



West Virginia Purchasing Division

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The following documentation is an electronically-submitted vendor response to an advertised solicitation from the *West Virginia Purchasing Bulletin* within the Vendor Self-Service portal at ***wvOASIS.gov***. As part of the State of West Virginia's procurement process, and to maintain the transparency of the bid-opening process, this documentation submitted online is publicly posted by the West Virginia Purchasing Division at ***WVPurchasing.gov*** with any other vendor responses to this solicitation submitted to the Purchasing Division in hard copy format.

Header 1

List View

General Information | Contact | Default Values | Discount | Document information

Procurement Folder: 158725

Procurement Type: Central Contract - Fixed Amt

Vendor ID: VS0000010337

Legal Name: ACF Technologies Inc

Alias/DBA: ACF

Total Bid: \$424,264.40

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Solicitation Description: Addendum 4 - Customer Queuing hdw and sftwe for dmvpUBLISH

Total of Header Attachments: 1

Total of All Attachments: 1



Purchasing Division
 2019 Washington Street East
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 Charleston, WV 25305-0130

**State of West Virginia
 Solicitation Response**

Proc Folder : 158725

Solicitation Description : Addendum 4 - Customer Queuing hdwe and sftwe for dmvPUBLISH

Proc Type : Central Contract - Fixed Amt

Date issued	Solicitation Closes	Solicitation Response	Version
	2016-10-05 13:30:00	SR 0802 ESR10051600000001472	1

VENDOR
VS0000010337 ACF Technologies Inc ACF

Solicitation Number: CRFQ 0802 DMV1600000003

Total Bid : \$424,264.40 **Response Date:** 2016-10-05 **Response Time:** 11:33:55

Comments: See attached ACF Response Document

FOR INFORMATION CONTACT THE BUYER
 Melissa Pettrey
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Signature on File	FEIN #	DATE
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All offers subject to all terms and conditions contained in this solicitation

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	Customer queuing hardware, software and Implementation.	1.00000	EA	\$292,931.000000	\$292,931.00

Comm Code	Manufacturer	Specification	Model #
46151507			

Extended Description : Customer queuing hardware, software and Implementation.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
3	Customer queuing system maintenance year 2				\$43,777.80

Comm Code	Manufacturer	Specification	Model #
81112200			

Extended Description : Customer queuing system maintenance year 2

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
4	Customer queuing system maintenance year 3				\$43,777.80

Comm Code	Manufacturer	Specification	Model #
81112200			

Extended Description : Customer queuing system maintenance year 3

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
5	Customer queuing system maintenance year 4				\$43,777.80

Comm Code	Manufacturer	Specification	Model #
81112200			

Extended Description : Customer queuing system maintenance year 4



WV RFP CRFQ 0802 DMV1600000003



State of West Virginia

WV RFP CRFQ 0802 DMV1600000003
Opening Date: OCTOBER 5, 2016 1:30 PM EST

Proposal offered by



ACF Technologies, Inc.
Pam Moll – Business Development
Representative
64 Peachtree Road
Asheville, NC 28803
Federal Tax ID: 33-1066546



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DESIGNATED CONTACT

DESIGNATED CONTACT: Vendor appoints the individual identified in this Section as the Contract Administrator and the initial point of contact for matters relating to this Contract.

Pam Moll, Business Development

(Name, Title)

Pam Moll, Business Development

(Printed Name and Title)

64 Peachtree Road, Ste. 201 Asheville, NC 28803

(Address)

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(Phone Number) | (Fax Number)

pam.moll@goacf.com

(Email Address)

CERTIFICATION AND SIGNATURE; By signing below, or submitting documentation through wvOASIS, I certify that I have reviewed this Solicitation in its entirety; that I understand the requirements, terms and conditions, and other information contained herein; that this bid, offer or proposal constitutes an offer to the State that cannot be unilaterally withdrawn; that the product or service proposed meets the mandatory requirements contained in the Solicitation for that product or service, unless otherwise stated herein; that the Vendor accepts the terms and conditions contained in the Solicitation, unless otherwise stated herein; that I am submitting this bid, offer or proposal for review and consideration; that I am authorized by the vendor to execute and submit this bid, offer, or proposal, or any documents related thereto on vendor's behalf; that I am authorized to bind the vendor in a contractual relationship; and that to the best of my knowledge, the vendor has properly registered with any State agency that may require registration.

ACF Technologies Inc.

(Company)

 **NATIONAL SALES MANAGER**

(Authorized Signature) (Representative Name, Title)

Josh Gravley, National Sales Manager

(Printed Name and Title of Authorized Representative)

October 3, 2016

(Date)

Phone: 828-398-0040 Fax: 855-515-5351

(Phone Number) (Fax Number)



COVER LETTER

October 4, 2016

Pam Moll
ACF Technologies
828.712.0868
pam.moll@goACF.com

Melissa Pettrey
Senior Buyer
State of West Virginia
2019 Washington Street, East
Charleston, WV 25305
melissa.k.pettrey@wv.gov

On behalf of ACF Technologies, I am pleased to present you with our proposal in response to the Customer Queuing hardware and software for dmVUBLISH RFQ for the West Virginia Division of Motor Vehicles. We are eager to earn your business, and look forward to providing our lobby management solution software for your regional offices.

ACF Technologies is the leader in web based, queue management and customer flow solutions. We combine non-proprietary hardware devices and the highest level of service & support to offer our customers an innovative and cost-effective alternative to meet all of your queuing software and hardware needs.

Major points of differentiation include:

- Enterprise ready software – Host multiple departments / locations on a single server
- Module based custom solutions
- No proprietary hardware, devices or consumables
- Open architecture database based on Microsoft SQL Server
- Fully web-based

ACF prides our self on providing a complete Customer Xperience Management solution. Through the various modules available such as queuing, scheduling and survey capabilities, WV DMV has the opportunity to expand and utilize an abundance of features with minimal cost implications.

Thank you for the opportunity to provide this proposal. If you have any more questions or require additional information, please do not hesitate to ask. I look forward to speaking with you further regarding a complete customer management experience. Please contact me via email or phone as I would appreciate the opportunity to meet with you and provide a more in depth view and demo of our solution.

Thank you,

Pam Moll
Pam Moll



EXECUTIVE SUMMARY

We at ACF Technologies would like to thank the West Virginia Division of Motor Vehicles, hereunder referred to as "WV DMV", for the opportunity to participate in this RFQ response, and we are wholly confident that the ACF Customer Experience Management System hereunder referred to as "Q-Flow" can meet and exceed your expectations of what can be accomplished with a cutting edge, web-based Queuing solution.

The ACF team is pleased to have the opportunity to provide WV DMV information on how our Q-Flow Queue Management software and hardware solutions can bring WV DMV the greatest value and best overall customer experience. The combination of software, hardware and services we are proposing will create a seamless, innovative, and flexible experience for your customers. As a market leader, we understand the dynamic nature of the Motor Vehicle industry, and the needs of our solution to be agile and flexible to accommodate new requirements as WV DMV grows.

Proposal Objective

Our objective in preparing this proposal response is to demonstrate to WV DMV that ACF has the experience, innovative spirit and results driven culture to implement, manage, and ultimately exceed expectations of the requirements listed in this Request for Quote. We take pride in being a business that provides excellent value and returns on investment, evidenced by our strong experience in similar customer projects and our history of partnership with DMV clients, including eleven states around the country.

As discussed in the RFQ, WV DMV is soliciting a bid to establish a contract for a one time purchase of customer queuing software and hardware to integrate with WV DMV's *dmvPUBLISH* video system and at the same time provide an improved customer experience in seventeen regional offices throughout the state. ACF is happy to partner with WV DMV to provide queuing and improvement in the offices including queuing, appointment scheduling, how customers are brought into the office and brought into service, as well as keeping customers out of the office in the future and enable them to complete services online and remotely.

ACF is fully capable of addressing the elements in the RFQ and has so over and over in many DMVs statewide.

Corporate History

ACF Technologies, Inc. began operations in 2003 and has maintained consistent year-over-year growth. Our customer base reaches across various industries such as government, education and healthcare with over 70% of our clients in the Public Sector. Our list of customers includes such enterprise clients as; US Department of Defense, US Department of State, US Department of Homeland Security, the States of North Carolina, South Carolina, Virginia, Maryland, Washington, Wisconsin, Illinois, Colorado, and other state, tax, licensing, and educational customers. Our installations for these customers range from single sites to statewide office deployment and contract sizes from \$10K - \$3M+.

Since our inception in 2003, ACF Technologies has quickly gained market share in each of the industries we serve. Time and again, we have proven our technology to be robust and reliable, while maintaining a commitment to our customers that ensures on-time delivery and deployment of "solution" based queuing and customer experience systems. ACF is primarily focused on "solutions" rather than commodity-level ticket queuing. We do indeed sell and service hardware, though we do so as a convenience to our customers rather than for a profit motive. We tend to encourage our customers to purchase only readily available off-the-shelf equipment so as to reduce cost from reseller markup and proprietary motives. If WV DMV wanted to purchase non-proprietary hardware to work with our Q-Flow queuing solution, we encourage it. Our Q-Flow software is the focus of our Research and Development, and in maintaining this mentality, ACF has been able to achieve incredible growth by developing the most reliable, state-of-the-art solution platform available.

At our customer's requests, ACF has expanded our platform to create a complete **Customer Xperience Management (CXM)** solution. Using a module based solution allows our customers to easily expand and create a custom package based on their needs. Examples of the various modules include: Web Portal Development, Appointment Scheduling, Queuing, Digital Signage, Mobile check-in, Internet Wait-times, Staff Planning, Electronic Wayfinding, Analytics/Forecasting, Quality Assurance, and Customer Satisfaction Surveys. These modules allow our customers to improve their service levels during all aspects of the process from pre- registration through service completion.

At ACF we believe that customer service is the key to any successful business relationship. When you purchase from ACF, we provide a high-end, cutting edge solution that streamlines the entire DMV customer service process. More importantly, WV DMV is investing in a relationship that will be there as the WV DMV offices grow and change throughout the years. ACF takes the approach of a valued advisor. We listen to our client's needs and provide consultation to recommending the best solution.

ACF will provide, Q-Flow, a commercially available off-the-shelf software configured to meet WV DMV needs for the regional offices. ACF will be responsible for the delivery, installation and maintenance of the Queuing software and queue ticket printers integrated to *dmvPUBLISH* in the 17 existing regional offices with the intent of expanding new areas and offices as needed.

CUSTOMER EXPERIENCE MANAGEMENT

ACF Technologies provides consultation and software solutions for organizations looking to improve their customer experience. Solutions we provide help manage wait room traffic, provide simplified customer direction and information, manage workflow, improve data tracking, and increase overall customer satisfaction.



NOTE: Each module of CXM can be purchased initially or added later to enhance the overall solution. This allows ACF to continually customize our solution to meet the needs of our customers.

GENERAL REQUIREMENTS:

Mandatory Contract Item Requirements: Contract Item must meet or exceed the mandatory requirements listed below.

3.1.1. The Vendor must provide web based queuing software and queue ticket printers to integrate with dmvPUBLISH for use in regional DMV offices throughout the state.

ACF Technologies will provide a centralized, web-based queueing system that is capable of meeting and exceeding all requirements of this RFQ. The system may be expanded in the future with additional modules and functionality provided by ACF Technologies.

The Q-Flow System is a non-proprietary .NET application built on Microsoft standards. We require only browser access by staff and support all modern and common browser versions.

*A complete list of our specifications including compatible browsers can be found in **Appendix: QFlow- Requirements and Compatibility Information.***

3.1.1.1. The queuing software must be installed in these regional offices (Attachment B -Regional Office Addresses).

Beckley	Clarksburg	Huntington	Kanawha City
Martinsburg	Morgantown	Parkersburg	Winfield
Charles Town	Moundsville	Elkins	Princeton
Lewisburg	Summersville	Romney	Logan
Flatwoods			

ACF Technologies is a North Carolina based company with Implementation Engineering staff more than capable of performing all installations listed above.

3.1.1.2. The queuing software must use audio and video systems to direct customers to the correct counter for the type of service selected.

The ACF Technologies proposed Q-Flow System will provide an XML feed to the MVN displays for visual notification and also provide an audible voice announcement via the ceiling mounted speakers we will install as part of this RFQ. ACF Technologies has a long integration history with Motor Vehicle Network (MVN) and provides a secure and reliable interface between the two systems.

3.1.1.3. The queuing software must display the previous three queues called, in addition to the current queue.

The established and proven MVN that ACF Technologies has developed and is in use in five other state DMVs is capable of meeting this requirement and can easily be extended for a higher number with one configuration change

3.1.1.4. The queuing software must automatically assign customer queues for CSR windows, using pre-designated priority levels.

3.1.1.4.1. The queuing software shall include business intelligence so it will be possible to determine which services are provided by which CSR, and also determine the priorities between services and business logic to determine which of a number of queues will be served by the next available CSR.

3.1.1.4.2. The Regional or Central Office Management will be able to set and change the priorities for the queuing software, allowing optimal customer flow.

Within the QFlow system, authorized administrator users are capable of creating an unlimited number of service priority profiles called "Functions". Each Function has independent settings for which services are included, and the priority in which those services are called forward for service. Each Function also has permission settings that grant different groups access to different functions as required by your business rules.

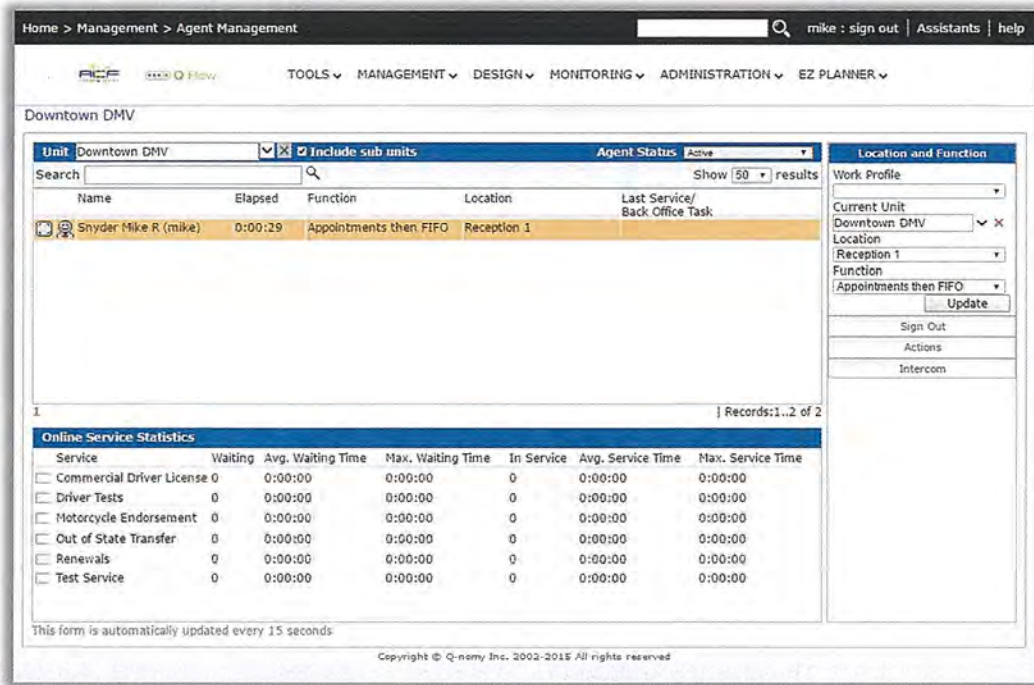
The ability to set and change between Functions is also a configurable permission setting. CSRs can have access to their specific set of functions based on their group permissions, or, this ability can be removed from CRS all together, and left to Managers to assign, lock, and unlock these settings.

In addition to "Function" settings that manage services and priorities, there are also independent settings for time thresholds. These thresholds allow you to configure a specific time threshold at which you would like a visual warning queue (red or yellow highlight in the service console) or to automatically prioritize that ticket for service. Function settings take into account this layer of prioritization.

Service Name	Busy Queue Threshold	Priority
Priority	900	1
Express	900	2
Standard	900	3

When calling the next case for a function, the services are prioritized by: (a) Busy State; (b) Priority; (c) Max. Waiting Time;

Since Q-Flow is a web-based application, management personnel both in the branch, regional and central location only need network access to the Q-Flow System via browser to adjust the priority of staff members.



3.1.1.5. The queuing software will allow central office staff to monitor lobby activity and enforce accountability for the regional offices.

3.1.1.5.1. The queuing software's capability must provide live up to date information regarding the business status, such as quantity of customers waiting in each category, customer wait times, customer transaction time, and counter activity.

The Q-Flow System has many live data views that allow the authorized user the ability to monitor activity at a branch, regional or central level. These views in many cases provides an overall view of the specified area along with the ability to drill down to a specific branch to see more detail about what is affecting performance.

