

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

Request for Quotation

DJS010325

PAGE

TARA LYLE .
304-558-2544

RFQ COPY

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Comlech

Commercial Technology Group, LLC 888 Oakwood Road, Suite 330 Charleston, WV 25314 DIVISION OF JUVENILE SERVICES

SECOND FLOOR
1200 QUARRIER STREET
CHARLESTON, WV
25301 304-9

304-558-6029

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

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

- 1. Awards will be made in the best interest of the State of West Virginia.
- 2. The State may accept or reject in part, or in whole, any bid.

3. Prior to any award, the apparent successful vendor must be properly registered with the Purchasing Division

and have paid the required \$125 fee.

- 4. All services performed or goods delivered under State Purchase Order/Contracts are to be continued for the term of the Purchase Order/Contracts, contingent upon funds being appropriated by the Legislature or otherwise being made available. In the event funds are not appropriated or otherwise available for these services or goods this Purchase Order/Contract becomes void and of no effect after June 30.
- 5. Payment may only be made after the delivery and acceptance of goods or services.
- 6. Interest may be paid for late payment in accordance with the West Virginia Code.
- 7. Vendor preference will be granted upon written request in accordance with the West Virginia Code.
- 8. The State of West Virginia is exempt from federal and state taxes and will not pay or reimburse such taxes.
- 9. The Director of Purchasing may cancel any Purchase Order/Contract upon 30 days written notice to the seller.
- 10. The laws of the State of West Virginia and the Legislative Rules of the Purchasing Division shall govern the purchasing process.
- 11. Any reference to automatic renewal is hereby deleted. The Contract may be renewed only upon mutual written agreement of the parties.
- 12. BANKRUPTCY: in the event the vendor/contractor files for bankruptcy protection, the State may deem this contract null and void, and terminate such contract without further order.
- 13. HIPAA BUSINESS ASSOCIATE ADDENDUM: The West Virginia State Government HIPAA Business Associate Addendum (BAA), approved by the Attorney General, is available online at www.state.wv.us/admin/purchase/vrc/hipaa.htm and is hereby made part of the agreement. Provided that the Agency meets the definition of a Cover Entity (45 CFR §160.103) and will be disclosing Protected Health Information (45 CFR §160.103) to the vendor.
- 14. 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.
- 15. 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, and the West Virginia Insurance Commission. 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.
- 16. 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 material, 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.

INSTRUCTIONS TO BIDDERS

- 1. Use the quotation forms provided by the Purchasing Division. Complete all sections of the quotation form.
- 2. Items offered must be in compliance with the specifications. Any deviation from the specifications must be clearly indicated by the bidder. Alternates offered by the bidder as **EQUAL** to the specifications must be clearly defined. A bidder offering an alternate should attach complete specifications and literature to the bid. The Purchasing Division may waive minor deviations to specifications.

3. Unit prices shall prevail in case of discrepancy. All quotations are considered F.O.B. destination unless alternate shipping terms are clearly identified in the quotation.

4. All quotations must be delivered by the bidder to the office listed below prior to the date and time of the bid opening. Failure of the bidder to deliver the quotations on time will result in bid disqualifications: Department of Administration, Purchasing Division, 2019 Washington Street East, P.O. Box 50130, Charleston, WV 25305-0130

5. Communication during the solicitation, bid, evaluation or award periods, except through the Purchasing Division,

is strictly prohibited (W.Va. C.S.R. §148-1-6.6).



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State of West Virginia
Department of Administration
Purchasing Division
2019 Washington Street East
Post Office Box 50130
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Request for Quotation

DJS010325

TARA LYLE 304-558-2544

DIVISION OF JUVENILE SERVICES

SECOND FLOOR 1200 QUARRIER STREET CHARLESTON, WV 25301

304-558-6029

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VENDOR

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

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DIVISION OF JUVENILE SERVICES

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Request for

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TARA LYLE 304-558-2544

DIVISION OF JUVENILE SERVICES

ADDRESS CORRESPONDENCE TO A HENTION OF

SECOND FLOOR 1200 QUARRIER STREET CHARLESTON, WV 25301

304-558-6029

DATE PRINTED	TERMS OF SALE	SHIP	VIA	F.O.B.	FREIGHT TERMS
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Specifications for Bid DJS010325

SOFTWARE UPDATES

The Division of Juvenile Services is requesting quotations to update our existing software to accommodate 2,500 employees and 25 concurrent users. The existing software is Genesis Pro 5 User with Benefits & Accrual Module, Access Control Module and the Profile Lockout Module. The existing software accommodates 500 employees and 5 concurrent users. The software will be centrally located in Charleston WV on the server banks operated by the WV Office of Technology. The existing software will need to be re-configured to accommodate the entire Division of Juvenile Services and keep the facilities staff and time accounted for by facility. Access to the Time Clocks located at various facilities across the state will be accomplished via an internet connection. Access to the system by facility staff will be controlled by the staff of the Central Office for the Division of Juvenile Services located in Charleston WV. Any first year maintenance cost will be included in the price of the software updates.

