primero also has a local database on each POS terminal to handle a failover scenario when the local area network fails. Once the network becomes available, Primero automatically switches the connection to the Manager's PC and synchronizes the data without any user intervention.

All data communication between central server and schools happens at real time through a queue based, asynchronous, guaranteed delivery mechanism. Primero does not require FTP, file shares or scheduled tasks.



Smart client is the next generation of client applications and is significantly different from the typical rich client or desktop application. The smart client provides a good medium between the traditional rich client and the thin client. The smart client provides the ease of deployment and manageability of the thin client while providing the responsive rich user experience and offline capability of the rich client. The smart client can be easily deployed and updated without DLL versioning conflicts. It also has smart data management and smart connection management features.

Primerio smart client solutions:

- Utilize local resources
- Are connected, but not network dependant
- Are offline capable (work offline just as well as they do online)
- Offer an intelligent two-way data synchronization scheme
- Utilize multiple client devices

3.2.B.6. Training Products and Manuals

- The vendor will provide a POS demonstration environment that can be installed and run on a standalone computer. It should have a sample database of customers and WV menus, which should illustrate various scenarios. Scenarios should include daily POS operation, making account adjustments, and accepting payments.

(OPERATIONAL)

Cybersoft will provide a POS demonstration environment that can be installed and run on a standalone computer. It will have a sample database of customers and WV menus to illustrate various scenarios including daily POS operation, making account adjustments, and accepting payments.

- The vendor must provide the following written training and instruction manuals:
 - POS Cashier Level Quick Reference Card
 - POS Manager Level Quick Reference guide
 - POS Manager Level Manual
 - District Level System Management Manual
 - District Level Sample Reports Guide

(OPERATIONAL)

Cybersoft will provide all the written training and instruction manuals listed above.

- The vendor must provide onsite trainers for the length of the contract. The vendor is encouraged to quote an all inclusive daily rate.

(OPERATIONAL)

Cybersoft will provide onsite trainers for the length of the contract. Cybersoft is quoting an all inclusive rate.

- The vendor must provide an online training tool that integrates the POS operation with a web-based quiz and on-line monitoring of quiz results. The tool should provide a manager level report of staff that have successfully completed the web-based quiz and on-line monitoring of quiz results. The tool should provide a manager level report of staff that have successfully completed the web-based training.

(OPERATIONAL)

Primero includes an online training tool that integrates the POS operation with a web-based quiz and online monitoring of quiz results. Primero Online Training provides a manager level report of staff that have successfully completed the training and subsequent tests.

SECTION III - FREE AND REDUCED (F/R) MEAL APPLICATION MODULE

This section contains Cybersoft Proposal regarding the requirements listed in section 3.2.C of the RFP.

3.2.C.1. Application Approval Process

- The application module **must** interface with the West Virginia Student Information System (WVEIS). **WVEIS does not use XML.**

(OPERATIONAL)

Cybersoft solutions have been designed to effectively export and import student information between Primero and third-party software products including Chancery, CIMS, SASI, Pentamation, E-School Plus, WinSchool, Carter-Pertainne, RSCCC 2000, and more. Cybersoft is fully capable of integrating any system with its state-of-the-art Primero solution.

The most common way data is exchanged between Primero and Student Information Systems is through the use of delimited or fixed-width files. Primero has the ability to import a student information file at scheduled intervals or as soon as the specified file arrives in to the designated folder. These imports can happen once a day or multiple times throughout the day. Similarly, data can be exported to the student information system at scheduled intervals, once or multiple times in a day. In addition, a user can run these processes on-demand if the need arises.

- The system must import and export student data to the POS module automatically on near real-time basis.

(OPERATIONAL)

All data changes that happen to a student record will be tracked by Primero and sent to all the POS computers within the student's school district (SFA). These changes are synchronized automatically and on a near real-time basis.

In case of Primero POS data flows between central and sites asynchronously using the push mechanism (data queues). The queues used in this process are fault tolerant there by guaranteeing the communication of the data between the central and sites.

Primero POS has a very configurable architecture. The POS terminals and the cafeteria managers' computers can access the SQL Server Express database at the site. SQL Server Express will run on a PC with one processor, up to 1GB RAM and has a database size limit of 4GB. This will make it a perfect choice for the server at the sites. SQL Express does not have a workload governor like MSDE did.

Primero also has a local database on each POS terminal to handle a failover scenario when the local area network fails. Once the network becomes available, Primero automatically switches the connection to the Manager's PC and synchronizes the data without any user intervention.

All data communication between central server and schools happens at real time through a queue based, asynchronous, guaranteed delivery mechanism. Primero does not require FTP, file shares or scheduled tasks.

- The application module must allow users to define import and export file formats and data fields.

(OPERATIONAL)

Primero allows users to define import and export file formats and data fields.

- The application module must automatically assign benefit level based on weekly, monthly, bimonthly and yearly entered income data.

(OPERATIONAL)

Primero automatically determines eligibility based on income data entered. If all incomes on the application have the same income period, that income period is used against the USDA income eligibility guidelines for the eligibility determination. If different income periods are used in the application, the incomes are converted to a yearly income (Primero allows other options also) and eligibility is determined using the yearly income.

- The application module must have capability to enter partial application data and save until remainder of information is obtained.

(OPERATIONAL)

Primero application module has the capability to enter partial application data and save until the remainder of information is obtained.

- The application module must provide clear and straightforward rollover instructions for start of the new school term.

(OPERATIONAL)

With Cybersoft Primero, rollover is a very simple process. It asks the user to enter answers to a few questions and then makes the system ready for the new school year.

- The application module must differentiate between directly certified students, categorically eligible applications and income eligible applications.

(OPERATIONAL)

Primero application module differentiates between directly certified students, categorically eligible applications and income eligible applications.

- The application module must provide a hierarchy of controls based upon different user roles and rights specifically addressing security, logins, and levels of access.

(OPERATIONAL)

Primero provides very configurable role-based security with very granular security control for each feature. SA and SFA will have the ability to create or customize roles. Each role can be granted specific permissions and access levels. Users can be restricted to perform only specific tasks. A user account can be assigned multiple roles. In

addition, a user can have access to one or more schools, one or more SFAs, or the entire State.

- The application module must identify duplicate student ID's or names during entry of application to prevent multiple student applications.

(OPERATIONAL)

Primero identifies duplicate students on an application during application entry and prompts the user about the duplicate student.

- The application module must transfer student information from one application to another if student changes households.

(OPERATIONAL)

If a student changes households, the student is moved from one application to another.

- The application module will assign household ID numbers to all applications.

(OPERATIONAL)

Primero assigns household ID numbers to all applications.

- The application module must be able to assign different free and reduced price meal benefits to students within same family application.