Regional Supervisor Dashboard

Region Stats

Avg. Waiting Time	Max. Waiting Time	Avg. Service Time	Max. Service Time
0:04:07	0:05:31	0:00:00	0:00:00

Currently Waiting	Currently In Service	Arrived Today	Served Today
12	0	14	3

Agents Signed In	Agents In Service	Agents Idle	Agents In Back Office	Agents In Reception
0	0	0	0	0

Units

Unit Name	Max. Waiting Time	Avg. Service Time	Max. Service Time	Currently Waiting	Currently In Service	Agents Signed In	Agents Idle	Agents In Back Office	Agents In Reception
Downtown DMV	0:05:31	0:00:00	0:00:00	3	0	0	0	0	0
East Branch Location	0:04:51	0:00:00	0:00:00	3	0	0	0	0	0
East Street City	0:03:41	0:00:00	0:00:00	6	0	0	0	0	0
Regional District 1	0:00:00	0:00:00	0:00:00	0	0	0	0	0	0

Unit Supervisor Dashboard

Unit Stats

Avg. Waiting Time	Max. Waiting Time	Avg. Service Time	Max. Service Time	
0:10:01	0:10:05	0:00:00	0:00:00	
Currently Waiting	Currently in Service	Arrived Today	Served Today	
3	0	4	1	
Agents Signed In	Agents In Service	Agents Idle	Agents In Back Office	Agents In Reception
0	0	0	0	0

Services

Service Name	Avg. Waiting Time	Max. Waiting Time	Avg. Service Time	Max. Service Time	Currently Waiting	Currently in Service	Arrived Today	Served Today
Commercial Driver License	0:09:31	0:09:31	0:00:00	0:00:00	1	0	2	1
Driver Tests	0:00:00	0:00:00	0:00:00	0:00:00			0	0
Motorcycle Endorsement	0:09:29	0:09:29	0:00:00	0:00:00	1	0	1	0
Out of State Transfer	0:00:00	0:00:00	0:00:00	0:00:00			0	0
Renewals	0:09:36	0:09:36	0:00:00	0:00:00	1	0	1	0
Test Service	0:00:00	0:00:00	0:00:00	0:00:00			0	0

3.1.1.5.2. The queuing software must provide configurable reporting in editable and non-editable formats for: customer totals, customer wait time, session time, employee productivity, number of waiting customers, open/closed workstations, login information, waiting customers per category and site, status and productivity of each employee.

The Q-Flow System comes with over 100 standard reports out of the box and is easily expandable. Many of the real-time dashboards are customized for the individual views our customers prefer. One example of this would be which agents are logged on to the system and at which locations. Reporting is done through the non-proprietary Microsoft SSRS reporting engine and new reports can be created with no additional licensing requirements.

Some of the types of statistical information readily available from within our standard reports are:

Wait Times

- Total wait time
- Average wait time
- Max wait time

Serving Time

- Total serving time
- Average serving time
- Max serving time

Total Customers

- *Waiting*
- *Served*
- *No Show (Abandoned)*

Total Transactions Served (this accounts for multiple transactions for each customer visit)

Classifications

- *Count*
- *Type*
- *Agent Analysis*
- *Service Type Analysis*

Back Office Processing Time such as paperwork filing, phone calls, investigations, etc.

Agent

- *Agent Performance*
- *Agent Workday*
- *Agent Case List*
- *Sign Out reasons such as break, lunch, end of day, training, etc.*

Branch Performance

- *Agent Effectiveness*
- *Aggregate and Average Serving & Wait Times*
- *Branch Classifications Analysis*
- *Branch Daily Activity Analysis*

Kiosk

- *Interaction Time Analysis*
- *Online Activity Analysis*
- *Page Action Analysis*

Calendar/Appointments

- *Schedule Adherence*
 - *Availability Analysis*
 - *Exceptions List*
 - *Arrival Summary*
 - *Wait List*
 - *Daily Appointment List*
 - *Cancelled Appointments*
-

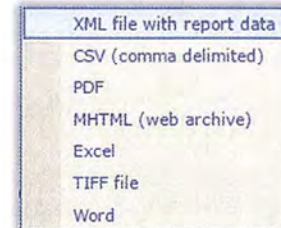
Customers

- Customer History
- Case View
- Customer Cancelled
- Step Details

Items such as demographic reports are generally client specific but can easily be created. Examples of this type of report could be customer served by zip code, customer analysis by gender or any of the possible custom fields. ACF Technologies is happy to work with WV business and IT staff to define any specific reporting needs and can create or aid in the creation of these reports.

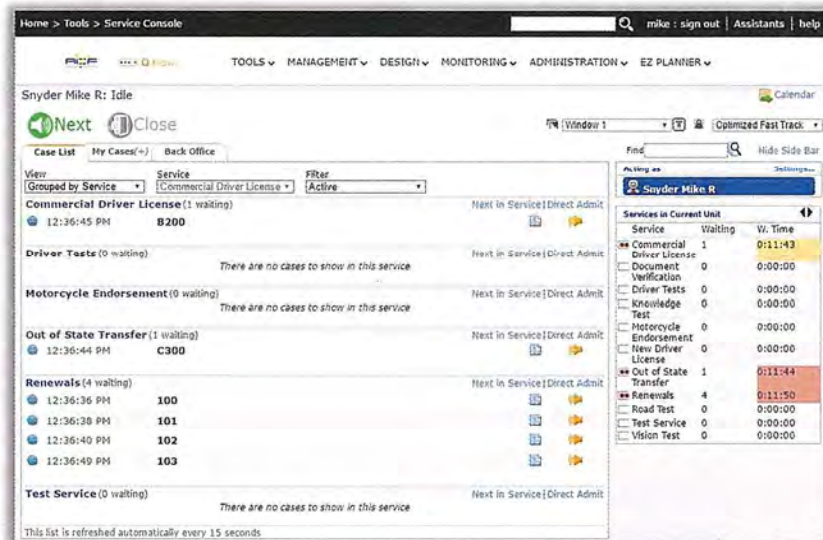
All reports in the Q-Flow System are exportable in multiple formats. Current export formats available are:

- XML file with report data
- CSV (comma delimited)
- PDF
- MHTML (web archive)
- Excel
- TIFF
- Word



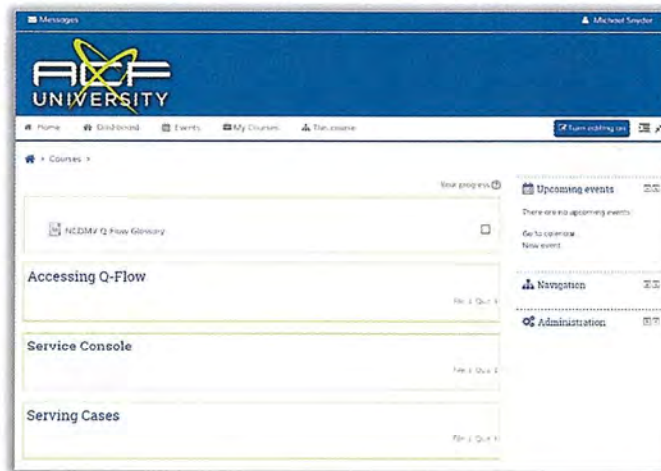
3.1.1.6. The queuing software will provide an onscreen application on each CSR terminal for employee login, and to signal the next customer in queue.

The Q-Flow System provides a user friendly and intuitive interface that allows a CSR to perform standard functions such as login, call, transfer and close customers from the various service queues. Additionally, it provides useful information to the CSR about the number of customers waiting and the waiting times for the service queues.



3.1.1.7. The Vendor must provide and deliver a comprehensive and technical, online customer queuing training module that is designed to demonstrate the proper use and functionality of the printing hardware, MRC hardware, CSR application, Management application, and Administrative application and system configuration.

ACF Technologies provides many learning and training options including onsite training, webinar based remote sessions and Learning Management System (LMS) training. As part of this proposal we are including "Train the Trainer" based sessions that allows us to train key personnel to not only conduct future training sessions for new staff but also provide refresher training in the future for existing staff. All training material will be provided in an electronic format for easy distribution. West Virginia DMV will also have free access to our support knowledge base that provides searchable answers to many common questions.



*A sample list of topics and the types of training provided onsite or via webinar can be found in **Appendix: Training Overview**.*

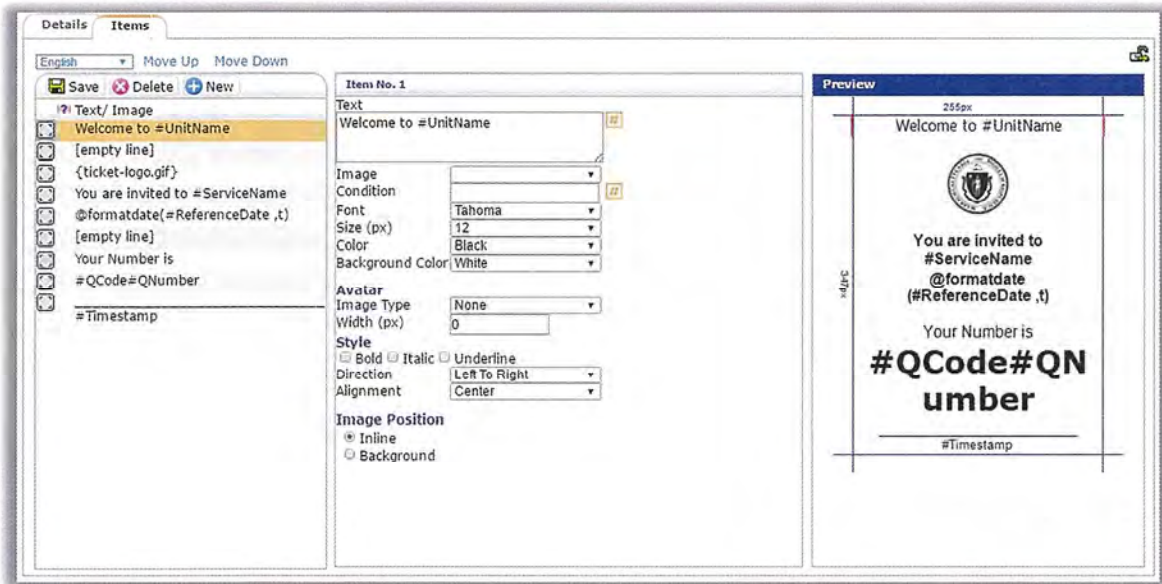
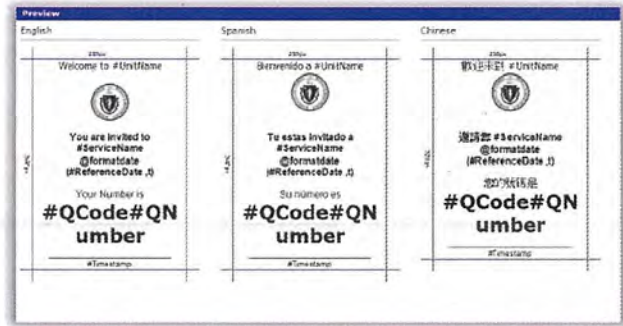
3.1.1.8. The Vendor will provide thirty-four (34) Epson TM-T88V ticket/receipt printers or equal. Two (2) printers will be installed at each of the regional offices indicated on Attachment B. Printers must use a USB interface, have an auto-cut feature with a minimum 2 million cut life expectancy, print information and graphics at 300mm per second, provide 16 levels of grayscale, and, provide drop-in paper loading.

ACF Technologies has included as part of its proposal a quantity of 34 Epson TM-T88V thermal printers.

3.1.1.9. A ticket will be printed for each customer using the queuing software. Information will be printed on the ticket, including queuing number, estimated wait time, and date of issuance. (Attachment C -Example Ticket).

The Q-Flow System allows tickets to be printed upon issuance or reprinted if necessary. The Q-Flow System provides a WYSIWYG web-based interface allowing an administrator to easily configure multiple types of tickets and apply them to the different services.

Q-Flow also supports the use of multiple languages for the same template. If the patients preferred language is selected from the kiosk or a receptionist station, then the system can automatically print the ticket in that language. Q-Flow supports Unicode and thus will support virtually all language types.

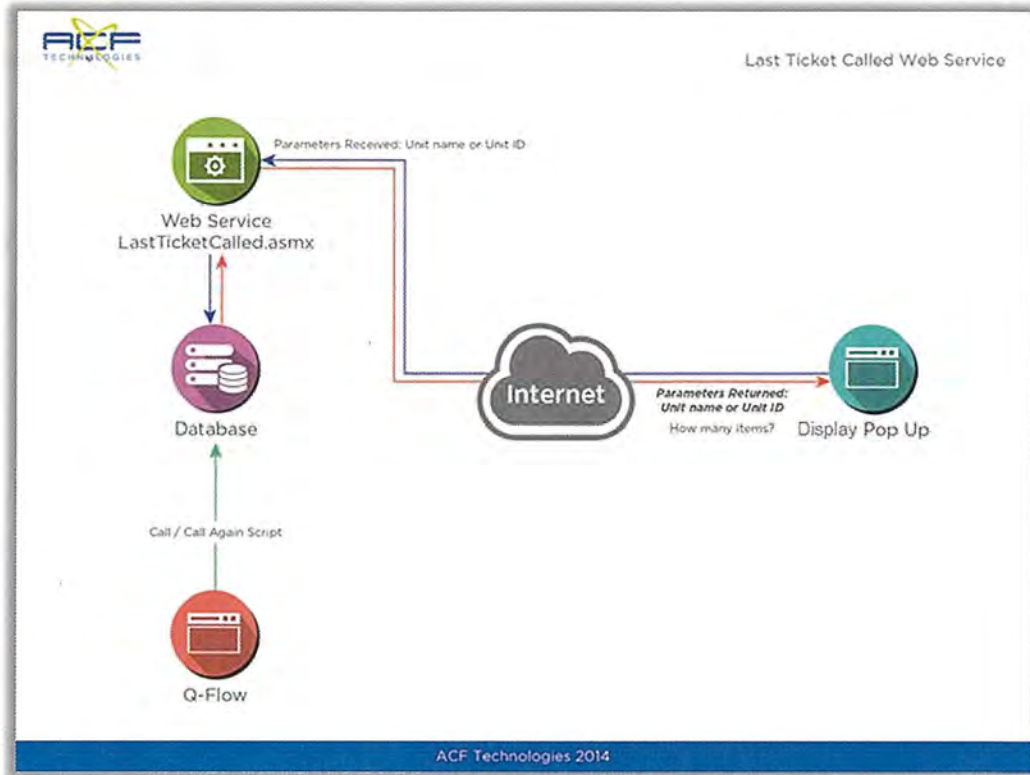


Tickets may include:

- *Static Text*
- *Dynamic Text referencing queueing information (i.e. wait time, ticket number, etc.)*
- *Queueing specific information such as service selected*
- *Limited ability for grayscale images*

3.1.1.10. The Vendor must supply a web service or a method to transfer data (i.e. XML, text file) needed to integrate as part of the dmvpUBLISH solution currently being supported by Motor Vehicle Network (MVN).

ACF Technologies has a long working relationship with Motor Vehicle Network (MVN) and has designed a web service interface that generates an XML stream to the MVN server upon request.



3.1.1.11. The Vendor must provide support and maintenance of the queueing software and printing hardware in all designated regional offices, at no cost for the first year.

*ACF Technologies acknowledges and will comply ACF will provide support and maintenance as defined in our standard service level agreement found in **MAINTENANCE TERMS AND CONDITIONS** at no additional cost for the first year.*

3.1.1.12. The vendor must provide both the labor and material necessary to repair or replace printers. The Vendor will be responsible for the replacement of faulty system parts/components via overnight delivery. Two fully operational printers shall remain at each location at all times.

*ACF Technologies acknowledges and will comply ACF will provide labor and maintenance as defined in our standard service level agreement found in **MAINTENANCE TERMS AND CONDITIONS** for all non-plug-and-play support cases. ACF will provide overnight shipping during normal business hours for faulty system parts/components.*

3.1.1.13. The vendor must provide technical support for both software and printers via phone, Monday through Friday 7:00 am to 8:00 pm, and Saturdays from 7:00 am to 2:00 pm, Eastern Time.

ACF Technologies meets or exceeds the technical support requirement. Please refer to the sample Service Level Agreement (SLA) for details on our support and maintenance.

3.1.2. The Vendor must provide 17 Mobile Reception Consoles (MRCs) with a built-in printer that shall allow for CSRs to enter customers in to the queuing system remotely.

3.1.2.1. The MRC must be able to integrate with the queuing software solution listed in 3.1.1.

3.1.2.2. One MRC must be installed in these 17 regional offices (Attachment B -Regional Office Locations).

Beckley	Clarksburg	Huntington	Kanawha City
Martinsburg	Morgantown	Parkersburg	Winfield
Charles Town	Moundsville	Elkins	Princeton
Lewisburg	Summersville	Romney	Logan
Flatwoods			

3.1.2.3. The MRC must be able to print tickets. For each customer, information will be printed on the ticket, including queuing number, estimated wait time, and date of issuance. (Attachment C-Example Ticket)

3.1.2.4. The Vendor must provide hardware and software support and maintenance of the MRC in all designated regional offices, at no cost for the first year.

3.1.2.5. The Vendor must provide both the labor and material necessary to repair or replace the MRC. The Vendor will be responsible for the replacement of faulty system parts/components via overnight delivery.

3.1.2.6. The vendor must provide technical support of the MRC via phone, Monday through Friday 7:00 am to 8:00 pm, and Saturdays from 7:00 am to 2:00 pm, Eastern Time.

*As part of this RFQ submission, ACF Technologies has included a mobile handheld tablet device that meets all requirements stated above. Please reference **Appendix: Mobile Reception Console (MRC) Specifications** for detailed specifications and images of the device.*

The device incorporates a 9.7-inch screen, 4GB RAM, Audio, Capacitive multi-touch screen, wireless and wired network connections, 2 x two megapixel cameras and a built-in 2D barcode scanner. The mobile device will also include a Bluetooth mobile printer allowing for tickets to be printed. CSRs will be able to access most all functionality such as enqueue, print a ticket and call or transfer customers from the tablet device.

Optionally ACF Technologies can offer a wall or table mount to allow for "docked" use. This allows customer advocates to roam the floor as needed providing assistance.

MAINTENANCE TERMS AND CONDITIONS

ACF Technologies Service Level Agreement

Example SLA

Identification of Parties: This Agreement is made between _____, ("Customer") and ACF Technologies, Inc., a North Carolina corporation with its principal offices located at 64 Peachtree St, Suite 201, Asheville, North Carolina 28803, ("CONTRACTOR" or "ACF").