This contract will be awarded to the lowest bidder meeting all specifications.

Vendor will move the existing software from the server in Salem WV to the Server Bank operated by the WV Governors Office of Technology and establish ALL Time Clock connections.

TIME CLOCKS

The Division of Juvenile Services is requesting 5 Bio-metric hand time and attendance clocks, model HP1000E or equal. The Time Clock must be capable of handling up to 100 employees.

Vendor will provide installation and setup in the price quoted.

The Division of Juvenile Services will install the mounting bracket for the Time Clock and insure that there is a power and internet connection within 6 feet of the Time Clocks location.

TRAINING

Vendor will provide on-site training at all locations for all users covering both Software and Hardware. Vendor to indicate training provided on-site, length of training is to be included in the bid. Up to three staff will be trained at each facility including staff located in the Division of Juvenile Services Central Office. All manuals and training materials will be turned over to the Division of Juvenile Services staff.

MAINTENANCE and WARRANTY

Vendor shall respond to a call for service within four (4) hours with a call back during the hours of 8:00 a.m. - 4:00 p.m. Vendor shall be required to be on-site within 24 hours of Agency request when all attempts at fixing a problem via telephone have been exhausted.

Vendor warranty for the first year for software and time clocks will include all parts and labor at no cost to the agency.

All Software upgrades for the first year are to be included at no additional cost.

The maintenance cost for software and time clocks for subsequent years is included in the evaluation of award.

Maintenance shall be renewed on an annual basis upon written mutual consent of the parties.

Renewal shall be based on the firm, fixed quotes provided for the additional years.

VENDOR PRICE QUOTES MUST BE VALID FOR 90 DAYS FROM DATE OF QUOTE. NEW TIME CLOCK LOCATIONS:

Time Clocks will be located at the following facilities:

Tiger Morton Juvenile Center 60 Manfred Holland Way Dunbar, WV 25064

Donald R. Kuhn Juvenile Center One Lory Place Julian, WV 25529

J.M. "Chick" Buckbee Juvenile Center One Jerry Lane Augusta, WV 26704

Vicki V. Douglas Juvenile Center 900 Emmett Rousch Drive Martinsburg, WV 25401

Kenneth "Honey" Rubenstein Juvenile Center 141 Forestry Camp Road Davis, WV 26260

FUTURE SITE PLANNED

Davis Center *
Blackwater Falls Road
Davis, WV 26260

* This time clock will be purchased separately at a later date once the facility becomes operational. This piece of equipment is not included in the bid but will be purchased at a later date on a separate bid.

EXISTING TIME CLOCK LOCATIONS

The existing Time Clocks will be Re-Programmed to be polled by the upgraded Software at the new location. Time Clocks are located in the following facilities:

Facility	Equipment
WV Industrial Home for Youth 7 Industrial Boulevard Industrial, WV 26375	2 HP3000 1 HP E-50
Lorrie Yeager Jr. Juvenile Center 907 Mission Drive, Parkersburg, WV 26101	1 HP E-50
Sam Perdue Juvenile Center 843 Shelter Road Princeton, WV 24740	1 HP E-50
Gene Spadaro Juvenile Center 106 Martin Drive Mt. Hope, WV 25880	1 HP E-50
Robert L. Shell Juvenile Center 2 O'Hanlon Place Barboursville, WV 25504	1 HP E-50
Dr. Harriet B Jones Treatment Center 7 Industrial Boulevard Industrial, WV 26375	1 HP 1000E

	RID F	BID FORM for Software Updates and Related Hardware DJS010325 *	rdware I)JS0,	0325 *		
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	Representative Name Address:	888 DAKWOOD ROAD, SUITE 330 PARLESTON, WY 25314					
	Phone #:	1000					
	E-Mail Address:	PATW @ COMTECHWV, COM					
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RFQ No. DJS 010325

STATE OF WEST VIRGINIA Purchasing Division

PURCHASING AFFIDAVIT

West Virginia Code §5A-3-10a states: No contract or renewal of any contract may be awarded by the state or any of its political subdivisions to any vendor or prospective vendor when the vendor or prospective vendor or a related party to the vendor or prospective vendor is a debtor and the debt owed is an amount greater than one thousand dollars in the aggregate.