(OPERATIONAL)

Primero has the ability to assign different free and reduced price meal benefits to students within the same family application. Some students on the application may have categorical eligibility due to Food Stamp/TANF while others on the application may qualify for reduced price meals based on income. Primero can also be configured to not change the eligibility of students that are direct certified even if those students are on applications.

- The application module will identify preschool age children on applications to match with WVEIS student rosters. The purpose is to locate children eligible for benefits that have been enrolled in WVEIS but who have not started attending school.

(MODIFIABLE)

Cybersoft needs a little bit more information on this requirement but it should be a fairly minor task to fulfill this requirement.

- The application module will allow users to enter the school district calendar, establish grace period at beginning of school year and set the number of days for temporary applications.

(OPERATIONAL)

The Year Begin procedures in Primero are streamlined and simplify what is typically a tedious and labor-intensive process. The SFA user can set the grace period as part of the year begin process and free/reduced status for all students in the county will be extended.

The number of days for temporary applications along with a host of other configuration options are available for the SFA users. These configuration choices do not have to be made each year.

- The vendor will provide written training and instruction manuals for the application module. The manual is expected to address at a minimum application approval, direct certification interface, and reporting functions.

(OPERATIONAL)

Cybersoft will provide written training and instruction manuals for the Primero application module. The manual will address all facets of application processing, notifications, direct certification, verification and reporting.

3.2.C.2. Interface Functions

- The application module must have scanning functionality for the capture of free and reduced meal applications.

(OPERATIONAL)

Scanning is an integral part of the Primero application module and does not require any third-party modules or interfaces. It eliminates the need to scan and validate applications in one software package and then load the data in another for processing and tracking. When scanning is enabled, Primero increases efficiency and accuracy in processing applications and determining eligibility. The eligibility is sent to the school cafeterias in near real-time. SFAs will greatly benefit from the integrated scanning capabilities of Primero by being able to provide faster service to the families in the county.

- The application module must import the WV Department of Health and Human Resources (WVDHHR) direct certification file and accurately match the data using the WVEIS student record.

(OPERATIONAL)

Primero can import the WV Department of Health and Human Resources (WVDHHR) direct certification file. Primero supports configurable file formats and it can accurately match the data using the WVEIS student records.

3.2.C.3. Reporting Functions

- The application module will, at program launch, automatically notify users of exceptions such as the impending expiration of temporary status or incomplete applications.

(OPERATIONAL)

Primero application module will automatically notify users of exceptions such as the impending expiration of temporary status or incomplete applications. All of these notifications come up on the dashboard when the user logs in.

- The application module must print benefit notification letters either on demand or in a batch process.

(OPERATIONAL)

Primero application module prints benefit notification letters either on demand or in a batch process.

- The application module will allow for the modification of benefit notification letters to meet SFA's specific needs.

(OPERATIONAL)

Primero application module will allow for the modification of all letters including benefit notification letters to meet the specific needs of the SFA.

- The application module must allow for the export of application and benefit issuance data by school for audit purposes.

(OPERATIONAL)

Primero application module allows for the export of application and benefit issuance data by school for audit purposes. This export creates a set of HTML files that can be viewed in a browser without the need for any other software. Sample screenshots are

- The application module must be able to dynamically create reports using all collected data at the school, SFA, and SA levels. If not the vendor will create custom reports identified in the first 90 days after the contract is awarded, such as, but not limited to a daily number of applications processed, incomplete applications, temporary applications, applications about to expire at the end of September, inactive applications, and number of applications by status type.

(OPERATIONAL)

The Primero application module is able to dynamically create reports using data collected at the school, SFA and SA levels.

- The application module must identify children on applications by age to generate report of all pre-school age children in households receiving benefits.

(MODIFIABLE)

This report is currently not in Primero but can be added with relatively small amount of effort.

3.2.C.4. Compliance Issues

- The application module must be compliant with current USDA regulations. Regulations currently in effect can be found at http://www.access.gpo.gov/nara/cfr/waisidx_08/7cfr245_08.html

(OPERATIONAL)

The Primero application module is compliant with current USDA regulations. Cybersoft will keep the application module compliant as USDA makes changes to the regulations.

- The application module must meet USDA requirements for the verification process, create SFA specific verification notification letters, create USDA required verification reports, and produce USDA specified verification file export. Regulations currently in effect can be found at http://www.access.gpo.gov/nara/cfr/waisidx_08/7cfr245_08.html

(OPERATIONAL)

The application module meets all USDA requirements for the verification process. Primero generates verification samples of the SFA's choice, creates SFA specific verification letters, create USDA required verification reports, and produce USDA specified verification file export.

3.2.C.5. Historical Data

- The application module must retain application history for up to 14 years or a shorter time period if allowed by the SFA

(OPERATIONAL)

The Primero application module can retain application history for a large period. Disk space on the servers will be the only limitation on Primero.

- The application module must retain all application data including names of household members, names of students, student ID numbers, student's school name or ID, household address, telephone numbers, household income, previous verification information, and any comments or notes during rollover process.

(OPERATIONAL)

All application data including names of household members, names of students, student ID numbers, student's school name or ID, household address, telephone numbers, household income, previous verification information, and any comments or notes is retained during the rollover process.

The Year Begin procedures in Primero are streamlined and simplify what is typically a tedious and labor-intensive process. Each student's new grade and school location will be updated by simply importing the updated information from the student database. At the beginning of each school year, student status will be extended to 30 operating days from the school start date. Direct certification files from the state can be imported to Primero using a friendly interface. Any student balances on student accounts will be carried over to the new school year.

With Primero, the Year Begin Processing is extremely simple and automated. Year Begin process includes:

1. Creating a new Academic Year
2. Adding Eligibility Guidelines for the new year
3. Adding Reimbursement Rates for the new year
4. Prompting the user to change some key dates and any other settings
5. Promoting students and extending the eligibility for the grace period

Primero has built in functionality to download the eligibility guidelines and reimbursement rates from an XML Web Service using SOAP (Simple Object Access Protocol). This Web Service is running on a Cybersoft web server.

This entire process happens with a wizard and the user is only required to enter a few dates and settings. Cybersoft support can assist over the phone or through remote login, but the process is designed to be simple enough for users to do it without help.

SECTION IV - TECHNOLOGY AND SYSTEMS INTEGRATION

This section contains Cybersoft Proposal regarding the requirements listed in section 3.2.D of the RFP.

3.2.D.1. Legacy System Integration

- The application module must import student demographic information from the West Virginia Student Information System (WVEIS).

(OPERATIONAL)

Cybersoft Primero can import student demographic information from the West Virginia Student Information System.

- The student demographic information must always include the 9 digit student identifier number.

(OPERATIONAL)

The student demographic information will always include the 9 digit student identifier number in Primero.

- The application must export student F/R meal status to the WVEIS using either a fixed length file or direct ODBC connection.

(OPERATIONAL)

Primero can export student F/R meal status to the WVEIS using either a fixed length file or direct ODBC connection.