EXHIBIT A

Support Services Terms

1. **Solution Maintenance Description.** Solution Maintenance is generally described as maintaining software and hardware intended functionality and compatibility within a supported operating and technology environment, in accordance with an ACF solution purchase and under such parameters as described in the purchase contract or subsequent overriding contracts. Subject to the payment of the applicable fees, ACF shall provide Solution Maintenance Services for the Software and (if applicable) Hardware for an initial term of one year, beginning on a mutually agreed "Go Live Date". At the end of the initial term, the Maintenance and Support coverage may be renewed upon agreement from both the customer and ACF Technologies, Inc.

2. **Support Fees.** Customer agrees to pay an annual Support fee as set forth in the Cover Letter herein for the Support Term. Fees for renewal terms will be based on ACF's then-current support fees (18%); provided however that in no event shall the support fee increase by more than 7% per year (unless due to increase in hardware warranty/support costs from the manufacturer). All support fees are paid in advance.

3. Definitions

"**Software Upgrades**" means a major platform version release of the Software licensed under this Agreement, e.g., an update from version 2.3 to Version 3.0 or Version 4.2 to Version 5.x. Major platform upgrades (such as version 2.X to 3.0), optional modules, systems with certain integrated hardware and systems involving non-COTS enhancements will likely require additional ACF labor and training, which may require an onsite visit.

"**Service Request**" means the Error or question reported to ACF. The priority or severity of the Service Request is defined further below.

"**Software Updates**" is the distribution, whether public or private, of an initial or new and updated version of ACF Software. Software updates refer to service pack or point updates (Example: Version 2.0 to 2.2). ACF will provide Customer with software minor upgrades that ACF generally makes available to its other licensees for no additional licensing charge. Customer acknowledges that minor upgrades regarding point releases (e.g., version 2.0 vs. 2.1 and 2.2) typically do not require additional labor and training charges.

"**Business Days**" means Monday through Friday, excluding public and official holidays observed by the ACF location providing Support.

"**Business Hours**" means the usual working hours of the ACF location providing Support, which is 7:00 A.M. to 8:00 P.M. EST.

“Error” means any defect, including but not limited to a defect, virus problem or other defect in the Software or Hardware which prevents the Software or Hardware from performing in accordance with the documentation.

“Hardware” means the hardware components provided by ACF in accordance with the Q-Flow installation.

“Patch” means a fix to specific Software deficiencies that occur within the “Customer’s” specific environment. A Patch shall be made available only for the current release.

“Product” means the Software and hardware, specifically as purchased from ACF.

“Service Level Support” means, collectively, Support as set forth in Service Level Support section hereof.

“Software” means ACF’s software called Q-flow hereto, including any supporting documentation and versions greater than 4.1 and greater than 5.0.

The software that is covered under this maintenance contract is defined as "Q-Flow software" and does not include upgrades, patches, or repairs to Microsoft products.

“Unit” means the field replaceable hardware portions of the Product (or parts thereof).

****Note:** ACF supports Version 4.1 and greater during the span of the support and maintenance agreement.

Extended Hardware “Limited” Warranty (optional). The Extended “Limited” Warranty provides for the replacement of components that fail due to manufacturing defects in materials and workmanship. Excluded from warranty coverage are acts of nature, such as electrical storms, floods, fire, etc., acts of war and terrorism, criminal acts, customer damage and/or negligence. Your warranty purchase requires that you allow our help desk to perform a minimum amount of troubleshooting/diagnostics to provide indicators of the appropriate actions required to resolve the failure and to identify which actions may be required. For all warranty claims and repairs, ACF will assist Customer in obtaining repairs of equal or compatible replacements from the original manufacturer or vendor. Customer will report all problems relating to the Hardware directly to ACF and will not directly contact the original manufacturer or vendor without ACF’s prior written consent. The hardware provided from ACF is non-proprietary, thus the customer has the freedom to make changes as needed to the hardware in terms of upgrading operating systems or making minor repairs without having to contact ACF for permission. Consultation with ACF is strongly recommended when upgrading operating systems to ensure compatibility with existing Q-flow software. Upgrades, patches, or repairs to Microsoft software (i.e., operating systems and database) are the responsibility of the customer and are not covered under this contract. ACF will not provide Hardware Support past a three-year period from the initial purchase of the hardware. Please avoid lapsed warranty coverage, as additional re-instatement conditions and fees may apply. All replacement hardware will be express shipped, however ACF will not be held responsible for international shipping delays due to customs processing. International duties and taxes may incur an additional fee.

5. Service Level Support Description

The services covered by this agreement include the following:

- a) Software updates, defined specifically as the distribution, whether public or private, of an initial or new and updated version of ACF Software. Software updates refer to service pack or point updates (Example: Version 2.0 to 2.2);
- b) Correction of any Errors in the Software or Hardware;
- c) E-mail and Phone Technical Assistance;
- d) Software and Hardware (Hardware support optional) Support Services;
- e) Emergency Support Service;

ACF's personnel will provide a level of support service with suitable knowledge of and experience in the technical maintenance of the Products. Where there is a fault or failure of the Products, urgency and emphasis will be in priority of:

- Traffic restoration;
- Performance affirmation; and network restoration or normalization.

6. Service Request Severity Classifications

There are four (4) Service Request severity classifications: (a) Critical; (b) High; (c) Medium; and (d) Low. Critical, High and Medium Service Requests pertain to problems in the Product. Low Service Requests pertain to questions about the Product or Services. The four (4) Service Request severity classifications are defined as follows:

Critical: Error causes a majority of the Software to be down and unusable, resulting in total disruption of work or other critical business impact; no workaround is available.

High: Error causes major feature/function failure; operations are severely restricted; workaround is available.

Medium: Error causes minor feature/function failure; minor impact on usage, acceptable workaround deployed.

Low: Minor Error or requested enhancement; general information, documentation error, software modification request.

- (a) Once ACF customer support receives a support request, a customer support representative will provide feedback to Customer that the request has been logged and assigned to the appropriate engineer. The exact response will vary depending on the issue and the response time will commence as soon as practicable after the support request is received.
- (b) ACF will use diligent efforts to meet the following targets for response and resolution to reported Errors. A response is measured from the time that an Error is reported (by phone for Critical and High Errors) and all supporting detail has been provided. A Resolution is an answer, fix, or a workaround to the support request. ACF will provide resources on a substantially continuous basis to address Critical or High Errors until resolved.

Type of Error	Response Target	Resolution Target	Nature of Resolution	Shipment Method
Critical	30 minutes	1 business day	workaround is provided, patch is provided, fix incorporated into future release	Overnight Shipping (shipment needs must be determined prior to 2:00 pm Eastern Time for guaranteed next day delivery)
High	30 minutes	2 business days	workaround is provided, product patch is provided, fix incorporated into future release	Overnight (shipment needs must be determined prior to 2:00 pm Eastern Time for guaranteed next day delivery)
Medium	1 business day	10 business days	Answer to question(s) provided, workaround is provided, fix incorporated into future release	Ground Shipping
Low	3 business days	Next release	Answer to question and/or workaround or fix is provided. Enhancements implemented at ACF's discretion.	Ground Shipping

7. Response Time and Service Level Support:

ACF will route each Service Request to the appropriate ACF technician within one hour of e-mail receipt or registered phone-in call. ACF shall contact "Customer" in order to provide assistance concerning the Service Request, by e-mail or phone. If ACF cannot reach "Customer" by e-mail upon the first attempt, a phone call will be made to "Customer" in order to assist in the resolution of the problem.

New requirements that exceed the current functionality will have to be submitted as a new addition to the software, therefore will need to be quoted and added to the contract.

Before submitting a Service Request, the "Customer" shall gather as much information as possible regarding the problem before sending an e-mail to ACF Help Desk Support Services Office, including:

- Site name, address and telephone number;
- Site contact name;
- Model and serial number (s) of the affected equipment
- Product name, version and release;
- Platform (hardware and operating system) on which the software is running;
- Severity of the problem;
- If submitting a problem, description of the problem (including error numbers, error messages, and the circumstances under which problem occurred, including the events and actions leading up to the problem), and any additional information that might be available, such as log information, screen captures, data, etc.;
- Brief description of the diagnosis by the "Customer" personnel.

Upon receipt of a Service Request, ACF will proceed as follows:

- Validate the Service Request and priority of the Error;
- Validate information regarding Error provided by the "Customer";
- Provide a Patch or otherwise remedy the alleged Error within time frame as described above in Section 3 of the Maintenance Service Agreement.

8. E-mail and Phone Technical Assistance.

ACF will provide Remote Assistance to the "Customer", by e-mail or telephone access to ACF Help Desk Support Services Office in order to resolve Service Requests. Standard support hours are Monday to Friday, 7:00 A.M. to 6:00 P.M. Eastern Time for phone or email support. After hours support Monday – Friday 6:00 P.M. to 8:00 P.M. and Saturday from 7:00 A.M. to 3:00 P.M. Eastern Time for Critical or High Errors will be provided via e-mail with call back response time of 30 minutes if proper contact information is provided. 24-hour call back support provided for Emergency purposes only.

Customer shall perform tasks as requested by ACF to aid in the resolution of problems, and shall implement all reasonable workarounds to problems as directed by ACF. Customer shall facilitate VPN connectivity to allow ACF to remotely access and diagnose problems in the Software. ACF may identify errors arising from non-ACF hardware or software or from unauthorized modifications to hardware or software. In such cases ACF reserves the right to charge Customer for correcting such errors at then current rates for services.

Once a diagnosis has been pin-pointed, ACF's technical service representative will coordinate the resolution course with the "Customer's" staff members, which will be informed regularly of the process of an open Service Request via a return telephone call, through email or a faxed printed report.

ACF will use reasonable efforts to correct Errors in the Software when such Errors are reported to ACF, in accordance with the service levels below. ACF does not warrant that all Software Errors will be corrected.



- (a) E-mail and Telephone contact. The "Customer" may contact ACF Technologies Help Desk Support Services Office regarding such Service Requests via telephone to the following numbers: (800) 704-6592; or (828) 398-0040; or by e-mail to the following address: support@acftechnologies.com.
- (b) Service Request Number. ACF will assign to each Error reported by the "Customer" a number Service Request that will be logged, tracked and stored in ACF system.
- (c) Service Request Management. ACF will dedicate continuous attention to Critical and Major Service Requests until service is restored or Service Request is closed. ACF will work to resolve the Service Request and restore service, at which point ACF will close the Service Request.
- (d) Service Request Submission. Under this Agreement, there is no limit to the number of Service Requests that the "Customer" may submit for resolution.

9. On-Site Support

If it is determined that an on-site visit is needed in order to make a troubleshooting/diagnostic, it will be quoted additionally. An ACF service department representative will make all the arrangements for arrival of an ACF technician in less than two business days from the receipt of purchase order.

Once on-site, if it is necessary for Hardware to be replaced, hardware will either be direct shipped from ACF, drop-shipped by the manufacturer or purchased locally at ACF's expense.

10. Prices, Term and Payment Terms

The "Customer" agrees to pay ACF a fee equal to \$ _____, for a period beginning on _____ and expiring on _____.

All payments shall be made in US dollars, in full in advance of the commencement of the service/coverage. All taxes collected by ACF on behalf of the "Customer" will be paid to the proper taxing authorities as required.

ACF will not be obligated to provide any services other than those set forth in this Exhibit A. Unless otherwise agreed, Customer shall pay ACF at then-current rates for Additional Services provided, including, but not limited to: (i) on-site service and related travel expenses; (ii) data conversion, system integration or other consulting services; (iii) service or maintenance of third-party software; (iv) services caused by Customer's fault, misuse, negligence or failure to perform Customer responsibilities, including failure by Customer to maintain adequate data back-ups; (v) services caused by a malfunction of our product with any product or goods other than those licensed by Customer from ACF; (vi) services caused by the use by Customer or an version of the Software other than the current or immediately prior version; (vii) changes to Customer systems requiring re-mapping of Software and/or Hardware.

11. Term and Termination

Either party may terminate this agreement if the other is in material breach or in default of any obligation hereunder, and such breach or default is not cured, or, if cure is not practical within thirty (30) days, commenced cure, within fifteen (15) days of written notice from the other party. In the case of material breach by ACF, the "Customer" shall receive a pro-rata refund for the unused portion of the services.

Notwithstanding the aforesaid, the "Customer" may terminate this Agreement at any time, without cause and without compromising its liability, by notifying ACF its decision in writing at least sixty (60) days in advance prior to the termination date. There will be NO refunds given for early termination of the maintenance agreement, except as provided above in the foregoing paragraph.

Effective immediately upon termination of this agreement, ACF will cease to provide any maintenance support service to the "Customer".

12. Confidentiality

Each party shall not use the Confidential Information of the other party for any purposes except as necessary to fulfill its obligations under this agreement. Each party shall retain the Confidential Information in strictest confidence and shall not furnish any Confidential Information to any third party without the other party's written consent, except to those of its employees who need to know such information in order to fulfill their obligations under this agreement, provided such employees are under a written contractual restriction covering the Confidential Information that is no less restrictive or protective than the terms of this section.

Each party agrees to use proprietary information only for the purposes of this Agreement or as otherwise expressly permitted by the other party. Notwithstanding the foregoing, each party's confidentiality obligations hereunder shall not apply to information which: (i) is already known to the other party; (ii) becomes publicly available without fault of the other party; (iii) is rightfully obtained by the other party from a third party without restriction as to disclosure; (iv) is shown by written record to be developed independently by either party without use of the other party's proprietary information; (v) is shown by written record to have been known or available to either party without restriction as to disclosure at the time of either party's receipt of such information; or (vi) is required to be disclosed by law.

The Confidential Information shall remain the sole property of the disclosing party. No license is granted by either party under any intellectual property rights or other proprietary rights by the disclosure of any information hereunder. The Confidential Information is provided "as is" with no warranty as to completeness or accuracy.

Each party acknowledges and agrees that a breach of any of its obligations hereunder will result in irreparable injury to the other party for which there will be no adequate remedy at law, and the other party shall be entitled to appropriate equitable relief in the event of any breach, threatened breach, or intended breach of this agreement by the other party. Such remedies shall be in addition to all other remedies available at law or in equity.

At all times, both during and after the term of this Agreement, each party shall: (a) hold Confidential Information of the other party in confidence; (b) not use, transfer, publish, disclose or report the other party's Confidential Information directly or indirectly, except such disclosure to its employees or authorized third parties as may be necessary in the ordinary course of performing under this Agreement; and (c) not use the other party's Confidential Information in order to further its own interests or the interests of any entity other than the providing party.

13. Assignment

The "Customer" may not transfer this Agreement in whole or in part to any other entity or organization without full written consent from ACF Technologies, Inc.

14. Notices

All notices or other communications required or permitted to be given hereunder shall be in writing, shall be deemed duly given upon actual receipt and shall be delivered by registered or certified mail, or by a generally recognized overnight courier service, or by facsimile or other generally accepted means of electronic transmission and addressed as follow:

ACF Technologies, Inc.
64 Peachtree Rd, STE 201
Asheville, NC 28803
Ph.: 828-398-0040
Fax: 8555155351

15. Force Majeure

Neither party shall be liable for any act, omission or failure to fulfill its obligations under this agreement if such act, omission or failure arises from any cause reasonably beyond its control, without its fault or negligence, and which could not reasonably have been remedied, such as, but not limited to, acts of God, reasons of fire and floods. The party unable to fulfill its obligations shall immediately notify in writing the other party of the reasons for its failure to fulfill its obligations and the effect of such failure and shall use its best efforts to reduce and overcome within a reasonable time, the effect of the Force Majeure event which affect the performance of its obligations.

16. Waiver

The waiver or failure of either party to exercise any right provided for herein shall not be deemed a waiver of any further right hereunder.

17. Enforceability

If any provision of this Agreement shall be held to be invalid, illegal or unenforceable, or shall be changed following a decision by a competent court, the parties shall endeavor to amend the provision so affected so as to make them valid and enforceable whilst reflecting as closely as possible the commercial purpose and intent of said provision.

It is agreed that this invalidity or unenforceability of such provision shall not affect the other provisions of this agreement.

18. Headings

The headings contained in this agreement and the exhibits attached hereto are intended for convenience or reference only and shall not control or affect the meaning or construction of any provisions of this agreement.

19. Representations

The persons signing this Agreement on behalf of each party hereby warrant and represent that they are authorized to execute this Agreement and agree to be fully responsible personally for breach of this warranty and representations.



EXHIBIT A: PRICING PAGE

Cost information below as detailed in the Request for Quotation. Cost figures should be clearly marked.

GRAND TOTAL BREAKDOWN:

(Vendor must provide the individual cost breakdown for the components listed below and all related costs associated with the implementation.)

	Or Equal Manufacturer/Product Bid	Unit Cost	Unit of Measure	Quantity	Extended Cost
Hardware, Software, Training, Implementation, Including Year One Maintenance					
All Inclusive	WVBIDPACK	\$292,931.00	Package	1	\$292,931.00
Support/Maintenance/Online Training					
Year Two	Support & Maintenance	\$43,777.80	Year	1	\$43,777.80
Year Three	Support & Maintenance	\$43,777.80	Year	1	\$43,777.80
Year Four	Support & Maintenance	\$43,777.80	Year	1	\$43,777.80
Total Bid Amount					\$424,264.40

Assumptions:

- **Cost Savings Opportunities**
 - Support and Maintenance for years 2-4 paid in advance at "Go-Live" would be reduced to \$103,500. (\$29,185.20 savings)
 - Manager reduction. ACF offers concurrent usage and real time dashboards. We believe the manager licenses could be reduced to approximately 32. We did not make this reduction in the overall price due to the bid specifically requesting 85 manager licenses. This alteration could save approximately \$40K.
- **Additional Cost:**
 - ACF did NOT include pricing for individual ISP at each location. If ACF must supply ISP, we will pass through ISP cost plus a 7.5% management fee.
 - Shipping will be billed as actual.