DEFINITIONS:

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

"Debtor" means any individual, corporation, partnership, association, limited liability company or any other form or business association owing a debt to the state or any of its political subdivisions. "Political subdivision" means any county commission; municipality; county board of education; any instrumentality established by a county or municipality; any separate corporation or instrumentality established by one or more counties or municipalities, as permitted by law; or any public body charged by law with the performance of a government function or whose jurisdiction is coextensive with one or more counties or municipalities. "Related party" means a party, whether an individual, corporation, partnership, association, limited liability company or any other form or business association or other entity whatsoever, related to any vendor by blood, marriage, ownership or contract through which the party has a relationship of ownership or other interest with the vendor so that the party will actually or by effect receive or control a portion of the benefit, profit or other consideration from performance of a vendor contract with the party receiving an amount that meets or exceed five percent of the total contract amount.

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

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: Commercial Tech Nology Group, Lic Authorized Signature: Palticia G. Word. State of West Victinia County of Norman to-wit: Taken, subscribed, and sworn to before me this 23 day of Words My Commission expires Manage II 2012. AFFIX SEAL HERE NOTARY PUBLIC Manage III.



WITNESS THE FOLLOWING SIGNATURE

Rev. 09/08

State of West Virginia

VENDOR PREFERENCE CERTIFICATE

Certification and application* is hereby made for Preference in accordance with **West Virginia Code**, §5A-3-37. (Does not apply to construction contracts). **West Virginia Code**, §5A-3-37, provides an opportunity for qualifying vendors to request (at the time of bid) preference for their residency status. Such preference is an evaluation method only and will be applied only to the cost bid in accordance with the **West Virginia Code**. This certificate for application is to be used to request such preference. The Purchasing Division will make the determination of the Resident Vendor Preference, if applicable.

1. ——	Application is made for 2.5% resident vendor preference for the reason checked. Bidder is an individual resident vendor and has resided continuously in West Virginia for four (4) years immediately preced-
<u>√</u>	ing the date of this certification; or, Bidder is a partnership, association or corporation resident vendor and has maintained its headquarters or principal place of business continuously in West Virginia for four (4) years immediately preceding the date of this certification; or 80% of the ownership interest of Bidder is held by another individual, partnership, association or corporation resident vendor who has maintained its headquarters or principal place of business continuously in West Virginia for four (4) years immediately preceding the date of this certification; or,
	Bidder is a nonresident vendor which has an affiliate or subsidiary which employs a minimum of one hundred state residents and which has maintained its headquarters or principal place of business within West Virginia continuously for the four (4) years immediately preceding the date of this certification; or,
2.	Application is made for 2.5% resident vendor preference for the reason checked: Bidder is a resident vendor who certifies that, during the life of the contract, on average at least 75% of the employees working on the project being bid are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid; or,
3.	Application is made for 2.5% resident vendor preference for the reason checked: Bidder is a nonresident vendor employing a minimum of one hundred state residents or is a nonresident vendor with an affiliate or subsidiary which maintains its headquarters or principal place of business within West Virginia employing a minimum of one hundred state residents who certifies that, during the life of the contract, on average at least 75% of the employees or Bidder's affiliate's or subsidiary's employees are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid; or,
4.1	Application is made for 5% resident vendor preference for the reason checked: Bidder meets either the requirement of both subdivisions (1) and (2) or subdivision (1) and (3) as stated above; or,
5.	Application is made for 3.5% resident vendor preference who is a veteran for the reason checked: Bidder is an individual resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard and has resided in West Virginia continuously for the four years immediately preceding the date on which the bid is submitted; or,
6.	Application is made for 3.5% resident vendor preference who is a veteran for the reason checked: Bidder is a resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard, if, for purposes of producing or distributing the commodities or completing the project which is the subject of the vendor's bid and continuously over the entire term of the project, on average at least seventy-five percent of the vendor's employees are residents of West Virginia who have resided in the state continuously for the two immediately preceding years.
require agains or ded	understands if the Secretary of Revenue determines that a Bidder receiving preference has failed to continue to meet the ments for such preference, the Secretary may order the Director of Purchasing to: (a) reject the bid; or (b) assess a penalty to such Bidder in an amount not to exceed 5% of the bid amount and that such penalty will be paid to the contracting agency acted from any unpaid balance on the contract or purchase order.
authori the req deeme	mission of this certificate, Bidder agrees to disclose any reasonably requested information to the Purchasing Division and zes the Department of Revenue to disclose to the Director of Purchasing appropriate information verifying that Bidder has pald uired business taxes, provided that such information does not contain the amounts of taxes paid nor any other information d by the Tax Commissioner to be confidential.
and ac	penalty of law for false swearing (West Virginia Code, §61-5-3), Bidder hereby certifies that this certificate is true curate in all respects; and that if a contract is issued to Bidder and if anything contained within this certificate es during the term of the contract, Bidder will notify the Purchasing Division in writing immediately.
Bidde	: Com MERCIAL TECHNOLOGY GROUP Signed: Faturia G. Ward
Date:_	3/23/2011 Title: MEMBER
*Check	any combination of preference consideration(s) indicated above, which you are entitled to receive.