- Import/export jobs must run automatically (at scheduled frequencies) and on demand, as needed.

(OPERATIONAL)

Import/export jobs in Primero can run automatically at scheduled intervals and on demand, as needed.

- The application will import child nutrition financial project code data from WVEIS such as: such as accounts payable, cash receipts, food expenses, labor expenses and other related journal entries.

(OPERATIONAL)

Primero will import child nutrition financial project code data from WVEIS.

- The application will export accounts receivable (student/adult billings and program reimbursements) entries to the WVEIS using either a fixed length file or direct ODBC connection.

(OPERATIONAL)

Cybersoft Primero can export the accounts receivable entries to the WVEIS using either a fixed length file or direct ODBC connection.

3.2.D.2. Financial Integration

- The software will create a student invoice that contain the following:
 - Detail student participation data
 - Student Account Information
 - Aging of charges (30 day, 60 days, & 90 days past due)
 - Banking Optical Character Recognition (OCR) data

(OPERATIONAL)

Primero will create a student invoice containing the detailed student participation data, the student account information and aging of charges. The banking OCR data is currently not on the student invoice but can be easily added.

- The software must create family bills, statements and past due notices that allow multiple students and audits per household.

(OPERATIONAL)

Primero will create family bills, statements and past due notices that allow multiple students per household.

- The software must allow for the modification of student invoices to meet SFA's specific needs. This includes the ability to print on perforated invoice paper.

(OPERATIONAL)

The student invoice can be edited by each SFA to meet its specific needs. Different page sizes and perforated or pre-printed invoice paper are supported.

- The software will allow the SFA to select content of the export file and insert any data required by the third party for the purpose of printing and mailing the invoice. Specifics vary by SFA and are to be determined after RFP award.

(OPERATIONAL)

The invoice information can be exported. Each SFA can select the list of fields to be included in the export file. The SFA can also choose the format of the file.

- The software will import student payment data from third party lock box provider. Specifics vary by SFA and are to be determined after RFP award.

(OPERATIONAL)

Primero has the ability to import student payment data from the third party lock box provider.

- The POS software will post all student account transactions to WVEIS General Ledger, such as:
 - Daily Sales

- Student Billings – (Debit Acct Receivables and Credit Revenue)
- Student Account Adjustment – (Make appropriate offsetting entries)
- Payments

(OPERATIONAL)

Primero includes a full-fledged accounting system that has a General Ledger with all the student account transactions already posted. Primero has the ability to export these ledger postings to a fixed width or delimited file that can imported into the WVEIS General Ledger. If this interface is needed to be done using direct ODBC connection, that can be done as well.

- The POS software will have the capability to properly age the accounts receivable.

(OPERATIONAL)

Primero includes Accounts Receivables functionality and has an Aging report that shows the age of all accounts receivables.

- The software will import program expense and revenue data from WVEIS to generate financial reports, such as:
 - Profit and Loss Report
 - Quarterly/Monthly Financial Statement
 - Per meal costs
 - Annual Report
 - Capital Equipment Values

(OPERATIONAL)

Primero has the ability import program expense and revenue data from WVEIS to generate reports such as Profit and Loss, Balance Sheet, Per meal costs, Meals per labor hour, etc. Cybersoft needs more information about the Quarterly/Monthly Financial Statement and Annual Report. But all of the reports can be created using the Report Builder functionality that is available in Primero. Primero also tracks Capital Equipment Values taking depreciation into account.

- The software will dynamically analyze performance measures and compare them to the SFA benchmark data (budget model), such as revenues, expenses, accounts receivables, cost per meal, etc.

(OPERATIONAL)

Primero will dynamically analyze performance measures and compare them to the SFA benchmark data. Primero allows budgeting of all revenue and expense accounts but also allows setting benchmarks for each school. There are various reports that allow comparison of actual numbers to the budget/benchmark.

3.2.D.3. Hardware/Software Compatibility

- The solution must run SQL Server as its database.

(OPERATIONAL)

Cybersoft Primero runs SQL Server as its database. Primero supports SQL Server 2005 and SQL Server 2008.

- All necessary hardware must be commercially available.

(OPERATIONAL)

All necessary hardware is commercially available. Primero does not use any proprietary hardware.

- The solution should run on Microsoft Windows Server 2005/x

(OPERATIONAL)

Addendum 1 corrected this question to say "Windows Server 2003/x". Cybersoft Primero runs on Microsoft Windows Server 2003 or Windows Server 2008.

- The solution will allow public K-12 school level, district level and state level access from one centrally located server bank.

(OPERATIONAL)

Primero has the ability to operate for the entire state of WV from one centrally located server bank.

- The solution must allow for secure Web-based access from outside the world school network.

(OPERATIONAL)

Primero allows for secure web-based access from outside the school network.

- The Line POS solution must run on a Pentium 4 (or like speed processor) running MS Windows XP SP3.

(OPERATIONAL)

Primero POS runs on a Pentium 4 or like speed processor running Windows XP SP3. Primero also runs on Windows Vista and will support Windows 7 soon after the new Operating System is released.

- The POS solution must support Windows-based handheld devices.

(OPERATIONAL)

Primero has a Mobile POS that runs on Windows-based handheld devices. The handheld version supports Windows Mobile 2003, Windows Mobile 5, Windows Mobile 6 and

Windows Mobile 6.1. Microsoft is aggressively working on Windows Mobile 6.5 and Windows Mobile 7 which are slated to be released in the near future. Cybersoft will provide support for those handheld operating systems soon after their release.

- The POS Solution will support non-proprietary biometric/keypad, optical scanners and/or input devices.

(OPERATIONAL)

Primero POS has support for non-proprietary biometric/keypad, optical scanners and other input devices. Primero POS supports serial (RS-232) devices, USB keyboard wedge devices as well as HID devices.

- The vendor must describe how the resource has been designed to be bandwidth efficient.

(OPERATIONAL)

Primero is designed to be bandwidth efficient. Bulk of the WAN data transfer is from the POS transactional data flow from schools to central server. These transactions do not take up significant bandwidth (about 0.1 Mbytes/sec) as they will be pushed to central server asynchronously using a highly efficient Cybersoft developed synchronization mechanism. Bandwidth requirement for Primero web application related transactions is quite small. Since this connectivity is shared with other school applications and users, it is difficult to ascertain the actual connectivity requirements.

- The bidder must describe the technology standards upon which the resource is based.

(OPERATIONAL)

Primero is built upon a flexible architecture that can scale from the smallest to the largest of districts. Primero is built entirely using leading edge .NET technology with smart clients, XML and Web Services. It uses SQL Server and SQL Server Express to provide cost-effective and reliable data management.

.NET Framework

Microsoft .NET is a set of software technologies for connecting information, people, systems and devices.