Cost Breakdown

Description	Unit	Quantity	Price	Total
Software – Server Level				
Q-Flow LT License Pack: <ul style="list-style-type: none"> 1 x Enterprise Q-Flow LT Pooled Agent Licenses (185 Std Licenses, 85 Manager, 3 Admin) 17 x Lobby Management License Packs (Kiosk, Printer, Video, English Audio) 	Pack	1	\$165,860	\$165,860
Hardware – Reception & Ticketing				
Hardware Package: <ul style="list-style-type: none"> 2 x T88V Printers w/ starter roll 1 x Tablet Kiosk w/ Bluetooth printer, backup battery, and starter roll 1 x Media Pack (PC, Amp, Speakers) 	Pack	17	\$4,550	\$77,350
Installation/Configuration				
Q-Flow LT Configuration Package: <ul style="list-style-type: none"> Unit Configuration Software Configuration Hardware Configuration Project Management 	Per SOW	1	\$20,000	\$20,000
Onsite Training, Installation, and Consultation	Per Day	5	\$1,000	\$5,000
Ongoing Technical Support (Year One)	Global	1	\$24,321	@4,312



STATE OF WEST VIRGINIA
Purchasing Division
PURCHASING AFFIDAVIT

MANDATE: Under W. Va. Code §5A-3-10a, 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: (1) the debt owed is an amount greater than one thousand dollars in the aggregate; or (2) the debtor is in employer default.

EXCEPTION: The prohibition listed above does not apply where a vendor has contested any tax administered pursuant to chapter eleven of the W. Va. 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.

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.

"Employer default" means having an outstanding balance or liability to the old fund or to the uninsured employers' fund or being in policy default, as defined in W. Va. Code § 23-2c-2, failure to maintain mandatory workers' compensation coverage, or failure to fully meet its obligations as a workers' compensation self-insured employer. An employer is not in employer default if it has entered into a repayment agreement with the Insurance Commissioner and remains in compliance with the obligations under the repayment agreement.

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

AFFIRMATION: By signing this form, the vendor's authorized signer affirms and acknowledges under penalty of law for false swearing (W. Va. Code §61-5-3) that neither vendor nor any related party owe a debt as defined above and that neither vendor nor any related party are in employer default as defined above, unless the debt or employer default is permitted under the exception above.

WITNESS THE FOLLOWING SIGNATURE:

Vendor's Name: Josh Gravley, National Sales Manager ACF Technologies Inc.

Authorized Signature: [Signature] Date: 10/3/2016

State of North Carolina

County of Buncombe to-wit:

Taken, subscribed, and sworn to before me this 3 day of October

My Commission expires May 24, 2021



NOTARY PUBLIC: [Signature]



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 Vendor Preference, if applicable.

1. Application is made for 2.5% vendor preference for the reason checked:

- Bidder is an individual resident vendor and has resided continuously in West Virginia for four (4) years immediately preceding the date of this certification; **or,**
- Bidder is a partnership, association or 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;
- Bidder is a resident vendor partnership, association, or corporation with at least eighty percent of ownership interest of bidder held by another entity that meets the applicable four-year residency requirement; **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% 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% vendor preference for the reason checked:

- Bidder is a nonresident vendor that employs a minimum of one hundred state residents, or a nonresident vendor which has an affiliate or subsidiary which maintains its headquarters or principal place of business within West Virginia and employs a minimum of one hundred state residents, and for purposes of producing or distributing the commodities or completing the project which is the subject of the bidder's bid and continuously over the entire term of the project, on average at least seventy-five percent of the bidder's employees or the bidder's affiliate's or subsidiary's employees are residents of West Virginia who have resided in the state continuously for the two immediately preceding years and the vendor's bid; **or,**

4. Application is made for 5% 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% 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% 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.

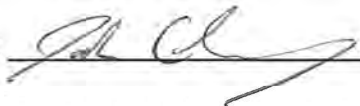
7. Application is made for preference as a non-resident small, women- and minority-owned business, in accordance with West Virginia Code§5A-3-59 and West Virginia Code of State Rules.

_____ Bidder has been or expects to be approved prior to contract award by the Purchasing Division as a certified small, women and minority-owned business.

Bidder understands if the Secretary of Revenue determines that a Bidder receiving preference has failed to continue to meet the requirements for such preference, the Secretary may order the Director of Purchasing to: (a) rescind the contract or purchase order; or (b) assess a penalty against such Bidder in an amount not to exceed 5% of the bid amount and that such penalty will be paid to the contracting agency or deducted from any unpaid balance on the contract or purchase order.

By submission of this certificate, Bidder agrees to disclose any reasonably requested information to the Purchasing Division and authorizes the Department of Revenue to disclose to the Director of Purchasing appropriate information verifying that Bidder has paid the required business taxes, provided that such information does not contain the amounts of taxes paid nor any other information deemed by the Tax Commissioner to be confidential.

Bidder hereby certifies that this certificate is true and accurate in all respects; and that if a contract is issued to Bidder and if anything contained within this certificate changes during the term of the contract, Bidder will notify the Purchasing Division in writing immediately.

Bidder: Josh Gravley Signed: 

Date: October 3, 2016 Title: National Sales Manager

*Check any combination of preference consideration(s) indicated above, which you are entitled to receive.



ADDENUMS

ADDENDUM ACKNOWLEDGEMENT FORM SOLICITATION NO: **DMV1600000003**

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:
(Check the box next to each addendum received)

<input checked="" type="checkbox"/> Addendum No 1	<input type="checkbox"/> Addendum No 6
<input checked="" type="checkbox"/> Addendum No 2	<input type="checkbox"/> Addendum No 7
<input checked="" type="checkbox"/> Addendum No 3	<input type="checkbox"/> Addendum No 8
<input checked="" type="checkbox"/> Addendum No 4	<input type="checkbox"/> Addendum No 9
<input type="checkbox"/> Addendum No 5	<input type="checkbox"/> Addendum No 10

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further 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.

ACF Technologies Inc,

Company


Authorized Signature

October 3, 2016

Date

NOTE: This addendum acknowledgment should be submitted with the bid to expedite document processing.

Addendum 1

SOLICITATION NUMBER: CRFQ DMV1600000003

Addendum Number: 01

The purpose of this addendum is to modify the solicitation identified as ("Solicitation") to reflect the change(s) identified and described below.

Applicable Addendum Category:

- Modify bid opening date and time
- Modify specifications of product or service being sought
- Attachment of vendor questions and responses
- Attachment of pre-bid sign-in sheet
- Correction of error
- Other

Description of Modification to Solicitation:

This addendum is issued to modify the solicitation per the attached documentation and the following:

1. To modify the questions submission deadline to August 29, 2016 at 10:00 AM EST.
2. To modify the bid opening date to September 20, 2016 at 1:30 PM EST.

No other changes.

Additional Documentation: Documentation related to this Addendum (if any) has been included herewith as Attachment A and is specifically incorporated herein by reference.

Terms and Conditions:

1. All provisions of the Solicitation and other addenda not modified herein shall remain in full force and effect.
2. Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

Revised 6/8/2012

Addendum 2

SOLICITATION NUMBER: CRFQ DMV1600000003
 Addendum Number: 02

The purpose of this addendum is to modify the solicitation identified as (“Solicitation”) to reflect the change(s) identified and described below.

Applicable Addendum Category:

- Modify bid opening date and time
- Modify specifications of product or service being sought
- Attachment of vendor questions and responses
- Attachment of pre-bid sign-in sheet
- Correction of error
- Other

Description of Modification to Solicitation:

This addendum is issued to modify the solicitation per the attached documentation and the following:

1. Post Vendor questions and Agency responses from Non-mandatory Pre-bid Meeting.
2. Republish Specifications, Attachments, and Exhibit A Pricing Page the Q&A from line 1. (Specifications are HIGHLIGHTED in yellow to note changes).

No other changes.

Additional Documentation: Documentation related to this Addendum (if any) has been included herewith as Attachment A and is specifically incorporated herein by reference.

Terms and Conditions:

1. All provisions of the Solicitation and other addenda not modified herein shall remain in full force and effect.
2. Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

Revised 6/8/2012

Addendum 3

SOLICITATION NUMBER: DMV1600000003

Addendum Number: 3

The purpose of this addendum is to modify the solicitation identified as BMS14028 ("Solicitation") to reflect the change(s) identified and described below.

Applicable Addendum Category:

- [X] Modify bid opening date and time
- [] Modify specifications of product or service being sought
- [] Attachment of vendor questions and responses
- [] Attachment of pre-bid sign-in sheet
- [] Correction of error
- [] Other

Description of Modification to Solicitation:

1. Bid Opening has been moved from 09/20/2016 to 10/05/2016.
Bid opening remains 1:30 PM

Additional Documentation: Documentation related to this Addendum (if any) has been included herewith as Attachment A and is specifically incorporated herein by reference.

Terms and Conditions:

1. All provisions of the Solicitation and other addenda not modified herein shall remain in full force and effect.
2. Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

Addendum 4

SOLICITATION NUMBER: DMV1600000003

Addendum Number: 4

The purpose of this addendum is to modify the solicitation identified as DMV1600000003 ("Solicitation") to reflect the change(s) identified and described below.

Applicable Addendum Category:

- Modify bid opening date and time
- Modify specifications of product or service being sought
- Attachment of vendor questions and responses
- Attachment of pre-bid sign-in sheet
- Correction of error
- Other

Description of Modification to Solicitation:

1. To publish Agency responses to Vendor questions.
2. To add 3.1.1.5.2 to the Specifications. See attached.
3. Bid Opening remains 10/05/2016 @ 1:30 PM.

Additional Documentation: Documentation related to this Addendum (if any) has been included herewith as Attachment A and is specifically incorporated herein by reference.

Terms and Conditions:

1. All provisions of the Solicitation and other addenda not modified herein shall remain in full force and effect.
2. Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

CRFQ DMV160000003

Customer Queuing

Vendor Questions

Q1. Is there a list of the total number of counter\windows for each location?

A. Beckley 11, Charles Town 13, Clarksburg 16, Huntington 12, Kanawha City 16, Martinsburg 16, Parkersburg 13, Winfield 12, Morgantown 11, Elkins 10, Moundsville 8, Princeton 8, Romney 8, Summersville 10, Logan 8, Lewisburg 6, Flatwoods 7, Total 185 workstations.

Q2. Is there a total number of concurrent users?

A. The total number of possible concurrent users is 273.

Q3. Regarding the user licenses, can the State please specify the total number of System Admin licenses, Mgr/Supervision licenses & agent/CSR licenses?

A. If we understand the question correctly; 185 workstations, 85 Managers, and 3 System Administrators.

Q4. How many manager users will need to access reporting?

A. 32.

Q5. In addition to the Mobile Reception Consoles(MRC), does the state need additional fixed print stations or kiosk? If so, how many?

A. In addition to the Mobile Reception Consoles, we need two ticket printers at each office as described in 3.1.1.8.

Q6. Does the Mobile Reception Consoles need to be non-proprietary?

A. DMV has no preference.

Q7. If yes, above, to a self-serve kiosk, does the fixed kiosks, need to be ADA compliant?

A. Not applicable

Q8. Please clarify the full functionality for the MRC reception console?

A. During peak periods, the MRC will allow DMV to employ an additional Customer Service Representative to step out of the Information Counter to greet customers waiting in line, enter the customer into queue, and issue them a printed ticket so they can be seated in the Lobby/Waiting area.

Q9. How many reception desk and receptionist users will there be?

A. There are 17 Information Counters/Reception Desks. Including the MRC, there will be a total of 51 receptionists, 3 per office.

Q10. Does the State want the vendors to provide a solution for customer survey and feedback?

A. No.

Q11. Can WV extend the respond date by at least a week?

A. The bid opening date will be extended to 1:30 PM, October 5, 2016.

Q12. After the queuing check-in is complete will all personal information be removed from the queuing system?

A. Yes, information will be purged upon completion of the printed ticket.

Q13. Will any weight or consideration be given to the features/benefits/functionality of one system to another or is the project awarded solely on the lowest price?

A. The RFQ process requires the contract be awarded to the lowest bidding vendor meeting specifications.

CRFQ DMV1600000003
Customer Queuing
Vendor Questions

Q14. With the Mobile Reception Consoles, does the State have the ability to provide a wireless connection to these devices and the hosted software in the office/lobby area?

A. No, the vendor is responsible for obtaining the Internet Service Provider to support the MRC.

Q15. Please clarify is the bid is due on 8/23 OR 8/30

A. Bids are due by 1:30pm October 5, 2016.

Q16. Should the Vendor be the publisher and not a reseller of the proposed solution?

A. The vendor is not required to be the publisher of the proposed solution.

Q17. Should the System be on premise solution and not a hosted or SAAS solution?

A. DMV has no preference.

Q18. Is there a requirement for specific Vendor experience providing solution to DMVs and if so, what is the requirement?

A. There is no requirement for specific Vendor experience.

Q19. In regards to reporting functionality, is it required for reporting to be schedulable on a one time and re-occurring basis?

A. Yes. 3.1.1.5 has been modified as attached.

Q20. Is it required that the data be exportable in editable and non-editable formats?

A. Data is only required to be exportable in non-editable format.

Q21. Is there a requirement that the vendor have experience with successfully integrating with Motor Vehicle Network?

A. There is no requirement for specific Vendor experience.

Q22. Should the System provide Management with alerts when service levels have been reached?

A. Yes as described in 3.1.1.5.

13.

Q23. Is the state seeking a turn-key non-proprietary self-service system that comes fully assembled and includes non-proprietary printer that does not require proprietary paper?

A. No, the solution can be either proprietary or non-proprietary. The self-service solution will not be supported by the Office of Technology.

Q24. Is the state interested in a hosted solution as an alternative?

A. A hosted solution is a viable alternative.

Q25. If hosted is the vendor required to provide internet service for state?

A. A VPN connection would be established to allow access to the hosted solution.

Q26. Has the State seen product demonstrations from any Customer Queuing vendors in the past 12 months, and if so, which companies?

A. DMV has viewed one demonstration in the past 12 months. Q-Matic Corporation.

Q27. Would the State like the vendor to provide online training/videos to supplement train the trainer to provide office supervisors configuration instructions on how to optimize their offices?

A. Yes.

CRFQ DMV1600000003
Customer Queuing
Vendor Questions

Q28. Does the state of WV want a COTS system that allows each office configuration "granularity"?

A. No preference.

Q29. 6.1 Page 27, Delivery, can the 15 working days to ship hardware be extended to 30?

A. Yes, the hardware shipping requirement will be changed to thirty (30) days. Please see attachment.

CRFQ DMV1600000003
Customer Queuing
Modification to specifications

3.1.1.5.2 The queuing software must provide configurable reporting in editable and non-editable formats for: customer totals, customer wait time, session time, employee productivity, number of waiting customers, open/closed workstations, login information, waiting customers per category and site, status and productivity of each employee.

6.1 Shipment and Delivery: Vendor shall deliver standard orders within thirty (30) working days after orders are received. Vendor shall deliver emergency orders within twenty (20) working days after orders are received. Vendor shall ship all orders in accordance with the above schedule and shall not hold orders until a minimum delivery quantity is met. Contract items must be delivered to Agency at locations listed in 3.1.1.1 and 3.1.1.2.

ACF Appendices

Appendix: QFlow- Requirements and Compatibility Information

Overview

The purpose of this appendix is to provide technical background and information as to the minimum, recommended specifications and scalability of QFlow's hosting environment as well as its client and device dependencies relevant to requirements and deployment strategy.

ACF acknowledges Exhibit J.11, Consensus Assessments Initiative Questionnaire, and will provide details upon request.

QFlow Environmental Requirements & Recommendations

Dedicated Web Server Minimum Requirements Table

The following specifications are *minimum* recommended requirements for QFlow operation – production requirements are calculated according to estimated demand and infrastructure requirements.

Item	Minimum Requirements	
	X86	X64
Operating System (Physical or Virtualized)	<ul style="list-style-type: none"> Windows Server 2003 Standard or higher or <ul style="list-style-type: none"> Windows Server® 2008 Standard or higher 	<ul style="list-style-type: none"> Windows Server 2008 Standard or higher or <ul style="list-style-type: none"> Windows Server 2012 Standard or higher
Minimum Available RAM	2GB or more	4GB or more
CPU	1GHz or higher <ul style="list-style-type: none"> 1 x Dual Core or more or <ul style="list-style-type: none"> 2 x Single Core or more 	
Flat Files Disk Space	<ul style="list-style-type: none"> 2GB is recommended for normal activity. Larger free disk space may be required when distributing media files from QFlow web server. 	
Network Card	1GB Ethernet	
Internet Information Services (IIS)	Internet Information Services (IIS) 7.0 or higher	
Other Applications	<ul style="list-style-type: none"> Microsoft® .NET Framework 4.0+ ASP.NET 4.0 WCF HTTP Activation 	
Supported features	<ul style="list-style-type: none"> Fully supports IIS Load Balancing 	

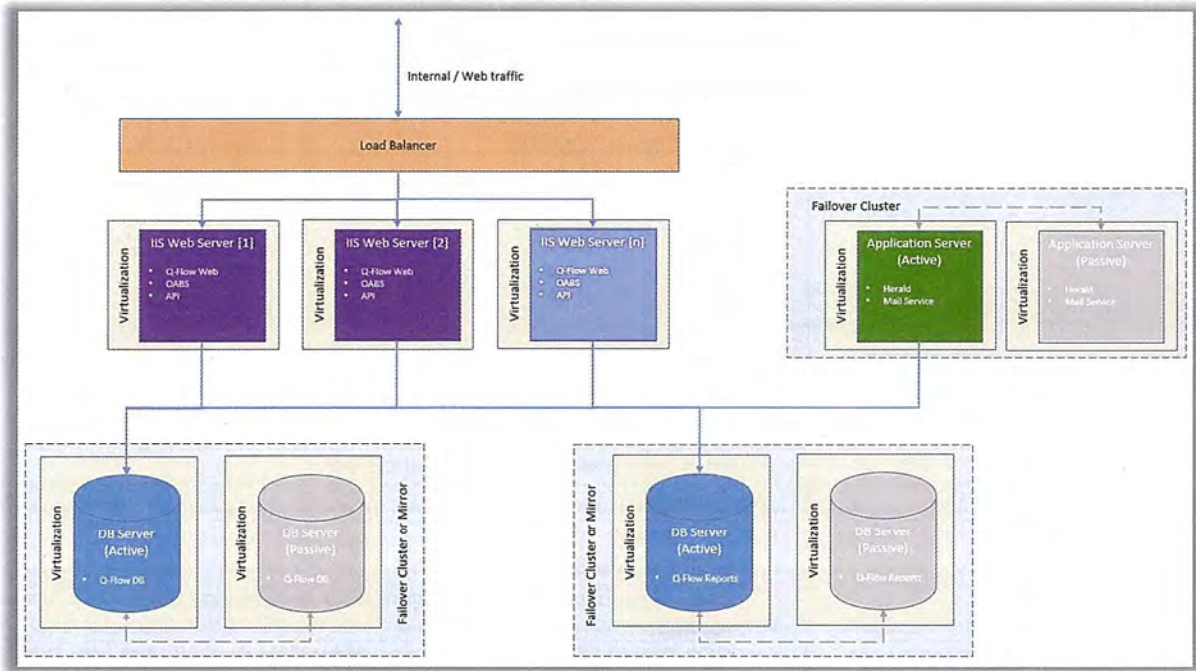
Dedicated SQL Server Minimum Requirement Table

The following specifications are *minimum* recommended requirements for QFlow operation – production requirements are calculated according to estimated demand and infrastructure requirements.