ATTACH	IMENT
P.O.#	

This agreement constitutes the entire agreement between the parties, and there are no other terms and conditions applicable to the licenses granted hereunder.

Patricia Eceduce 3/23/2011	. ·	. •
Signature Date	Signature	Date
MEMBER Title	Title	
COMMERCIAL TECHNOLOGY GROUP, LIC		
Company Name	Agency/Division	

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AGREEMENT ADDENDUM

WV-96 Rev. 10/07

In the event of conflict between this addendum and the agreement, this addendum shall control:

- DISPUTES Any references in the agreement to arbitration or to the jurisdiction of any court are hereby deleted. Disputes arising out of the agreement shall be presented to the West Virginia Court of Claims.
- 2. HOLD HARMLESS Any clause requiring the Agency to indemnify or hold harmless any party is hereby deleted in its entirety.
- 3. GOVERNING LAW The agreement shall be governed by the laws of the State of West Virginia. This provision replaces any references to any other State's governing law.
- 4. TAXES Provisions in the agreement requiring the Agency to pay taxes are deleted. As a State entity, the Agency is exempt from Federal, State, and local taxes and will not pay taxes for any Vendor including individuals, nor will the Agency file any tax returns or reports on behalf of Vendor or any other party.
- PAYMENT Any references to prepayment are deleted. Payment will be in arrears.
- 6. INTEREST Should the agreement include a provision for interest on late payments, the Agency agrees to pay the maximum legal rate under West Virginia law. All other references to interest or late charges are deleted.
- 7. RECOUPMENT Any language in the agreement waiving the Agency's right to set-off, counterclaim, recoupment, or other defense is hereby deleted.
- 8. FISCAL YEAR FUNDING Service performed under the agreement may be continued in succeeding fiscal years for the term of the agreement contingent upon funds being appropriated by the Legislature or otherwise being available for this service. In the event funds are not appropriated or otherwise available for this service, the agreement shall terminate without penalty on June 30. After that date, the agreement becomes of no effect and is null and void. However, the Agency agrees to use its best efforts to have the amounts contemplated under the agreement included in its budget. Non-appropriation or non-funding shall not be considered an event of default.
- 9. STATUTE OF LIMITATION Any clauses limiting the time in which the Agency may bring suit against the Vendor, lessor, individual, or any other party are deleted.
- 10. SIMILAR SERVICES Any provisions limiting the Agency's right to obtain similar services or equipment in the event of default or non-funding during the term of the agreement are hereby deleted.
- 11. ATTORNEY FEES The Agency recognizes an obligation to pay attorney's fees or costs only when assessed by a court of competent jurisdiction.

 Any other provision is invalid and considered null and void.
- 12. ASSIGNMENT Notwithstanding any clause to the contrary, the Agency reserves the right to assign the agreement to another State of West Virginia agency, board or commission upon thirty (30) days written notice to the Vendor and Vendor shall obtain the written consent of Agency prior to assigning the agreement.
- 13. LIMITATION OF LIABILITY The Agency, as a State entity, cannot agree to assume the potential liability of a Vendor. Accordingly, any provision limiting the Vendor's liability for direct damages to a certain dollar amount or to the amount of the agreement is hereby deleted. Limitations on special, incidental or consequential damages are acceptable. In addition, any limitation is null and void to the extent that it precludes any action for injury to persons or for damages to personal property.
- 14. RIGHT TO TERMINATE Agency shall have the right to terminate the agreement upon thirty (30) days written notice to Vendor. Agency agrees to pay Vendor for services rendered or goods received prior to the effective date of termination.
- 15. TERMINATION CHARGES Any provision requiring the Agency to pay a fixed amount or liquidated damages upon termination of the agreement is hereby deleted. The Agency may only agree to reimburse a Vendor for actual costs incurred or losses sustained during the current fiscal year due to wrongful termination by the Agency prior to the end of any current agreement term.
- 16. RENEWAL Any reference to automatic renewal is hereby deleted. The agreement may be renewed only upon mutual written agreement of the parties.
- 17. INSURANCE Any provision requiring the Agency to insure equipment or property of any kind and name the Vendor as beneficiary or as an additional insured is hereby deleted.
- 18. RIGHT TO NOTICE Any provision for repossession of equipment without notice is hereby deleted. However, the Agency does recognize a right of repossession with notice.
- 19. ACCELERATION Any reference to acceleration of payments in the event of default or non-funding is hereby deleted.
- 20. CONFIDENTIALITY: -Any provision regarding confidentiality of the terms and conditions of the agreement is hereby deleted. State contracts are public records under the West Virginia Freedom of Information Act.
- 21. AMENDMENTS All amendments, modifications, alterations or changes to the agreement shall be in writing and signed by both parties. No amendment, modification, alteration or change may be made to this addendum without the express written approval of the Purchasing Division and the Attorney General.