Smart client

Smart client is the next generation of client applications and is significantly different from the typical rich client or desktop application. The smart client provides a good medium between the traditional rich client and the thin client. The smart client provides the ease of deployment and manageability of the thin client while providing the responsive rich user experience and offline capability of the rich client. The smart client can be easily deployed and updated without DLL versioning conflicts. It also has smart data management and smart connection management features.

The smart clients currently run on PC's, however, other user interfaces will be built in the near future to support multiple handheld devices like Pocket PCs, tablet PCs etc.

Primero solutions:

Utilize local resources

Are connected, but not network dependant

Are offline capable (works offline just as well as they do online)

Offer an intelligent two-way data synchronization scheme

Utilize multiple client devices

Web Services

Web Services are a standard developed by the w3c consortium to provide information and services to applications through well-defined programmatic interfaces built on standard internet protocols. Web Services use SOAP (Simple Object Access Protocol), XML and http or https to communicate with other applications over the internet.

Cybersoft has built scalable, highly available, secure and reliable Web Services to provide Eligibility Guidelines and Reimbursement Rates to Primero installations. These Web Services are used in Primero as building blocks to provide Year End/Year Begin procedures without the normal pain and manual labor.

SQL Server

SQL Server 2005 is used to provide reliable data management to Primero. SQL Server is a dependable database with good performance and scalability at an affordable price. SQL Server also has self-tuning and management capabilities making it easy to maintain without a DBA staff.

SQL Server 2005 Express

SQL Server Express Edition is a desktop version of SQL Server 2005. SQL Server Express has the same engine as SQL Server but is provided as a cost-effective desktop alternative. Primero utilizes SQL Server Express at the schools to store data locally so that POS terminals can function effectively when the network is down. Data is replicated between the SQL Server Express databases at the schools and central SQL Server at frequent intervals using Primero's intelligent two-way synchronization mechanism.

SQL Reporting

SQL Server 2005 Reporting Services provide comprehensive report authoring, management and delivery capabilities to Primero. Use of this technology empowers the users to create their own reports and pick different schedules, rendering and delivery methods. For example, a meal count report can be scheduled to run at 4:00 PM every afternoon and delivered via email to a specified email address as a PDF, Excel or XML document.

- Any online component of the resource must be browser-independent and must be able to be accessed via Microsoft Internet Explorer and via Mozilla Firefox. The bidder must identify the minimum browser level requirements.

(OPERATIONAL)

The web-based components of Primero are browser-independent and are accessible through various browsers. Primero has specifically been tested on IE 7, IE 8, Safari and Firefox.

- The vendor's proposed Internet component must be compatible with the K-12 Network, Agency Network and WVEIS as described in sections 2.3 through 2.5.

(OPERATIONAL)

Cybersoft Primero is compatible with the K-12 Network, the Agency Network and WVEIS as described in sections 2.3 through 2.5 of the RFP.

- The bidder must describe the minimum and recommended workstation system requirements.

(OPERATIONAL)

Point-of-Service Terminal

Minimum Required

Celeron 2.0GHz
Windows XP Professional
512MB RAM
15 inch monitor
20GB Hard drive

Recommended

Intel Core2 Duo or equivalent
Windows XP Professional
2GB RAM
15 inch LCD Touch Screen Monitor
80GB Hard Drive

Site Manager / Central Office Computer

Minimum Required

Celeron 2.0GHz
Windows XP Professional
512MB RAM
15 inch monitor
20GB Hard drive

Recommended

Intel Core2 Duo or equivalent
Windows XP Professional
2GB RAM
17inch Monitor
80GB Hard Drive

- The bidder will identify any prerequisite software and/or hardware for successful operation of the proposed solution.

(OPERATIONAL)

Server hardware is described below. The servers will be running Windows Server 2003 or Windows Server 2008 and SQL Server 2008 as described. There are no other prerequisite software and/or hardware for successful operation of Cybersoft Primero in the state of WV. Workstation hardware has already been mentioned in the RFP as existing but the minimum and recommended specifications have been listed above. All required software is included as part of Primero.

- The application must be scalable to support: 300,000 students/800 Schools/2,500 current users/ 500,000 transactions per day.

(OPERATIONAL)

Cybersoft Primero is scalable to support the metrics mentioned. Primero is built with an enterprise architecture that is capable of scaling to the largest of needs. Primero is currently being used at Houston Independent School District with an active student enrollment of over 200,000 students at 311 schools with about 1500 users and about 300,000 transactions per day. With a high breakfast and lunch participation and a high volume of a la carte purchases, the daily transaction volume could equal that anticipated across the state of West Virginia by the Agency.

Independent Scalability Tests on Primero have been performed at the Microsoft Technology Center (MTC) at Austin, TX. The tests were performed to validate that the Primero POS can replicate data from 300 sites to a central database server at real-time. More than 250,000 transactions were generated in two hour periods from the simulated campuses to resemble actual lunch sessions in a large district. The data was sent to the central server at a rate of 2,800 transactions per minute. Several performance monitors were logged and monitored while the tests were running. The Primero system ran flawlessly for the entire duration of the test.

- The vendor will provide hardware and/or systems architecture specifications for a centrally located server(s) capable of running their POS and F/R application solution.

(OPERATIONAL)

Cybersoft will provide hardware and systems architecture specifications for centrally located servers capable of running the Primero POS and F/R application solution. A preliminary specification is provided here for reference but a more detailed specification will be provided after the project commences and Cybersoft has a more thorough understanding of the Agency technical environment.

The Production environment will comprise of one web server and two database servers; one being the OLTP database server and the second being the reporting server. The OLTP database server will also act as the principal database while mirroring to the reporting server.

Database Servers (2)

4 Quad-Core Intel Xeon Processors
64GB RAM
5x460 GB 15K RPM Hard drives in a RAID 5 configuration
Windows Server 2008 Enterprise x64 Edition
SQL Server 2008 Enterprise x64 Edition

Web Server (1)