Item	Requirements	
	X86	X64
Operating System (Physical or Virtualized)	<input type="checkbox"/> Windows Server® 2008 Standard or higher	<input type="checkbox"/> Windows Server 2008 Standard or higher or <input type="checkbox"/> Windows Server 2012 Standard or higher
SQL Server	<ul style="list-style-type: none"> • SQL Server 2008 Standard or higher or <ul style="list-style-type: none"> • SQL Server 2008 R2 Standard or higher 	<input type="checkbox"/> SQL Server 2008 Standard or higher or <input type="checkbox"/> SQL Server 2008 R2 Standard or higher or <input type="checkbox"/> SQL Server 2012 Standard or higher
Minimum Available RAM	4GB or more	8GB or more
CPU	1GHz or higher <ul style="list-style-type: none"> • 1 x Dual Core or more or <ul style="list-style-type: none"> • 2 x Single Core or more 	
Flat Files Disk Space	100GB is recommended for normal activity.	
Network Card	1GB Ethernet	
SQL Features Required	<ul style="list-style-type: none"> • SQL Agent • SQL Service Broker • SQL Reporting Services – required for generating QFlow Info Center reports. • SQL Server 2012 Shared Management Objects (included with SQL Server 2012) 	
Supported features	<input type="checkbox"/> Fully support SQL clustering, mirroring and replication	

Central Server” Deployment Model

- Suitable for multiple branches up to a recommended 2000 branches
- Scalable up to 15,000 transactions per hour
- Fully redundant
- Loads greater than 15,000 transactions per hour should consider multiple “Regional” deployments
- Data security requirements



- “Regional” deployment model separates QFlow Web processing from QFlow DB processing via dedicated virtual servers.
- Report processing is also offloaded to separate virtual database server, and QFlow Herald and Mail Service processes (background jobs) are offloaded to a separate virtual server.
- IIS Web servers are 'load balanced' 2+n to ensure redundancy and enable scalable throughput
- Database servers are put into active/passive cluster to ensure redundancy
- Herald and Mail server may only have a single instance running, so are arranged into an active/passive mode to ensure redundancy.

IIS Web Server Specs

Each virtualized webserver is recommended the following specs:

- 4 Cores @ 3.1GHz
- 6GB RAM
- 100GB storage
- Windows Server 2012 Standard
- IIS + .NET 4.0 (as per QFlow Web installation requirements)

Each recommended webserver (4 cores @ 3.1GHz w/ 6GB RAM) is capable of processing 3000 transactions per hour.

For redundancy purposes, the minimum recommended number of webserver should be 2, but should be load balanced and scaled horizontally to meet demand.

2 webserver at recommended spec will process 6000 transactions per hour – scaled up to 5 load balanced web server processing 15,000 transactions per hour.

*Each webserver is capable of handling approximately 750 transactions **per hour per core**.

Database Server Specs (for QFlow- DB)

The virtualized database server is recommended the following specs

- 4 Cores @ 3.1GHz
- 16GB RAM
- 1TB storage
- Windows Server 2012 Standard
- IIS + .NET 4.0 (as per QFlow Web installation requirements)

The recommended DB server (4 cores @ 3.1GHz w/ 16GB RAM) is capable of processing 15,000 transactions per hour and will scale with CPU cores and processing speed.

QFlow DB will scale at 2GB per 1 million 'cases' (appointments or visits).

*The DB server is capable of handling 1250 transactions **per hour per core per GHz**

For redundancy purposes, the DB should be part of an active/passive cluster or SQL mirroring, to allow failover.

Application Server Specs

The virtualized application server is responsible for processing alerts and reminders and scheduled background tasks, and therefore has little need for real-time high performance or scalability.

It is recommended the following server specs:

- 4 Cores @ 3.1GHz
- 4GB RAM
- 100GB HDD
- Windows Server 2012 Standard
- IIS + .NET 4.0 (as per QFlow Web installation requirements)

The recommended server is capable of processing the background process demands for 15,000 transactions per hour, and will scale according to number of cores and processing speed.

Only 1 application server (QFlow Herald, Mail Service) may run, so should be placed as part of an active/passive cluster, to allow for redundancy failover.

Database Server Specs (for QFlow Reports)

The virtualized database server is responsible for processing adhoc MI and reporting data, and has little need for real-time high performance or scalability. It is recommended the following server specs:

- 4 Cores @ 2.8GHz
- 8GB RAM
- 100GB HDD
- Windows Server 2012 Standard
- IIS + .NET 4.0 (as per QFlow Web installation requirements)

The recommended server is capable of processing the estimated daily reporting demands for more than 2000 report users (QFlow managers, 1 per branch).

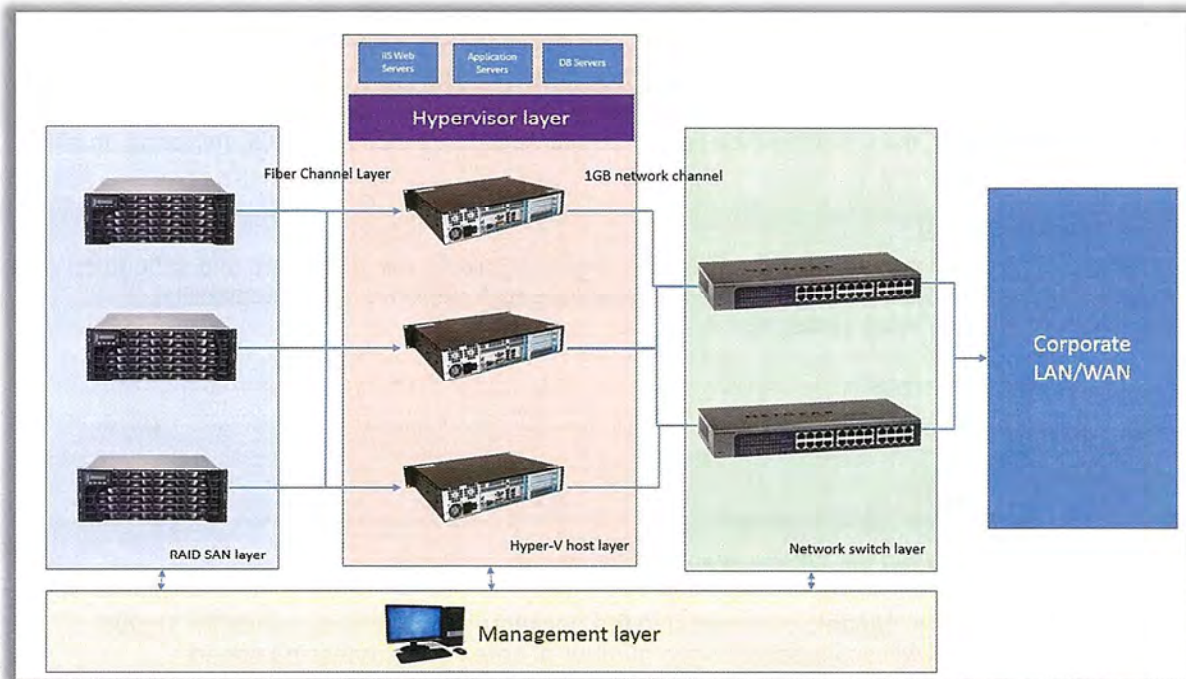
Number of cores and processing speed will only affect report generation time (seconds), and scales minimally with number of users and is not affected by transactions per hour.

Only 1 report server may concurrently, so should be placed as part of an active/passive cluster, to allow for redundancy failover.

Physical and Virtual Infrastructures

QFlow can run on a physical server environment, and also on a wide range of PaaS (Platform as a Service) virtualization technologies, including existing client infrastructure, or web hosting solutions such as Azure, Amazon Web Services or local territory webhosting.

An example virtualization structure supported by QFlow is as follows:



QFlow- Clients & Device Requirements & Recommendations

Compatibility Tables (Server, Clients & Devices)

F = Fully supported P = Partial Support X = Not supported

Application	32Bit							64bit					
	Windows XP (all SP)	Windows Vista	Windows 7	Windows Server 2000	Windows Server 2003	Windows Server 2008	Linux	Windows 7	Windows Server 2000	Windows Server 2003	Windows Server 2008	Linux	Windows Server 2012
Q-Flow Web	P	P	F	X	F	F	X	F	X	F	F	X	F
Q-Flow DB	P	P	F	X	F	F	X	F	X	F	F	X	F
Q-Flow Services	F	F	F	X	F	F	X	F	X	F	F	X	F
Q-Flow Device Manager	F	F	F	X	F	F	X	F	X	F	F	X	F
Kiosks	F	F	F	P	F	F	P	F	P	F	F	P	F
Ticket Printers	F	F	F	P	F	F	P	F	P	F	F	P	F
Audio	F	F	F	X	F	F	X	F	X	F	F	X	F
Display screens	F	F	F	P	F	F	P	F	P	F	F	P	F

Browser Compatibility

F = Fully supported P = Partial Support X = Not supported

QFlow UI is compatible with all XHTML 1.0 compatible browsers and above. This include Internet Explorer 6 to 11, all version of Chrome, Firefox and Safari, Opera and many other browsers. Generally, all the user client systems needs to access the UI for Qflow is a Modern Web Browser on any mobile or PC based device.

Browsers	Version	QFlow Web
Internet Explorer	<5.5	X
	6	P
	7	F
	8	F
	9	F
	10	F
	11	F
Edge	All Versions	F
Firefox	All Versions	F
Chrome	All Versions	F
Safari	2004	F

QFlow- Device Manager Device Compatibility

QFlow Device Manager is installed locally in the branch. It is responsible for the following tasks:

- Playing audio announcement
- Displaying popup notifications on information screens in the branch
- Controlling LED displays in the branch (both main and counter displays)
- Printing tickets
- Displaying and monitoring Info Pages
- Printing brochures

It uses the Windows Driver stack (either Microsoft generic drivers or manufacturer drivers) to access devices, and therefore is compatible with nearly ALL printers, screens, audio devices, touchscreens and LED displays.

Type	Make	QFlow Device Manager
Printers	HP	F
	Canon	F
	Epson	F
	EPIC	F
	Zebra	F
	Custom	F
	Lexmark	F
	Xerox	F
	Oki	F
Touchscreens	ELO	F
	Zytronic	F
	Synaptics	F
	Cypress	F
	Alps	F
Audio	ASUS	F
	AdLib	F
	Creative	F
	CMedia	F
	Intel	F
	MAudio	F
	Roland	F
	Turtle Beach	F
Yamaha	F	
LED	Onlinet	F
	iSign	F
	QLED	F

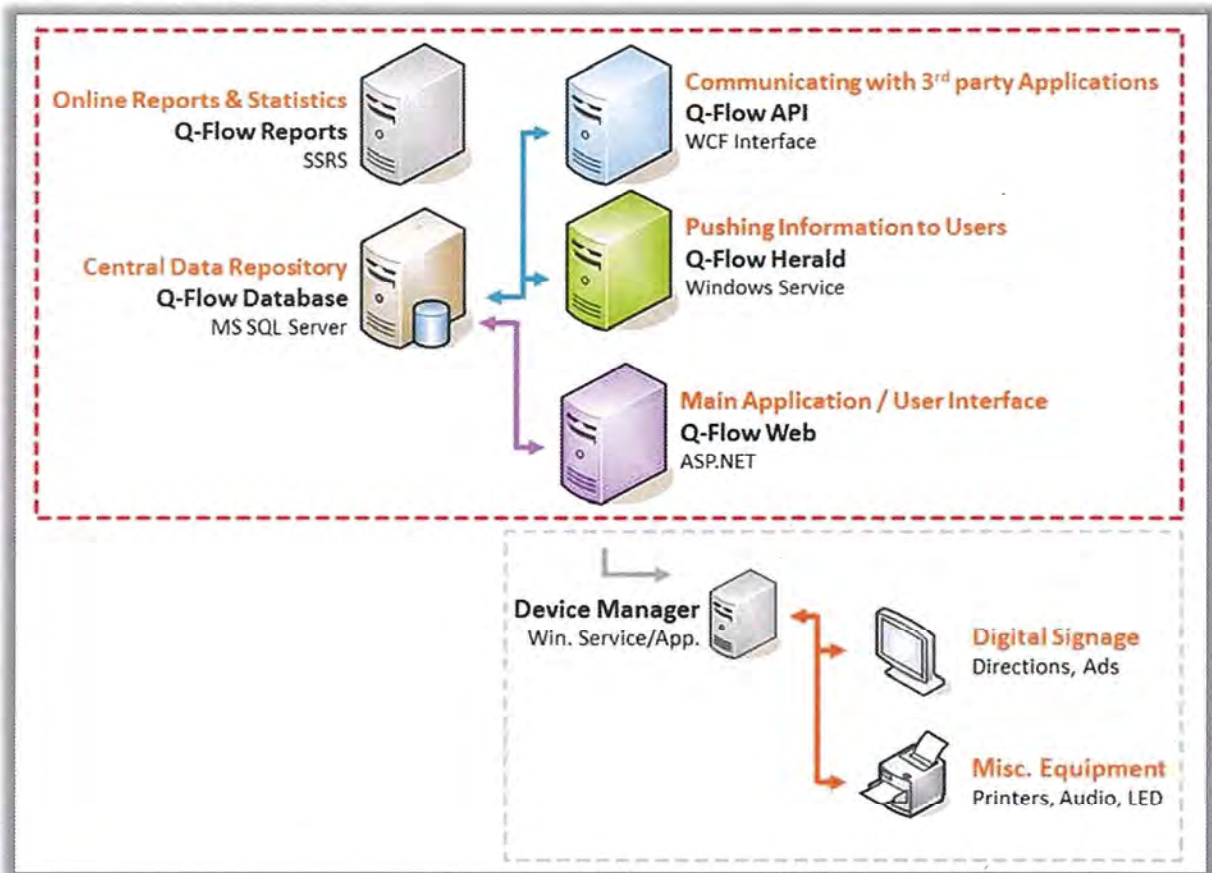
Platform Virtualization Compatibility

F = Fully supported P = Partial Support X = Not supported * = Certified

QFlow works on any platform virtualization technology that can provide the underlying Windows O/S, IIS, SQL Server infrastructure meets the minimum requirements.

Platform	Versions	QFlow Web	QFlow DB	QFlow Device Manager
HyperV	2008	F	F	F
	2012*	F	F	F
VMWare	ESX (v23)	F	F	F
	ESX (v4)*	F	F	F
	ESXi (v35)	F	F	F
	ESXi (v5.5)*	F	F	F
Oracle VM	3.x	F	F	F
	VirtualBox	P	P	P
Virtual PC	2004	P	P	P
	2007	F	F	F
XEN	App	X	X	F
	Server	F	F	F
Denali	All	X	X	X
KVM	All	X	X	X

QFlow- Components



QFlow- Web Server

QFlow Web is an ASP.NET application responsible for generating the user interface for administrators, managers, agents, reception points and info pages.

QFlow application pool may run under any account, but must have 32bit mode enabled. QFlow requires a connection string to the database to be configured using the SQL account, manually, after setup.