ACCEPTED BY: STATE OF WEST VIRGINIA	<u>VENDOR</u>
Spending Unit:	Company Name: COMMERCIAL TECHNOLOGY GROUP Signed: Patricia & Ward
Signed:	Signed: <u>HUTILIA & WALCE</u> Title: <u>MEMBER</u>
Title:	Date: 3/23/201/
Date:	

Specifications for Bid DJS010299

Software Updates

Commercial Technology Group, LLC (ComTech) is proposing upgrading the existing Genesis Pro System being used by WV Division of Juvenile Services (DJS) to accommodate additional employees and concurrent users. Currently DJS has separate Genesis Pro licenses for up to 500 employees and 5 concurrent users at five locations. One of the current licenses will be upgraded to accommodate up to 2500 employees and 25 concurrent users. The upgraded Genesis Pro software will be centrally located in Charleston, WV on the server banks operated by the WV Office of Technology. ComTech will move the existing software from the server in Salem to the Server Bank operated by the WV Governor's Office of Technology and establish all time clock connections. The upgraded Genesis Pro system will include the Benefits & Accrual Module, Access Control Module, and the Profile Lockout Module. User security will allow access to the system only by the staff of the Central Office for the Division of Juvenile Services located in Charleston, WV. Implementation services, training, and first year support and maintenance costs are included in the price of the software upgrade. ComTech is located in Charleston, WV and has more than 25 years experience providing implementation and training services for automated time and attendance systems.

Time Clocks

The bid from ComTech includes pricing for the HP1000E time clocks, which are capable of handling up to 100 employees. ComTech will install and configure the HP1000Es. The Division of Juvenile Services will install the mounting bracket for the time clocks and insure that there is a power and internet connection within 6 feet of the Time Clocks location.

Training

ComTech will provide on-site training at all locations for all administrative users on both the Genesis Pro software and hardware. The bid includes on-site training of up to 8 hours per site with additional unlimited web-based training as needed for up to three staff members at each facility. All manuals and training materials will be turned over to the Division of Juvenile Services staff.

Maintenance and Warranty

ComTech will respond to a call for service within four (4) hours with a call back during the hours of 8:00 AM to 4:00 PM and will be on-site within 24 hours of request by DJS when all attempts at fixing a problem via telephone or web-based session(s) have been exhausted. The software and hardware warranties include all parts and labor for the Genesis Pro Software, Modules, and Time Clocks. Software updates for Genesis Pro are included in the first year warranty and in the annual support/maintenance agreements thereafter.



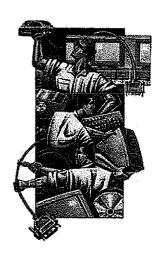
Commercial Technology Group, LLC

PHONE: (304) 345-0201 FAX: (304)-345-0356 WWW.COMTECHWV.COM

IMPLEMENTATION

Good technical design can result in substandard system performance if not implemented properly. In addition, integrating technologies from multiple vendors can create confusion regarding responsibility and accountability. To meet this need, ComTech provides time and labor management solutions along with implementation services that are not only comprehensive but also customized to meet your needs.

Professional implementation from ComTech will speed up the installation process, assure minimum down-time due to improper system hookup, and help achieve optimum performance from your new time and attendance system



TRAINING

ComTech's training service provides professional instructor-led training to make the transition to your time and attendance system as simple as possible for all of your employees. ComTech training sessions are designed to provide the tools your staff will need to use your system successfully in your business environment. Key concepts are taught using examples tailored to your business needs. Professional setup and training from ComTech will assure you get the highest return on your investment from your time and attendance system.



Good technical support is a necessity after you have implemented your Workforce Management System. You want to be sure you have the ongoing support and maintenance to keep your software and hardware operating at their full potential. With our maintenance/support agreements you can enjoy peace of mind, knowing your system is covered.