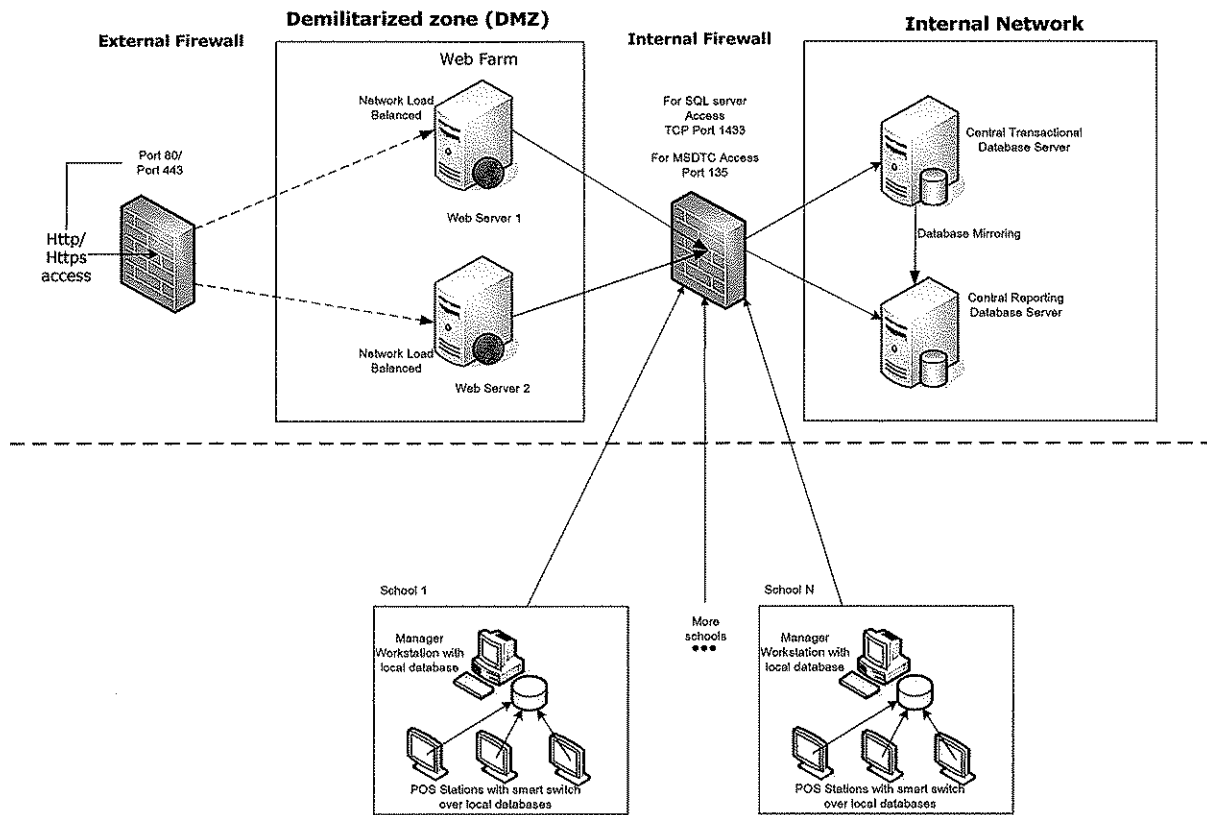
2 Quad-Core Intel Xeon Processors
32GB RAM
2x300 GB 15K RPM hard drives in a RAID 1 configuration
Windows Server 2008 Enterprise Edition

Firewalls

Cybersoft is not proposing adding a new firewall for these servers but recommends that the web servers be placed inside the perimeter firewall in the demilitarized zone. The database servers should be placed in the internal network.

Network

The recommended connectivity between the Cafeteria Managers workstation and the POS stations is 54Mbps for wireless and 100Mbps for wired connections. The network traffic even during peak times is expected to be less than 0.5 Mbytes/sec.



The recommended connectivity between the Cafeteria Managers workstation and the POS stations is 54Mbps for wireless and 100Mbps for wired connections. The network traffic even during peak times is expected to be less than 0.5 Mbytes/sec. Cybersoft recommends 802.11a for use with the POS devices. 802.11n offers higher speeds and range but this standard is still in its early stages.

All the servers should be on a gigabit network and all the servers should be equipped with dual network cards. Bulk of the WAN data transfer is from the POS transactional data flow from schools to central server. These transactions do not take up significant bandwidth (about 0.1 Mbytes/sec) as they will be pushed to central server asynchronously using a highly efficient Cybersoft developed synchronization mechanism. Bandwidth requirement for Primero web application related transactions is quite small. Schools that have less than T-1 Connection speeds will be configured to use a daily file-based communication mechanism. All schools that have T-1 or greater speeds will use real-time communication.

Redundancy

Hard drives, power supply with power cables, network card (dual), hot-swap redundant fans, hot -swap PCI-X I/O slots.

Primero Solution relies on Distributed Transaction Coordinator (DTC) to perform multi commits in the form of two phase commit across databases. Every transaction in the Primero solution adheres to ACID (Atomicity, Consistency, Isolation, and Durability) properties.

POS related databases at cashier terminals, manager terminals, and regional servers do not require any special disaster recovery methodology. They can be recovered quite easily by installing a blank application database and letting central server replicate data to this newly installed database. In effect, if any of the servers in the node tree fails the server one node above it will send the relevant data back to the affected node server as soon as it is online. Every though the top node data can be reconstructed from all the data from its children nodes, Cybersoft recommends making instant backups of the central server (root node) or maintain a real-time synchronization relationship (database mirroring) with a database server at a remote location.

APPENDICES

Appendix B.1. – Point of Service Software Training Course Template

Name of course	Primero Cashier Training
Description of course	This course offers beginners key Primero POS concepts and hands-on application experience. Participants will learn how to run a typical POS session from opening to closing as well as how to handle special scenarios that may arise.
Recommended number of hours	4 hours—2 hours demonstration and 2 hours hands-on
Minimum/maximum class size	Maximum class: 40; Recommended class size: 24
Describe the hands-on activities included in this class	Participants will have access to a custom training database/environment where they will actually run a POS session from start to finish. Specific “labs” are provided so that each participant has experience with every possible scenario before course completion. Additionally, participants are encouraged to come up with their own scenarios to ring up. Each participant will ring a minimum of 75 POS transactions.
Attach recommended agenda	<p>20 minutes: Introduction/Icebreaker</p> <p>65 minutes: POS Demonstration</p> <p>20 minutes: Questions and Answers</p> <p>15 minutes: Break</p> <p>20 minutes: Instructor lead hands-on transactions</p> <p>40 minutes: POS lab completion</p> <p>30 minutes: “Self-paced” hands-on transactions</p> <p>20 minutes: Questions and Answers</p> <p>10 minutes: Conclusion/Wrap up</p>

Appendix B.1. – Point of Service Software Training Course Template

Name of course	Primero Manager Training
Description of course	This course offers beginners key Primero Manager concepts and hands-on application experience. Participants will learn how to accomplish end-of-day tasks such as reconciliation, deposits and report generation. Participants will also learn how to manage rosters, students, and teacher accounts depending on district policy and preferences. (Primero Cashier Prerequisite)
Recommended number of hours	4 hours—2 hours demonstration and 2 hours hands-on
Minimum/maximum class size	Maximum class: 30; Recommended class size: 15
Describe the hands-on activities included in this class	Participants will have access to a custom training database/environment where they will actually perform the end-of-day tasks utilizing the sessions created during Cashier training. Specific “labs” are provided so that each participant has experience with every possible scenario before course completion. Additionally, there are many instructor-lead practice scenarios.
Attach recommended agenda	20 minutes: Introduction/Icebreaker 70 minutes: Primero Manager Demonstration 30 minutes: Questions and Answers 15 minutes: Break 30 minutes: Manager lab completion 30 minutes: Instructor lead hands-on transactions 15 minutes: “Self-paced” hands-on transactions 20 minutes: Questions and Answers 10 minutes: Conclusion/Wrap up