QFlow- Database

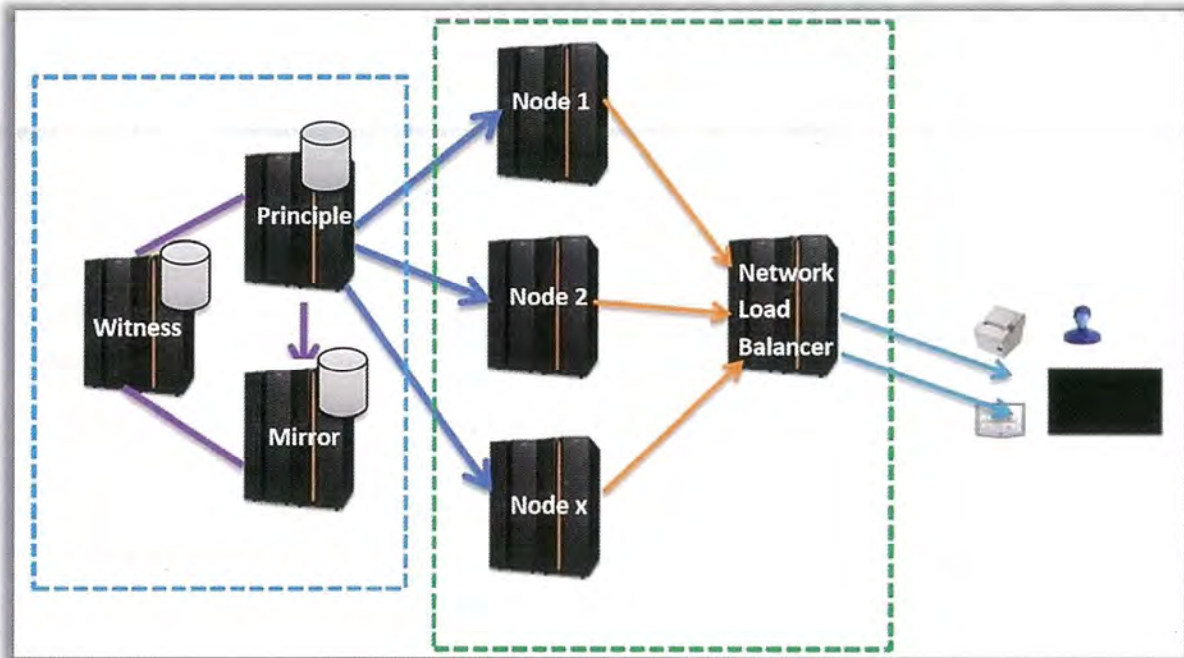
QFlow Database stores both online and historical data needed for operating QFlow.

If running the QFlow DB installer from the DB server, no further prerequisites are required.

If running the QFlow DB installer from another server, SQL Server SMO (SQL Management Objects) are required <http://www.microsoft.com/enus/download/details.aspx?id=16978> on that server. If using SQL2008 and QFlow 5.7 SP2, then SQL2012 SMO (Server management objects) are required to be installed

Redundancy

QFlow may be clustered using an Active/Passive cluster, but may also be Mirrored, as the following diagram indicates:



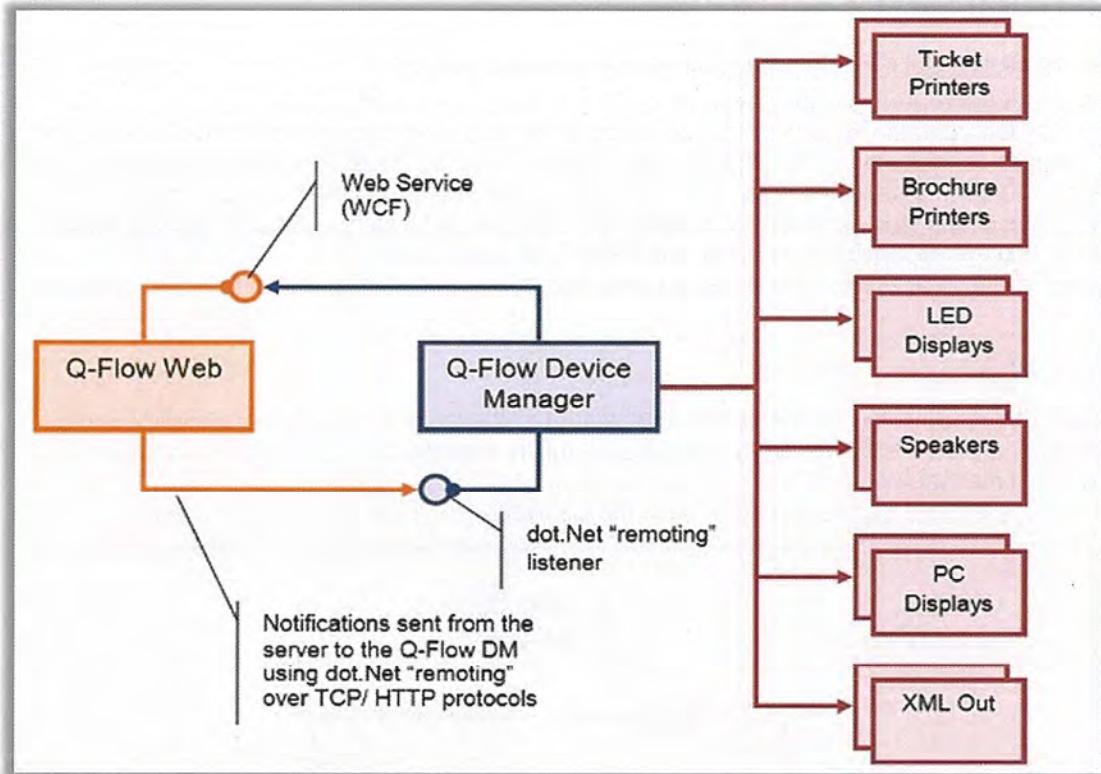
QFlow- Device Manager

QFlow Device Manager is installed locally in the branch. It is responsible for the following tasks:

- Playing audio announcement
- Displaying popup notifications on information screens in the branch
- Controlling LED displays in the branch (both main and counter displays)
- Printing tickets
- Displaying and monitoring Info Pages
- Printing brochures

QFlow Device Manager is available in 2 editions:

- Service Edition – QFlow DM is implemented as a Windows service. This edition does not support visual output and is useful for unattended printing (shared printers, shared reception points).
- Application Edition – QFlow DM is implemented as a Windows application and supports all visual, audio and printing features.



QFlow Device Manager connects to the server using a dedicated WCF service exposed by the QFlow Web application. The service is used for authenticating and configuring the device manager and is used by the device manager for reporting errors back to QFlow server. QFlow Device Manager receives "push" notifications (popup, print messages etc.) from QFlow Web using the .NET "Remoting" technology. The messages are sent over the network using port TCP 9080, though this is configurable.

General Requirements

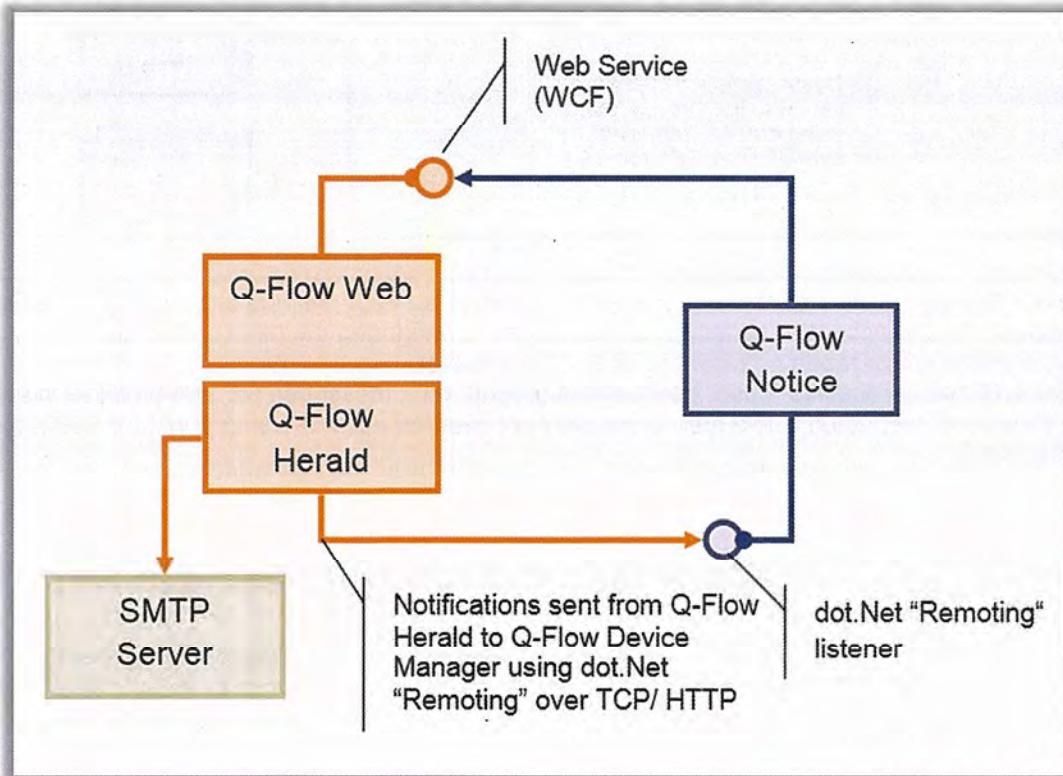
- The host network and machines must be configured to allow this communication over port 9080 (or chosen port) to occur.
- The account that QFlow device manager runs under must be given read/write access to its own installation directory (C:\Program Files (x86)\ACF Technologies Inc\QFlow Device Manager 5.x Win)
- The system must have .NET 4.0 installed as a minimum
- Read/write access to install directory
- Note device interfaces can run on nonWindows machines (iPad, Android, OSX) but with limitations on receiving push notifications.

QFlow- Reporting Services

Microsoft SSRS is used for generating online and historical reports. The reports are generated and displayed using QFlow's Info Center module. SSRS installation contains its own database (used for storing metadata and report definitions) and a web application used for generating the reports. This database can be installed alongside QFlow DB in the main DB server, or in a separate database server if high reporting utilization is envisaged. QFlow Web accesses web services exposed by the SSRS in order to retrieve and register reports. QFlow Info Center displays reports generated by the SSRS web application. **This requires QFlow Web to have direct access to the SSRS server via the QFlow Web Application Pool account.**

QFlow- Herald

QFlow Herald is responsible for monitoring the system and evaluating alert rules defined by the administrators. QFlow Herald generates alerts and delivers notifications to users using QFlow Notice and standard email messages. QFlow Herald is a Windows service running in the background on the application server.



QFlow API

QFlow API provides access to QFlow functionality for 3rd party applications. The API is useful in a variety of integration scenarios.

QFlow API consists of number of web services exposing a large number of web methods and implemented using the Microsoft Communication Foundation (WCF) technology.

The WCF technology provides tools for configuring many aspects of the communication between the client and server including the transport protocol and security features.

WCF implements well known industry standards which are accessible from many well established platforms.

QFlow- Mail Service

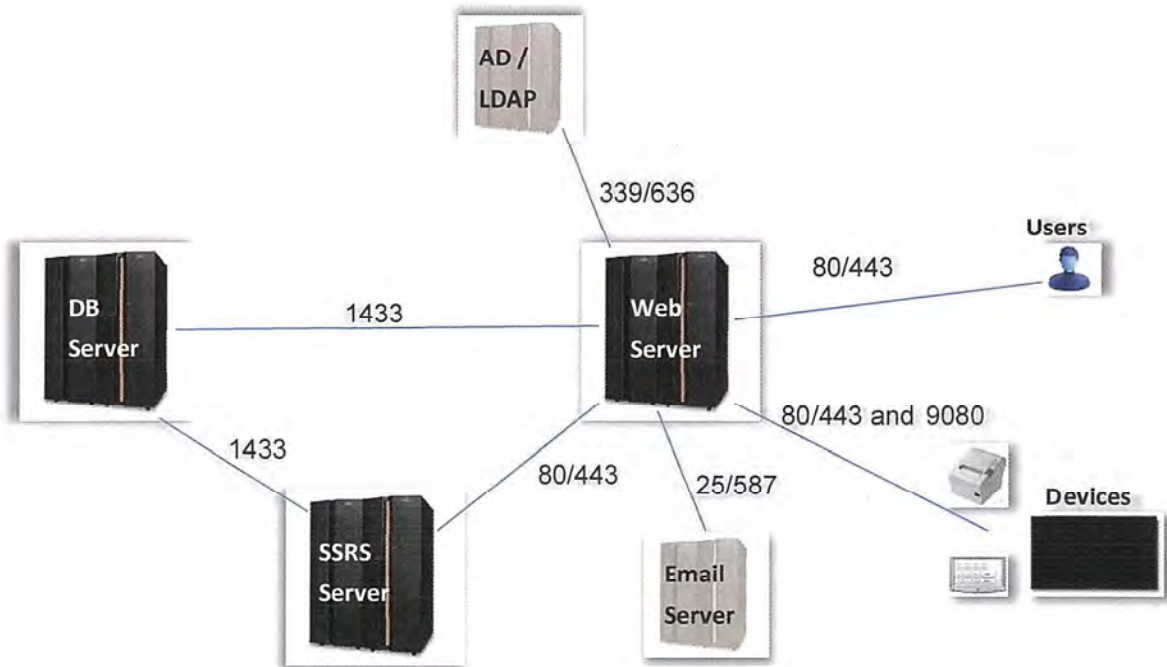
QFlow Mail Service is designed to provide electronic mailing services for various QFlow components (Brochure Print on Demand is one example). QFlow Mail is a Windows service, running in the background on the application server.

Networking

QFlow is compatible with a wide range of network hardening strategies, including SSL and encryption, VPN solutions, firewall and NAT solutions, I.P. address filtering.

In default configuration, QFlow uses the following TCP network ports for communication.

However, these ports are generally configurable. There may be additional ports required for custom interfaces or systems integrations.



Appendix: Motor Vehicle Network

Motor Vehicle Network

ACF Technologies has a long-standing collaborating relationship with Motor Vehicle Network (MVN) to provide Media and Lobby displays and speakers for this solution. MVN is an established and proven digital signage company servicing DMV Agencies throughout the country. This means West Virginia DMV would be assured of the most effective customer information system available providing updated custom news, along with the creation and management of DMV and State messages, displayed in a proven visual format without non-queuing audio. Queuing audio will be provided via the ACF\MVN integration. Not only will this system integrated with ALC present a very positive image of DMV it will also save the State of West Virginia the initial cost of the media equipment but all programming and maintenance costs of media PCs and televisions for the life of the contract. In 2015 HB 1542 was passed allowing DMV and county tax collectors to use sponsored digital displays to save money and promote services.

March of this year the Denton County Tax collector signed on as the first customer to take advantage of this bill integrating MVN and their queuing system. In doing so Denton County is able to expedite the rollout of the queuing technology with the money they saved and promote county initiatives at no cost.

We would not recommend the use of the monitors for the display of cable news and information channels. Standard TV channels require sight, sound and motion to be effective. Remove one of these elements and the medium is ineffective. The sound from these sources has proven to be disruptive and interfere with the queuing callouts. In addition, with the size of the news crawls the information would be difficult to read on a split screen TV. There will also be additional cost for allocating State employees in creating, uploading and removing DMV content.

MVN will be in charge of all aspects of the lobby displays for this contract. MVN installs and manages digital signage for DMV operations in over 20 states and is integrated with ACF in a number of them such as North and South Carolina and Wisconsin. MVN will be responsible for the installation, maintenance, warranty, and content on the displays. This means at no time during this contract will DMV have to purchase new monitors, install, or maintain them. MVN funds its service with a limited number of DMV approved sponsors who underwrite all hardware and services as described below.

Monitors

MVN will install the appropriate number/size monitors in every DMV office to enable the customers waiting, to comfortably view the content and the queuing information. MVN will install all the DMV offices requested in the RFP and also provide the estimated number and size displays requested. Of note, a large monitor may not pass ADA regulations due to height restrictions, so we will work with the project manager to determine the best display options for a situation like this. In addition, some offices will need more displays than others, so we understand the amount of 176 monitors may increase/decrease, in either case MVN will provide the requested number/size of displays.

MVN will use high definition, commercial grade LED flat panels from NEC and/or LG. These models have proven to be the most reliable in DMV offices. Because they are commercial grade, the life, reliability, and brightness are extended, offering more uptime than standard displays.

The functionality of the displays can be customized for DMV by office. Content can be partitioned on the screen in both portrait and landscape formats. As pictured below, MVN has integrated with ACF and divided the screen to allow constant queuing information and updates in a fixed zone.



Program Content – Broadcast/Cable TV vs Custom Programming:

Rather than providing generic content from various broadcast sources, MVN generates and manages content customized for DMV. Broadcast TV can create controversy in a government office since the information displayed may offend specific persons and some of the advertising on these channels is in direct contrast to the mission of DMV. Along with queuing information, MVN will work with DMV to create the appropriate public safety and informational messages for West Virginia DMV.

While this is a more expensive and time consuming process, it ensures that MVN is an ever changing enhancement to your waiting environment and not a subject of controversy. Along with the DMV messages, MVN 's News Department will create customized news and entertaining features on a daily basis for West Virginia. By compiling and creating our own content, we are able to assure that all news and information is appropriate for the general public. The breakout of information will consist of:

- 70% DMV information and news features. The percentage for news/DMV information can be customized so we can have more office information at a particular time of day or day of the month. This can be done by office or across the State.
- 30% allocated for sponsor messages.

For the digital signage content, MVN can support and play all the standard media formats. The most popular electronic content includes, but is not limited to:

- Video: WMV, AVI, MOV, SWF, DIVX, XVID
- Audio: WAV, MP3, AAC, MP4
- Images: JPG, TIFF, PNG, GIF, EPS
- Documents: DOC, DOCX, PDF, XSL, XSLX, HTML
- Presentations: PPT, PPTX, PDF, HTML
- Data: XSL, XSLX, SQL, XML, RSS, HTML

Emergency Messages: MVN ties into Amber Alert and Homeland security feeds to provide immediate information as necessary. MVN can also work with other state agencies to distribute their information such as major road closures or long term construction patterns.

Installation: MVN uses various mounting materials for the flat panels to accommodate the layouts of DMV offices. In addition, MVN can customize mounts to place the screens where traditional materials can't. All cabling, electric and necessary components are provided at the time the monitors are installed.

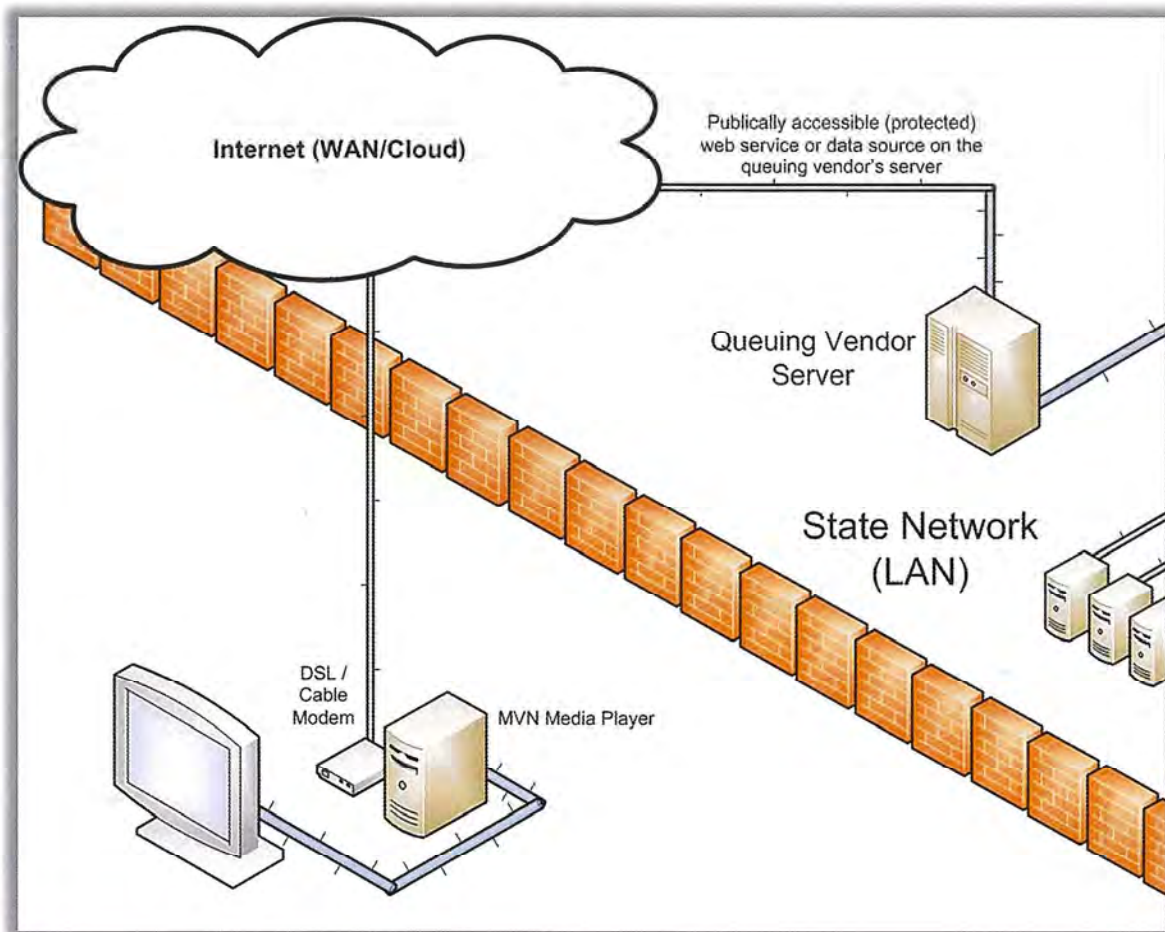
Service and Maintenance: MVN staffs full time technicians who monitor and address any variances on its network. If there is an issue that is not notified internally at MVN, the first step for West Virginia DMV is a phone call or email to MVN's tech support. If the problem cannot be fixed immediately MVN creates a trouble ticket, but most issues can be resolved remotely within a 15-minute timeframe. For onsite maintenance, MVN works with local contractors for the installation and servicing of its equipment. As a backup, MVN has an ongoing service contract with national service companies and we utilize them when the need arises. MVN management coordinates all installation and maintenance

of its equipment and assumes full responsibility for the quality of its workers, subcontractors, and overall service. All installers are licensed, bonded, and insured.

Networking, Connectivity & Security: There are two options that can be utilized to complete the networking and queuing integration. Both of which have been used in various states around the country.

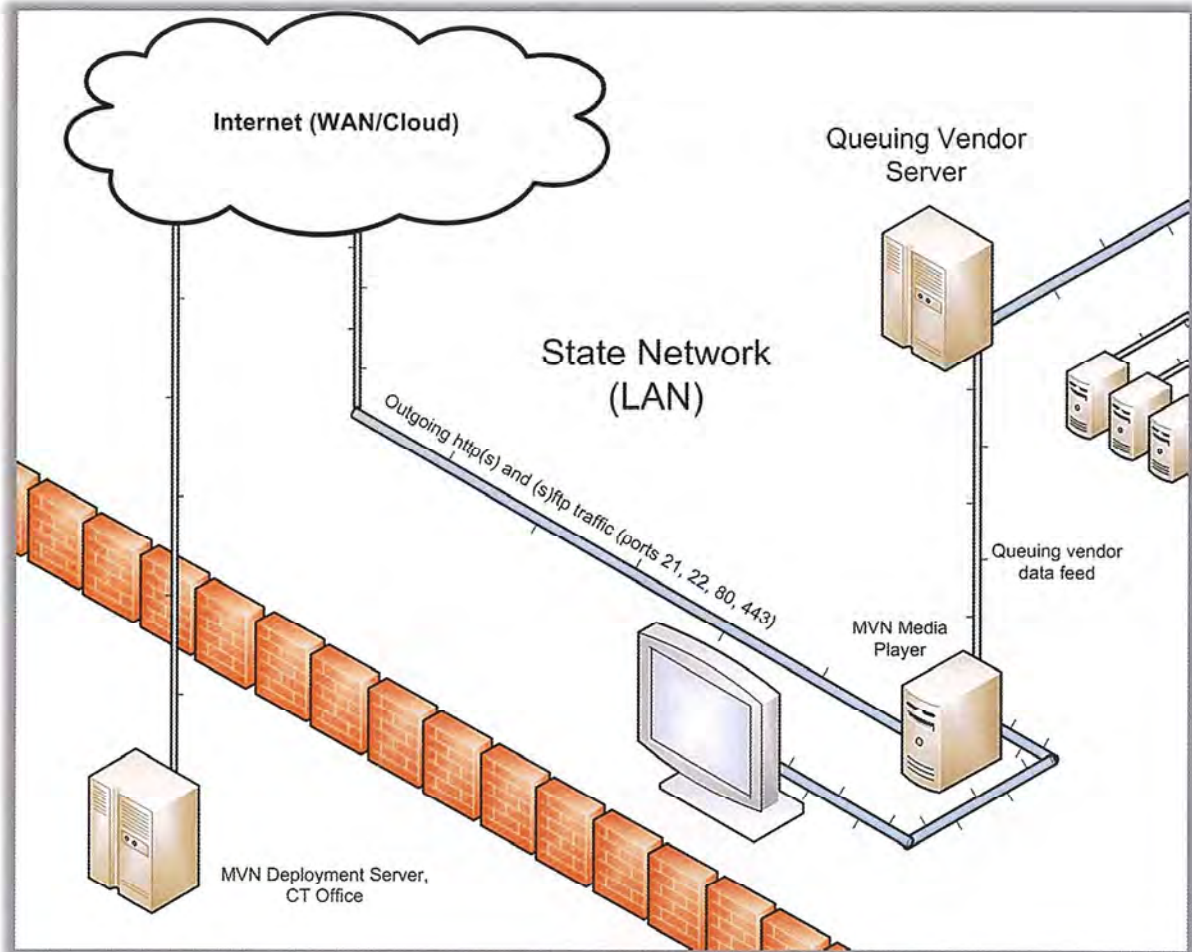
Option 1. MVN can install its own separate DSL circuit at each DMV location, which is completely separate from any state network. This connection runs through the DSL provider's modem, connects directly to MVN's media PC, and has no other ports, routers or wireless capabilities unless specifically requested by the state. Modems and media players are password protected, have no monitor, keyboard or mouse, so there is no way for anyone to interfere with the service or connection. MVN has never had a security issue with any State Partner.

In order for queuing integration to be successful, there would need to be some type of WAN access to the queuing data, such as a public facing web service, xml data source, or some other method of acquiring the data from outside the West Virginia DMV network. This would need to be arranged by DMV and the ACF. Such a solution would look like this:



Option 2. In this scenario we use the state network. MVN has used this option with a number of its state partners provided MVN satisfies all the security and bandwidth requirements, neither of which have been a problem to date. Daily download usage is estimated at 30mb, upload usage is estimated at 20mb, and major content updates are done after hours.

In this scenario, all hardware resides on the West Virginia DMV network, making it easier to integrate the queuing by accessing the queuing data directly from the same network segment. In order to perform content updates, MVN media players must be allowed outgoing http(s) and (s)ftp traffic over ports 21, 22, 80 and 443. This enables our media players to check with our deployment server over WAN for any updates. If updates are available, they are pulled down as a response to the outgoing request. Nothing is “pushed” to our media players from outside the network, they are only responses to requests that originate from inside the network. Most firewalls are configured to allow this type of response traffic back through, which would be necessary for this type of architecture. This is a secure solution but requires adequate network bandwidth. This solution is illustrated as follows:



Audio

While MVN does not have audio on any of its content, MVN provides the use of audio for specific announcements or features of its system. MVN uses the speakers supplied with the monitors in each office. MVN recommends the audio function should be used for emergency announcements and webcasts. With the exception of queuing, it has been proven using audio on a regular basis will, without a doubt, be disruptive to staff and an annoyance to your customers. While this audio system can be used for queuing, in certain offices this may be a problem based on the location of the monitors and customer volume. Regardless, DMV can use the audio as desired.

Sponsorship Program

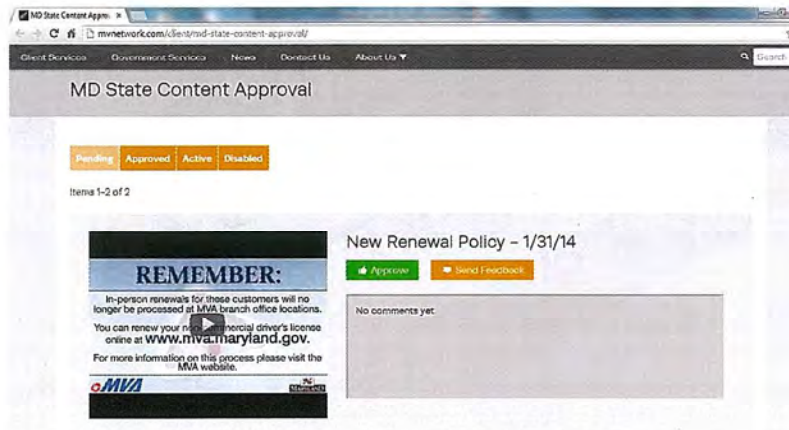
Since MVN's inception its sales team has ensured the long term success of our network. MVN's sales management team has extensive experience in selling sponsorship advertising, without audio, in government offices. Sales is headed by Scott Savage and Mark Cox who have 22 years and 13 years' experience, respectively, in this industry.

MVN does not accept alcohol, tobacco, political, religious, controversial, editorial in nature, distasteful advertising, or questionable copy that is patently objectionable in nature or violates community standards of decency, as well as any product, company, or service which is contrary to the mission of DMV. MVN will include a disclaimer in the content if requested.

MVN's in house Production Department creates all its sponsors' messages without audio and West Virginia DMV must approve any sponsors message prior to airing on the network.

Approval of Content:

The creation, management and approval is accomplished remotely. Prior to airing, all content items, including sponsors, will be submitted to West Virginia DMV for approval via email, with the actual content (including graphics) being displayed on a private YouTube channel for the states review.



Appendix: Training Overview

Overview

Initial training and subsequent follow-up training is dependent upon the role a user will serve in the Q-Flow System. ACF Technologies provides "Train the Trainer" style training classes either onsite or remotely as webinar based training. Optionally we can provide training via a self-paced Learning Management System (LMS) type system.

At a high level the types of training provided are:

- Agent User
- Management User
- Administrative User

The length and content of the training is dictated by the user's role and permissions assigned. Training an agent is not as in-depth as the training for an administrative user. This document provides a high level of a standard training plan. Your actual training plan may also include training on optional modules or custom features unique to your system.

Agent Training (1.5 Hours)

Topics Covered

- A. Signing In and Out of the System
- B. Reception Console
- C. Service Console
- D. Calendars (optional)
 - a. Calendar Interface
 - b. Appointment Wizard

Manager Trainer (2 Hours)

Topics Covered

- A. Managing User and Group Permissions
- B. Agent Management
- C. Calendar Management (optional)
- D. Info Center
 - a. Real Time Views
 - b. Dashboards
 - c. Reporting
 - i. Understanding and interpreting statistics
 - ii. Staff performance
 - iii. Branch performance
 - iv. Organizational performance
- E. Customer Search and History (optional)
- F. Case Search and History

Administrator Training (3 - 4 Hours)

Topics Covered

- A. Unit Design & Configuration (60 minutes)
 - a. Organizational Tree Structure
 - b. Services
 - i. Service Profiles
 - ii. Service Types
 - c. Functional Priorities
 - d. Device Management

- B. Security (60 minutes)
 - a. Users
 - b. Groups
 - c. Roles/Permissions
 - d. Authentication Methods

- C. Customer Facing Design (90 minutes)
 - a. Info Pages
 - b. Kiosk
 - c. Audio Announcements
 - d. Notifications (optional)

- D. Troubleshooting (30 minutes)
 - a. System Information
 - b. Jobs Status
 - c. Device Manager Monitor
 - d. Event Logs
 - e. Audit Trail

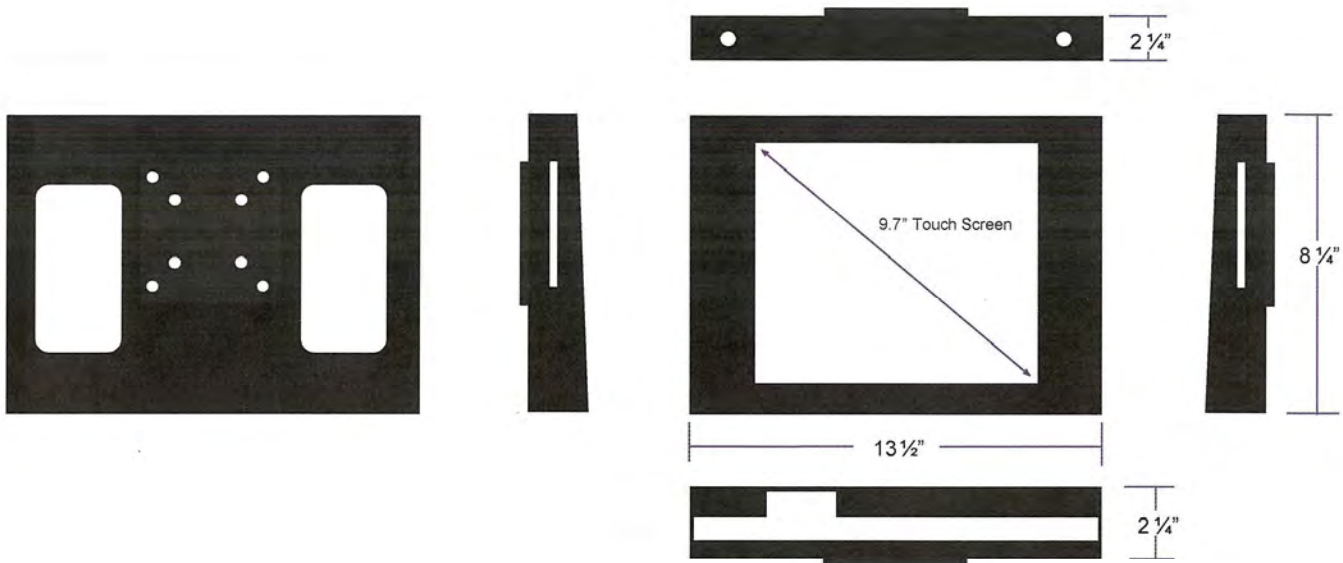
Appendix: Mobile Reception Console (MRC) Specifications

<p>Display</p> <ul style="list-style-type: none"> • 9.7" (4:3 format) with LED backlight, display resolution 1024 x 768 <p>CPU Support</p> <ul style="list-style-type: none"> • Intel® Atom™ Cedar view Mobile Processor N2600*, N2800 <p>Chipset</p> <ul style="list-style-type: none"> • Cedar view Mobile Chipset, Intel® NM10 Express Chipset (Tiger Point) <p>Memory</p> <ul style="list-style-type: none"> • 1 x DDR3 SO-DIMM sockets, populated with 4GB. • Supports memory data transfer rates of 1066MHz for DDR3 • Supports only un-buffered non-ECC DDR3 DIMMs <p>HDD Support</p> <ul style="list-style-type: none"> • Integrated Serial ATA controller facilitates high-speed transfers at up to 3Gbps. Supports SSD module (standard 32GB) or optional 2.5 inch 7mm HDD <p>Video & Graphics</p> <ul style="list-style-type: none"> • Integrated Intel Graphics Media Accelerator 3600. HD capable GMA3600 Graphics. It is designed to handle HD with max resolution of 1366 x 768 (LVDS) and 1920 x 1200 (VGA/HDMI). • Supports built-in Dual/Multi-Monitor displays using an HDMI connector <p>Networking</p> <ul style="list-style-type: none"> • 1* 10/100/1000MB Fast Ethernet, using Realtek RTL8111E <p>Audio</p> <ul style="list-style-type: none"> • Realtek ALC 269 High Definition Audio integrates a 2+2 channel DAC, one 4-channel ADC, and a Class D Speaker Amplifier. Two built-in 1 watt stereo speakers with two audio jacks for Audio Out and Microphone 	<p>I/O Ports</p> <ul style="list-style-type: none"> • 1* HDMI connector • 1* Audio Jack(Line-out & MIC at side) • 1* 10/100/1000 Fast Ethernet LAN • 2* USB 2.0 connectors • 1* Power button • 1* Docking station port for battery charging and file transfer only <p>Power Input</p> <ul style="list-style-type: none"> • 1* DC-19V 2.1A. Input: AC 100-240V, 1.5A 50-60Hz <p>Touch Screen</p> <ul style="list-style-type: none"> • 10-point input, capacitive multi-touch <p>Wireless</p> <ul style="list-style-type: none"> • 1* Mini PCIe Wireless a/b/g/n + Bluetooth (Intel N6230) <p>Webcam</p> <ul style="list-style-type: none"> • Two 2.0 megapixel cameras (front-facing, rear-facing) <p>Battery</p> <ul style="list-style-type: none"> • Internal Lithium Polymer battery (3600mAh) with 220 minutes of average battery life (depending on loading) • No cooling fans needed <p>Fanless Design*</p>
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Optional Table Mount: Not Included in Quotation