Appendix B.1. – Point of Service Software Training Course Template

Name of course	Primero Central Office Training
Description of course	This course offers administrators, supervisors, and other designated district personnel knowledge on Primero configuration options as well as System Administration. Participants will learn how to manage menu items and pricing, key maps, staff, students and all settings. This course has a heavy emphasis on Primero reporting features. (Primero Cashier and Manager courses strongly recommended for all Central Office users)
Recommended number of hours	4 hours
Minimum/maximum class size	Maximum class: 15
Describe the hands-on activities included in this class	Participants will have access to a custom training database/environment where they can create and edit menu items, key maps, accounts, etc. District authorized users can begin managing Primero data upon completion of the training.
Attach recommended agenda	15 minutes: Introduction/Icebreaker 60 minutes: Primero Central Office Demonstration 30 minutes: Questions and Answers 20 minutes: Break 40 minutes: Instructor lead hands-on activities 20 minutes: "Self-paced" hands-on activities 30 minutes: Questions and Answers 10 minutes: Conclusion/Wrap up

Appendix B.1. – Point of Service Software Training Course Template

Name of course	Primero F/R Training
Description of course	This course provides beginners key Primero FRE application processing concepts. Participants will learn how to process applications, directly certify students and generate reports. Participants will also learn how to perform Verification and generate Audit CDs. (Basic knowledge of applicable State regulations proves helpful, but is not required.)
Recommended number of hours	4 hours
Minimum/maximum class size	Maximum class: 20; Recommended class size: 10
Describe the hands-on activities included in this class	Participants will have access to a custom training database/environment where they will validate sample applications. Specific “labs” are provided so that each participant has experience with every possible scenario before course completion. Additionally, there are many instructor-lead practice scenarios.
Attach recommended agenda	20 minutes: Introduction/Icebreaker 70 minutes: Primero Manager Demonstration 30 minutes: Questions and Answers 20 minutes: Break 30 minutes: FRE lab completion 20 minutes: Instructor lead hands-on activities 15 minutes: “Self-paced” hands-on activities 25 minutes: Questions and Answers 10 minutes: Conclusion/Wrap up

Appendix B.2. – Online Point of Service Software Training Course Template

Name of course	Primero Online Cashier Training
Course content	Primero Online Cashier Training offers beginners complete how-to instruction on serving utilizing Primero POS from opening a session through closing. The information is delivered in short, manageable lessons with knowledge reinforcing quizzes completing each lesson. The lessons are also affective when utilized as refresher training for experienced Primero Cashiers.
Does the course include an online mentor?	The course does not use an online mentor. The course makes use of recorded audio and video.
Discuss the length of time necessary to complete this course	Each lesson takes 5-10 minutes to complete. There are approximately 20-25 active lessons at any given time (based on district configuration choices, not all lessons will be applicable to all districts). Most beginners can complete Primero Online Cashier Training within 3 hours.
Is the course synchronous or asynchronous?	The course is asynchronous.
Discuss the technology requirements	Network connectivity with T-1 speed from the school location.
Licensing specifications and options (e.g. statewide, site or workstation license)	This module is provided as part of the Point of Service system being proposed. No additional licensing is required.
Discuss recommended system requirements at the workstation	Any computer running Windows XP or newer Windows operating system.
Discuss any prerequisite software and/or hardware and browsers supported	A web browser is required. IE7, IE8 and Firefox are supported.

<p>Discuss the administrative and reporting tools available</p>	<p>Content management, user management, quiz management and reports of user training are available.</p>
<p>Attach agenda</p>	<p>Primero Online Cashier Training Lessons include: Primero Cashier Login and Welcome Menu Open POS Payments from the Welcome Menu Classroom Sale Enter POS & Serving Screen Features Command Area Student and Transaction Details Load Students—ID Card, PIN pad, Onboard Numeric Keypad Load Students—Special Roster, Alpha & Picture Look Up Menus, Menu Items, & Submenus Prepayments Cash Sales Check Sales Debit Sales Charge Limits & Alternate Meals Principal Account Sales Second Meal Warnings and Sales Restrictions New Student Sales Teacher/Staff, FS Staff, & Visitor Sales Clear Last, Void & Mark for Review Exit & Close POS Offline Sessions</p>

Appendix B.2. – Online Point of Service Software Training Course Template

Name of course	Primero Online Manager Training
Course content	Primero Online Manager Training offers beginners complete how-to instruction on Primero end-of-day tasks and reporting options. The information is delivered in short, manageable lessons with knowledge reinforcing quizzes completing each lesson. The lessons are also affective when utilized as refresher training for experienced Primero Managers.
Does the course include an online mentor?	The course does not use an online mentor. The course makes use of recorded audio and video.
Discuss the length of time necessary to complete this course	Each lesson takes 5-10 minutes to complete. There are approximately 20-25 active lessons at any given time (based on district configuration choices, not all lessons will be applicable to all districts). Most beginners can complete Primero Online Manager Training within 3 hours.
Is the course synchronous or asynchronous?	The course is asynchronous.
Discuss the technology requirements	Network connectivity with T-1 speed from the school location.
Licensing specifications and options (e.g. statewide, site or workstation license)	This module is provided as part of the Point of Service system being proposed. No additional licensing is required.
Discuss recommended system requirements at the workstation	Any computer running Windows XP or newer Windows operating system.
Discuss any prerequisite software and/or hardware and browsers supported	A web browser is required. IE7, IE8 and Firefox are supported.

<p>Discuss the administrative and reporting tools available</p>	<p>Content management, user management, quiz management and reports of user training are available.</p>
<p>Attach agenda</p>	<p>Primero Online Manager Training Lessons include: Primero Manager Login and Menu Navigation Manual Sale Entries Account Information Account Adjustments, Refunds, Transfers & Payments Reconciliation: Opening & Closing Balances Reconciliation: Adjusting Transactions Reconciliation: Adjusting/Correcting Checks Reconciliation: Adjust Difference Reconciliation: Editing after completion Deposits Special Rosters Reminder Letters Managing Teacher/Staff Accounts Report Generation & Print Daily Reports Reports: Activity, Bank Deposits, Cash Collection Reports: Edit Check, Mark For Review Reports: Meal Count by Eligibility, School, and Terminal Reports: Menu Item Sales, Prepayments, Principal Account History Reports: Revenue, School Account Balance, Session Transactions Reports: Student Balance, Student Participation, Student Roster Reports: Suspicious Transactions, Till Status, Transaction History Reports: Transaction Adjustments (Sales, Payments, Session, Account, Funds, & Refunds)</p>

Appendix B.2. – Online Point of Service Software Training Course Template

Name of course	Primero Online FRE Training
Course content	Primero Online FRE Training offers beginners complete how-to instruction on application processing in Primero. Additionally, Verification, Audit, and Report Functionalities are discussed in this course. The information is delivered in short, manageable lessons with knowledge reinforcing quizzes completing each lesson. The lessons are also affective when utilized as refresher training for experienced Primero application processors.
Does the course include an online mentor?	The course does not use an online mentor. The course makes use of recorded audio and video.
Discuss the length of time necessary to complete this course	Each lesson takes 5-10 minutes to complete. There are approximately 20-25 active lessons at any given time (based on district configuration choices, not all lessons will be applicable to all districts). Most beginners can complete Primero Online FRE Training within 3 hours.
Is the course synchronous or asynchronous?	The course is asynchronous.
Discuss the technology requirements	Network connectivity with T-1 speed from the school location.
Licensing specifications and options (e.g. statewide, site or workstation license)	This module is provided as part of the Point of Service system being proposed. No additional licensing is required.
Discuss recommended system requirements at the workstation	Any computer running Windows XP or newer Windows operating system.
Discuss any prerequisite software and/or hardware and browsers supported	A web browser is required. IE7, IE8 and Firefox are supported.

<p>Discuss the administrative and reporting tools available</p>	<p>Content management, user management, quiz management and reports of user training are available.</p>
<p>Attach agenda</p>	<p>Primero Online FRE Training Lessons include: Primero Login and Menu Navigation Scan a Batch Validate Smart Bin Students on Hold Notify Master Index Grace Period Letters Managing Temporary Approvals Direct Approvals Direct Certification Refuse Benefits Verification Sample Verification Tracking & Processing Verification List, Worksheet & Summary Report Audit Reports: Application Approval List, Application Processing, Audit Trail Report Reports: Batch Coversheet, Benefits Issuance, Expiring Approvals Reports: FRE Student Roster, Student Eligibility Reports: Student Status Change, Student Transfers, Student Withdrawals Merge Students Manage Students (as related to FRE) Manage Letter Templates</p>



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
 EDD314520

PAGE
 2

ADDRESS CORRESPONDENCE TO ATTENTION OF
 SHELLY MURRAY
 304-558-8801

VENDOR

*511161652 281-453-8502
 CYBERSOFT TECHNOLOGIES INC
 4422 FM 1960 WEST STE 300
 HOUSTON TX 77068

SHIP TO

DEPARTMENT OF EDUCATION
 BUILDING 6
 1900 KANAWHA BOULEVARD, EAST
 CHARLESTON, WV
 25305-0330

DATE PRINTED	TERMS OF SALE	SHIP VIA	FOB	FREIGHT TERMS
06/23/2009				
OPENING DATE:	07/07/2009	BID OPENING TIME		01:30PM

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
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I HEREBY ACKNOWLEDGE RECEIPT OF THE FOLLOWING CHECKED ADDENDUM(S) AND HAVE MADE THE NECESSARY REVISIONS TO MY PROPOSAL, PLANS AND/OR SPECIFICATION, ETC.

ADDENDUM NO. S:

- NO. 1 ✓
- NO. 2
- NO. 3
- NO. 4
- NO. 5

I UNDERSTAND THAT FAILURE TO CONFIRM THE RECEIPT OF THE ADDENDUM(S) MAY BE CAUSE FOR REJECTION OF BIDS.

VENDOR MUST CLEARLY UNDERSTAND THAT ANY VERBAL REPRESENTATION MADE OR ASSUMED TO BE MADE DURING ANY ORAL DISCUSSION HELD BETWEEN VENDOR'S REPRESENTATIVES AND ANY STATE PERSONNEL IS NOT BINDING. ONLY THE INFORMATION ISSUED IN WRITING AND ADDED TO THE SPECIFICATIONS BY AN OFFICIAL ADDENDUM IS BINDING.

Shelly Murray

SIGNATURE

Cybersoft Technologies

COMPANY

07/06/09

DATE

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

NAME <i>Shelly Murray</i>	TELEPHONE 281-453-8502	DATE 07/06/09
FEIN 760560869	ADDRESS CHANGES TO BE NOTED ABOVE	

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

Appendix C - Affidavit of Non-Collusion
(Written Technical Proposal)

WEST VIRGINIA DEPARTMENT OF EDUCATION

U.S. DEPARTMENT OF AGRICULTURE
NON-COLLUSION AFFIDAVIT

State of Texas Contract/Bid No. EDD 314520
County of Harris s.s.

I state that:

I am General Manager of Cybersoft Technologies
Title Name of Firm (Vendor)

and that I am authorized to make this affidavit on behalf of the firm and its owners, directors, and officers. I am the firm's representative responsible for the price(s) and the amount of this bid.

I state that:

- (1) The price(s) and amount of this bid have been arrived at independently and without consultation communication or agreement with any other contractor, bidder or potential bidder.
- (2) Neither the price(s) nor the amount of this bid, and neither the approximate price(s) nor approximate amount of this bid, have been disclosed to any other firm or person who is a bidder or potential bidder, and they will not be disclosed before bid opening.
- (3) No attempt has been made or will be made to induce any firm or person to refrain from bidding on this contract, or to submit a bid higher than this bid, or to submit any intentionally high or noncompetitive bid or other form of complementary bid.
- (4) The bid of my firm is made in good faith and not pursuant to any agreement or discussion with, or inducement from, any firm or person to submit a complementary or other noncompetitive bid.
- (5) The above named firm (vendor), its affiliates, subsidiaries, officers, directors, and employees are not currently under investigation by any governmental agency, and have not in the last three years been convicted or found liable for any act prohibited by State or Federal law in any jurisdiction involving conspiracy or collusion with respect to bidding on any public contract except as follows:

N/A

I state that the firm (vendor) mentioned above understands and acknowledges that the above representations are material and important, and will be relied on by _____

Name of Child Nutrition Sponsor

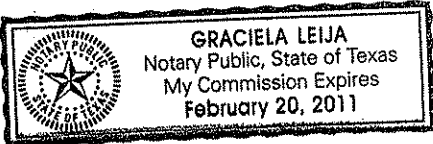
In awarding the contract(s) for which this bid is submitted. I understand and the firm (vendor) understands that any misstatement in this affidavit is and shall be treated as fraudulent concealment from the Child Nutrition Sponsor of the true facts relating to the submission of bids for this contract.

General Manager Bhaskar Patel
Title Name of Firm's (Vendor's) Representative

SWORN TO AND SUBSCRIBED BEFORE ME THIS 2 DAY OF July, 2009

Graciela Leija
Notary Public

My Commission Expires: February 20, 2011



Appendix D - Certification Regarding Debarment
(Written Technical Proposal)

WEST VIRGINIA DEPARTMENT OF EDUCATION
U.S. DEPARTMENT OF AGRICULTURE

Certification Regarding Debarment, Suspension, Ineligibility
and Voluntary Exclusion – Lower Tier Covered Transactions

This certification is required by the regulations implementing Executive Order 12549, Debarment and Suspension, 7 CRF Part 3017, Section 3017.510, Participants' responsibilities. The regulations were published as Part IV of the January 30, 1989; *Federal Register* (pages 4722-4733). Copies of the regulations may be obtained by contacting the Department of Agriculture agency with which this transaction originated.

(BEFORE COMPLETING CERTIFICATION, READ INSTRUCTIONS ON NEXT PAGE)

- (1) The prospective lower tier participant certifies, by submission of this proposal, that neither it nor its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency.
- (2) Where the prospective lower tier participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal.

Cybersoft Technologies
Name of Firm (Vendor)

EDD 314520
PR/Award Number or Project Name

Bhaskar Patel, General Manager
Name and Title of Authorized Representative

Bhaskar Patel
Signature

07-02-09
Date

C/F/018

RFQ No. EDD314520STATE OF WEST VIRGINIA
Purchasing Division**PURCHASING AFFIDAVIT****VENDOR OWING A DEBT TO THE STATE:**

West Virginia Code §5A-3-10a provides that: 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 owed is an amount greater than one thousand dollars in the aggregate.

PUBLIC IMPROVEMENT CONTRACTS & DRUG-FREE WORKPLACE ACT:

If this is a solicitation for a public improvement construction contract, the vendor, by its signature below, affirms that it has a written plan for a drug-free workplace policy in compliance with Article 1D, Chapter 21 of the *West Virginia Code*. The vendor **must** make said affirmation with its bid submission. Further, public improvement construction contract may not be awarded to a vendor who does not have a written plan for a drug-free workplace policy in compliance with Article 1D, Chapter 21 of the *West Virginia Code* and who has not submitted that plan to the appropriate contracting authority in timely fashion. For a vendor who is a subcontractor, compliance with Section 5, Article 1D, Chapter 21 of the *West Virginia Code* may take place before their work on the public improvement is begun.

ANTITRUST:

In submitting a bid to any agency for the state of West Virginia, the bidder offers and agrees that if the bid is accepted the bidder will convey, sell, assign or transfer to the state of West Virginia all rights, title and interest in and to all causes of action it may now or hereafter acquire under the antitrust laws of the United States and the state of West Virginia for price fixing and/or unreasonable restraints of trade relating to the particular commodities or services purchased or acquired by the state of West Virginia. Such assignment shall be made and become effective at the time the purchasing agency tenders the initial payment to the bidder.

I certify that this bid is made without prior understanding, agreement, or connection with any corporation, firm, limited liability company, partnership or person or entity submitting a bid for the same materials, supplies, equipment or services and is in all respects fair and without collusion or fraud. I further certify that I am authorized to sign the certification on behalf of the bidder or this bid.

LICENSING:

Vendors must be licensed and in good standing in accordance with any and all state and local laws and requirements by any state or local agency of West Virginia, including, but not limited to, the West Virginia Secretary of State's Office, the West Virginia Tax Department, West Virginia Insurance Commission, or any other state agencies or political subdivision. Furthermore, the vendor must provide all necessary releases to obtain information to enable the Director or spending unit to verify that the vendor is licensed and in good standing with the above entities.

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. Vendor further agrees to comply with the Confidentiality Policies and Information Security Accountability Requirements, set forth in <http://www.state.wv.us/admin/purchase/privacy/noticeConfidentiality.pdf>.

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

Vendor's Name: Cybersoft Technologies
Authorized Signature: Bhawn Paul Date: 07-02-09

ACORD™ CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
06/30/2009

PRODUCER (281)320-2010 FAX (281)320-0098
Arthur J. Gallagher Risk Management Services, Inc.
P. O. Box 1749
Spring, TX 77383-1749

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW.

INSURED: CYBERSOFT TECHNOLOGIES, INC
4422 FM 1960 RD W STE.300
HOUSTON, TX 77068

INSURERS AFFORDING COVERAGE	NAIC #
INSURER A: Hartford Lloyds Ins. Co.	38253
INSURER B: Twin City Fire Insurance Co	29459
INSURER C: Illinois Union Ins. Co.	
INSURER D:	
INSURER E:	

COVERAGES

THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. AGGREGATE LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR ADD'L LTR. INSRD	TYPE OF INSURANCE	POLICY NUMBER	POLICY EFFECTIVE DATE (MM/DD/YY)	POLICY EXPIRATION DATE (MM/DD/YY)	LIMITS
A	GENERAL LIABILITY <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC	61SBABR8399	06/21/2009	06/21/2010	EACH OCCURRENCE \$ 2,000,000 DAMAGE TO RENTED PREMISES (Ea. occurrence) \$ 300,000 MED EXP (Any one person) \$ 10,000 PERSONAL & ADV INJURY \$ 2,000,000 GENERAL AGGREGATE \$ 4,000,000 PRODUCTS - COMP/OP AGG \$ 4,000,000
A	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS	61SBABR8399	06/21/2009	06/21/2010	COMBINED SINGLE LIMIT (Ea accident) \$ 2,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ AUTO ONLY - EA ACCIDENT \$ OTHER THAN AUTO ONLY: EA ACC \$ AGG \$
A	GARAGE LIABILITY <input type="checkbox"/> ANY AUTO EXCESS/UMBRELLA LIABILITY <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS MADE DEDUCTIBLE <input checked="" type="checkbox"/> RETENTION \$ 10,000	61SBABR8399	06/21/2009	06/21/2010	EACH OCCURRENCE \$ 2,000,000 AGGREGATE \$ 2,000,000 \$ \$ \$
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? If yes, describe under SPECIAL PROVISIONS below	61WBCP00055	05/08/2009	05/08/2010	WC STATUTORY LIMITS OTH-ER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
C	OTHER Prof. Liability	BMI20062698	01/01/2009	01/01/2010	Limit of Liab. \$1,000,000. Each Claim

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES / EXCLUSIONS ADDED BY ENDORSEMENT / SPECIAL PROVISIONS
 3: Crime Coverage- Limit of Liability \$1,000,000. Policy #00KB0238698-08 11/22/08-09.

CERTIFICATE HOLDER

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, THE ISSUING INSURER WILL ENDEAVOR TO MAIL 10 DAYS WRITTEN NOTICE TO THE CERTIFICATE HOLDER NAMED TO THE LEFT, BUT FAILURE TO MAIL SUCH NOTICE SHALL IMPOSE NO OBLIGATION OR LIABILITY OF ANY KIND UPON THE INSURER, ITS AGENTS OR REPRESENTATIVES.

AUTHORIZED REPRESENTATIVE

CORD 25 (2001/08) FAX: (713)880-8938