<p>1 W. Pack Sq STE 700 Asheville, NC 288011</p>	Part Description:	ACF Wall Mount - T10
	Part Number:	ITD-1303-0100
	Revision:	2.0
	Date:	September 9, 2015
Hardware and Logistics Department		

Appendix: ACF Reporting

Standard Reporting Package

ACF provides the following out-of-the-box reports:

Administrative Data Views		
• Audit Trail	• Event Log	• Services Main Details
• Unit Check List	• User Main Details	
Agent Performance Analysis		
• Agent Back-Office Time Analysis	• Agent Sign-Out Time Analysis	• Unit – Agent Performance Analysis
• Agent Daily Performance Analysis	• Agent Workday Analysis	
• Agent Date Interval Performance Analysis	• Group – Agent Performance Analysis	
Branch Manager Package		
• Agent Interactions	• Customer History	• Unit Calendars
• Agent Total Time Analysis	• Service Current Wait Analysis	• Unit Current Wait Analysis
• Agent Workday	• Service Performance	• Unit Dashboard Home
• Alert Details	• Unit Active Interactions	• Unit Performance
• Case View	• Unit Agents Comparison	
Calendar Analysis		
• Calendars With Exceptions	• Service Waiting List	• Unit Calendar Exceptions List
• Schedule Adherence Analysis	• Unit Arrival Behavior Analysis	• Unit Waiting List
• Scheduled Service Availability Analysis	• Unit Arrival Time Analysis	
Classification Analysis		
• Agent Classifications Analysis	• Classification Unit Cross Analysis	• Unit Classification Analysis
• Classification Agent Cross Analysis	• Service Classifications Analysis	
• Classification Service Cross Analysis	• Service Type Classification Analysis	
Individual Appointment Views		
• Service Canceled Appointments List	• Service Day of Week Service Level Analysis	• Unit Canceled Appointments List
• Service Daily Appointments List	• Service Public Appointments List	• Unit Daily Appointments List
Individual Case Views		
• Agent Case List	• Process Details	• Step Details
• Canceled Case Details	• Service Abandoned Case List	• Unit Abandoned Case List

- Case Details
- Customer Canceled Cases
- Service Canceled Cases
- Service Case List
- Unit Canceled Cases
- Unit Case List

Kiosk Analytics Package

- Kiosk Interaction Time Analysis
- Kiosk Page Action Analysis
- Kiosk Profile Action Analysis
- Kiosk Profile Time Analysis
- Online Kiosk Activity
- Specific Kiosk Analysis

Live Data Views

- Agents View
- Regional Supervisor Dashboard
- Service Customers Entities
- Service Supervisor Dashboard
- Unit Customers Entities
- Unit Supervisor Dashboard

Mail Service

- Mail Service Delivered Messages
- Mail Service Failed To Deliver

Service Level Analysis

- Regional Service Level Analysis
- Service Canceled Appointments List
- Service Daily Activity Analysis
- Service Daily Service Level Analysis
- Service Day of Week Service Level Analysis
- Service Public Appointments List
- Service Time Interval Service Level Analysis
- Service Type Service Level Analysis
- Unit Service Level Analysis
- Unit Service Level Analysis – Unique Cases

Staffing

- Planned Staffing
- Planned vs. Actual Staffing
- Unit Planned Staffing
- Unit Planned vs. Actual Staffing

Unit Performance

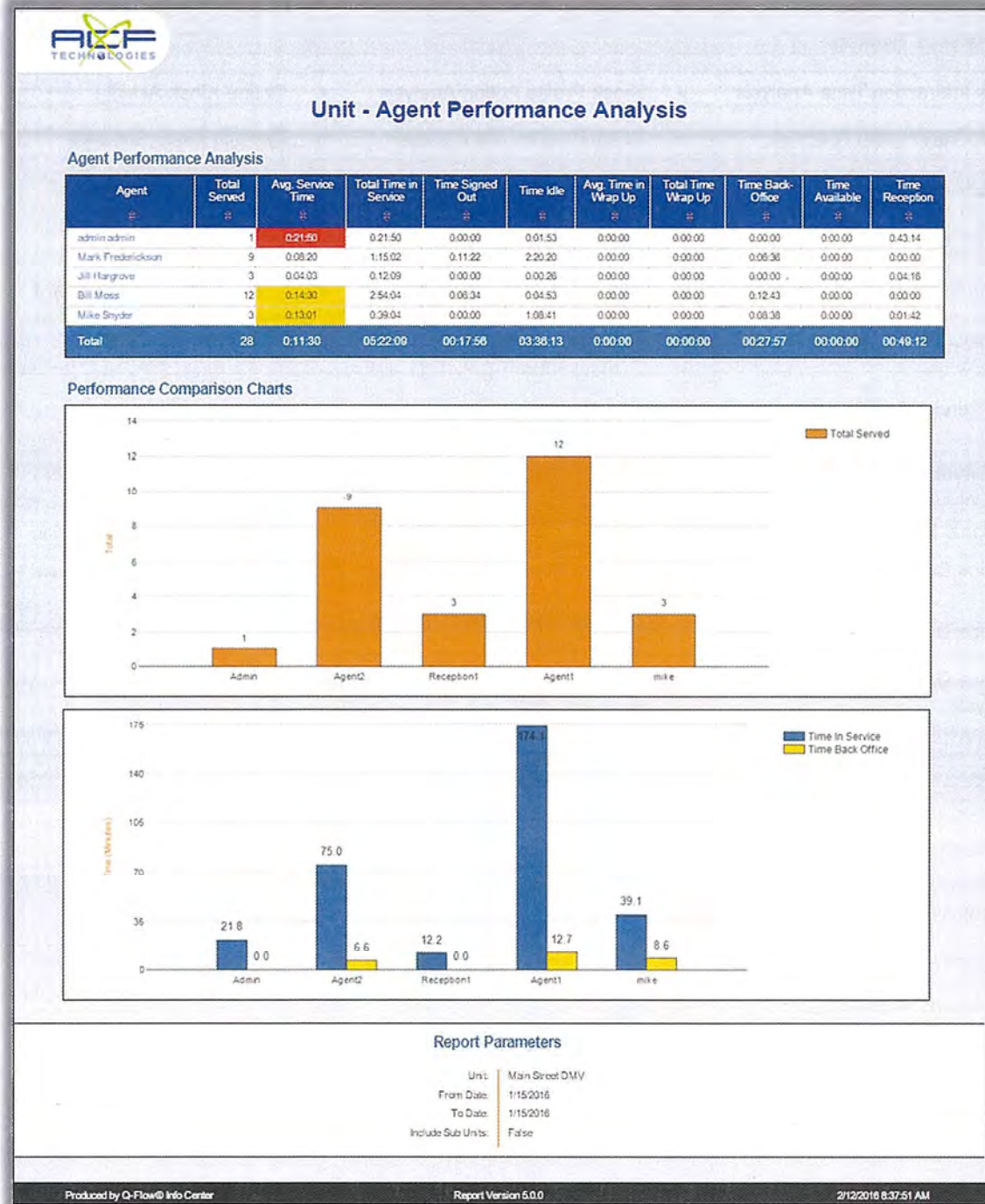
- Unit Arrival Behavioral Analysis
- Unit Arrival Time Analysis
- Unit Calendar Exceptions List
- Unit Canceled Appointments List
- Unit Daily Activity Analysis
- Unit Daily Appointments List

*** Note: Data for some reports may require additional module or user licensing not requested or included in this RFO. Example: Reports containing appointment data would require the Q-Flow Calendar and/or Advanced Calendar modules.**

Below, please find additional examples of Q-Flow standard reports. Each report has its title listed at top, and the variable parameters on which the report was run are listed in the "Parameters" section at bottom.

Business Reporting Sample Reports

Below, please find additional examples of Q-Flow standard reports. Each report has its title listed at top, and the variable parameters on which the report was run are listed in the "Parameters" section at bottom.





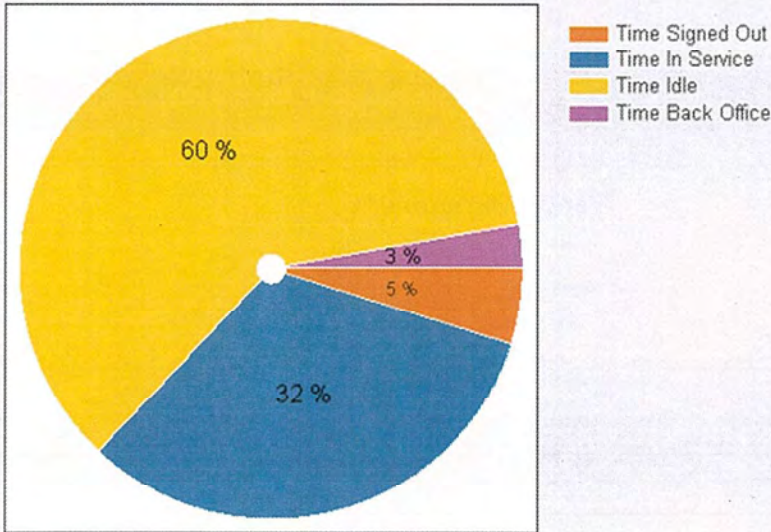
Agent Workday Analysis

Agent Stats

Activity Start (First Sign-In)	Activity End (Last Sign-Out)	Total Served	Avg. Service Time	Max. Service Time	Avg. Time In Wrap Up
11:01:46	15:45:02	9	00:08:20	00:35:41	0:00:00

Time Signed Out	Time In Service	Time Idle	Time Wrap Up	Time Back Office	Time Available	Time Reception
00:11:22	01:15:02	02:20:20	0:00:00	00:06:36	00:00:00	00:00:00

Activity Distribution



Report Parameters

Agent: Frederickson Mark
 Date: 1/15/2016



Unit Daily Activity Analysis

Unit Daily Activity Analysis

Actual Start Date 01/15/2016

Actual End Date 01/15/2016

Hour	Avg. Active Workstations	Min. Active Workstations	Max. Active Workstations	Avg. Served
11:00 AM - 12:00 PM	2.22	2.22	2.22	15
12:00 PM - 01:00 PM	1.53	1.53	1.53	8
01:00 PM - 02:00 PM	3.09	3.09	3.09	3
02:00 PM - 03:00 PM	0.05	0.05	0.05	2
Totals	1.72	0.05	3.09	28

Report Parameters

Unit: Main Street DMV
 From Date: 1/15/2016
 To Date: 1/15/2016



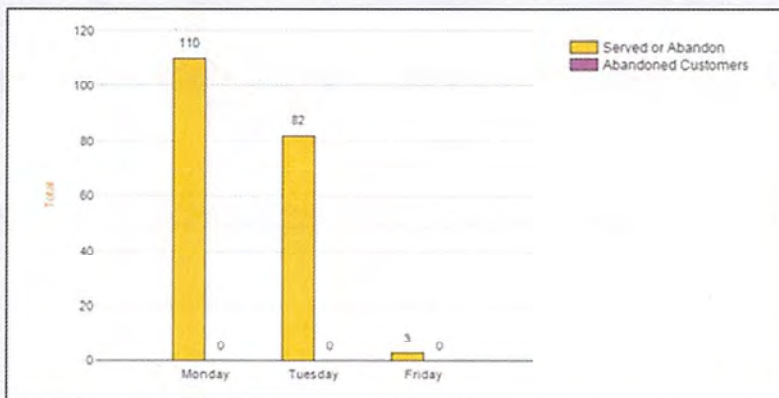
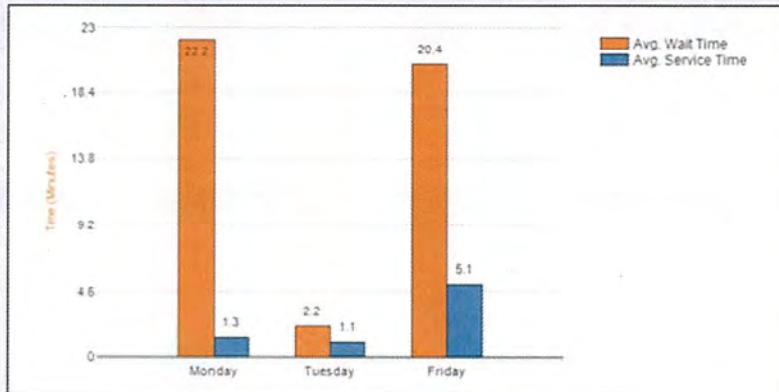
Service Day of Week Service Level Analysis

Service Day of Week S/L Analysis

Waiting Time (sec.) Warning 600
 Waiting Time (sec.) Critical 1200
 Service Time (sec.) Warning 600
 Service Time (sec.) Critical 1200

Day	Avg. Service Time	Avg. Waiting Time	Total Served	Served or Abandoned	Total Abandon	% Abandon	% Wait Within Goal
Monday	00:01:19	00:22:10	110	110	0	0 %	29 %
Tuesday	00:01:03	00:02:10	82	82	0	0 %	85 %
Friday	00:05:07	00:20:25	3	3	0	0 %	25 %
Total	00:01:15	00:13:43	195	195	0	0 %	53 %

S/L Comparison Charts



Report Parameters

Service: Motorcycle Endorsement
 From Date: 1/15/2016
 To Date: 1/19/2016



Unit Case List

Case List

Ticket	Arrival Time	Wait Time	Service Time	Personal Id	Customer Name	Customer Level	Status	Last Agent
Origin Service: Renewals								
Unit Path: \Testing\Main Street DMV								
A100	11:00:11	0:01:11	0:02:09				Closed	Bill Mass
A101	11:00:28	0:05:15	0:05:13				Closed	Mark Frederickson
A102	11:02:38	0:07:57	0:04:23				Closed	Mark Frederickson
A103	11:11:08	0:05:34	0:07:39				Closed	Bill Mass
A104	11:16:49	1:07:18	0:03:36	6	Jackson Mills		Closed	Mark Frederickson
A105	11:23:23	1:16:19	1:53:54	2	Dewayne York	Active Duty In Uniform	Closed	Bill Mass
A106	11:24:10	1:03:31	0:09:02	3	Fred Griffin	NCO	Closed	Bill Mass
A107	14:46:00	0:00:39	0:02:05				Closed	Mike Snyder
A108	14:46:02	0:02:45	0:01:04				Closed	Mike Snyder
A109	14:46:04	0:00:00	0:00:00				Closed	
Origin Service: Out of State Transfer								
Unit Path: \Testing\Main Street DMV								
C300	11:00:17	0:46:10	0:10:50				Closed	Mark Frederickson
C301	11:02:30	0:07:26	0:02:29				Closed	Bill Mass
C302	11:32:24	0:33:35	0:21:50	5	Minnie Pearl	Retired	Closed	admin admin
C303	13:00:56	0:00:00	0:35:55				Closed	Mike Snyder
C304	14:48:29	0:00:00	0:00:00				Closed	
Origin Service: Commercial Driver License								
Unit Path: \Testing\Main Street DMV								
B200	11:00:21	0:26:41	0:13:30				Closed	Bill Mass
B201	11:00:23	0:03:08	0:06:25				Closed	Bill Mass
B202	11:00:36	0:09:12	0:05:36				Closed	Jill Hargrove
B203	11:10:04	0:05:24	0:01:57				Closed	Jill Hargrove
B204	11:16:53	1:09:24	0:07:14	1	Michael Snyder	NCO	Closed	Mark Frederickson
B205	11:44:24	0:48:43	0:11:31	1	Michael Snyder	NCO	Closed	Bill Mass
B206	11:45:05	0:59:33	0:04:44	7	Milvia Fiore	Active Duty In Uniform -	Closed	Bill Mass
B207	11:45:32	1:10:34	0:35:41	8	Justin Chambers	Active Duty - Dependent	Closed	Mark Frederickson
Origin Service: Motorcycle Endorsement								
Unit Path: \Testing\Main Street DMV								
D400	11:00:27	0:04:45	0:04:36				Closed	Jill Hargrove
D401	11:10:10	0:06:17	0:08:05				Closed	Mark Frederickson
D402	11:31:16	1:10:38	0:02:41	4	Charles Phillips	Active Duty - Not in Uniform	Closed	Bill Mass
Origin Service: Driver Tests								
Unit Path: \Testing\Main Street DMV								
		0:00:00	0:00:00	1	Michael Snyder	NCO	Closed	
		0:00:00	0:00:00	2	Dewayne York	Active Duty In Uniform	Closed	
		0:00:00	0:00:00	3	Fred Griffin	NCO	Closed	
		0:00:00	0:00:00	4	Charles Phillips	Active Duty - Not in Uniform	Closed	

Report Parameters

Unit: Main Street DMV
 Date: 1/15/2016
 Personal ID:
 ID Type: