



West Virginia Purchasing Division

2019 Washington Street, East
Charleston, WV 25305
Telephone: 304-558-2306
General Fax: 304-558-6026
Bid Fax: 304-558-3970

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 @ 4

List View

General Information [Contact](#) [Default Values](#) [Discount](#) [Document Information](#)

Procurement Folder: 158725

SO Doc Code: CRFQ

Procurement Type: Central Contract - Fixed Amt

SO Dept: 0802

Vendor ID:

SO Doc ID: DMV1600000003

Legal Name: Q MATIC CORP

Published Date: 9/19/16

Alias/DBA:

Close Date: 10/5/16

Total Bid: \$381,649.39

Close Time: 13:30

Response Date:

Status: Closed

Response Time:

Solicitation Description:

Total of Header Attachments: 4

Total of All Attachments: 4



Purchasing Division
 2019 Washington Street East
 Post Office Box 50130
 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 ESR10051600000001480	1

VENDOR
000000179915 Q MATIC CORP

Solicitation Number: CRFQ 0802 DMV1600000003

Total Bid : \$381,649.39 **Response Date:** 2016-10-05 **Response Time:** 13:24:59

Comments:

FOR INFORMATION CONTACT THE BUYER

Melissa Pettrey
 (304) 558-0094
 melissa.k.pettrey@wv.gov

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	\$293,078.440000	\$293,078.44

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				\$29,523.65

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				\$29,523.65

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				\$29,523.65

Comm Code	Manufacturer	Specification	Model #
81112200			

Extended Description : Customer queuing system maintenance year 4

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.

 CFO

(Name, Title)

Tobias Martinsson, CFO

(Printed Name and Title)

2400 Commerce Ave., Bldg 1100, Ste 100, Duluth, GA 30096

(Address)

770-817-4250 / 770-817-4594

(Phone Number) / (Fax Number)


tobias.martinsson@qmatic.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.

Q-Matic Corporation

(Company)

 Tobias Martinsson, CFO

(Authorized Signature) (Representative Name, Title)

Tobias Martinsson, CFO

(Printed Name and Title of Authorized Representative)

September 5, 2016

(Date)

770-817-4250 / 770-817-4594

(Phone Number) (Fax Number)

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: Q-Matic Corporation

Authorized Signature: *John W. [Signature]* Date: September 5, 2016

State of Georgia

County of DeKalb, to-wit:

Taken, subscribed, and sworn to before me this 5 day of October, 2016.

My Commission expires March 6, 2018, 2018.

AFFIX SEAL HERE

NOTARY PUBLIC *Devin S. Vaughn*

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: Q-Matic Corporation

Signed: 

Date: September 5, 2016

Title: Tobias Martinsson, CFO

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

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: **DMV160000003**

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.

Q-Matic Corporation

Company

Authorized Signature

October 5, 2016

Date

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

QMATIC



Supplemental Information

State of West Virginia
Request for Quotation #CRFQ 0802 DMV1600000003
Queuing Software and Hardware to Integrate with
dmvPUBLISH
October 5, 2016

Submitted by:

Daryl Deiters
Sales Executive
Q-Matic Corporation



Via Online Submission

October 5, 2016

Bid Clerk
Department of Administration
Purchasing Division
2019 Washington St. E.
Charleston, WV 25305

RE: Solicitation No. CRFQ 0802 DMV1600000003 Queuing Software and Hardware to Integrate with *dmvPUBLISH*

Dear Bid Clerk:

Q-Matic Corporation is pleased to respond to West Virginia's Request for Quotation (Solicitation No. CRFQ 0802 DMV1600000003) for Queuing Software and Hardware to Integrate with *dmvPUBLISH*. In addition to our online submission, Qmatic has prepared this document to flesh out our qualifications and the full functionality provided by our proposed Orchestra solution.

Our proposed solution brings the right mix of resources, experience, and platform technologies to foster an environment for success. Qmatic's 30+ years of government focus and employee dedication enables our partner agencies to leverage a vast network of experience and domain knowledge with every project. We are committed to this strategy and believe in utilizing our deep breadth of industry and domain experts to facilitate unprecedented innovation within the government technology marketplace.

Qmatic solutions are currently helping serve customers in 24 DMV jurisdictions in the United States. We believe this simple statement says a great deal about our experience, the quality of our solutions, and our ability to deliver meaningful capabilities to this demanding market.

Thank you again for considering Qmatic. Please contact Daryl Deiters, your Sales Executive, at 770-817-4396 or via email at daryl.deiters@qmatic.com if you need additional information.

Sincerely,

A handwritten signature in black ink, appearing to read "J. Green". The signature is fluid and cursive, written over a light gray background.

Jeffrey Green
President and CEO
Q-Matic Corporation
2400 Commerce Avenue
Building 1100, Suite 100
Duluth, GA 30096
Phone: 770-817-4412
Email: jeff.green@qmatic.com

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Executive Briefing

Among the most significant technology challenges currently facing DMVs is the empowerment of customers. Today's customers expect to be increasingly self-sufficient, able to seek service (and even complete transactions) without assistance. They expect to be able to schedule their own appointments. They expect to find the information they want at any time. They expect to reach out from wherever they are, whenever they wish, using any of a wide range of devices, and achieve their purposes. And they will share their experiences, good or bad, across an ever-changing set of social media platforms, informing other consumers and pressuring DMVs to provide exceptional customer service.

The result is both simple and powerful: DMVs must evolve their processes and enabling technologies to meet or exceed customer expectations.

Goals and Expectations

The State of West Virginia Department of Motor Vehicles (the DMV) has chosen to respond to this pressure in part by seeking to implement an advanced Customer Traffic Management System (CTMS). The DMV is looking for a more robust solution than simple queuing; the goal is a system that provides expanded options for staff/customer communication, interfaces with back office systems for document storage, consolidates management functions, and improves staff efficiency. In addition, the organization is looking to identify and adopt "best practices" developed elsewhere, leveraging the experience of other jurisdictions and learning from their successes.

In short, the DMV aims for a system which can help improve all aspects of the customer experience.

The DMV's goals place it in a leadership position in the industry, but within the evolving consensus that technology must empower customers and enhance the customer experience while providing behind-the-scenes organizational benefits in staff and workflow efficiencies. The desire for mobility is part of a growing movement to bring customer service out from behind the counter. The expectation of web-enabled functionality available 24x7x365 underscores the industry's recognition of the need to serve a customer base increasingly accustomed to conducting business when and where they find it convenient.

Central to it all is the requirement that the new system be able to grow, adapting its functionality to meet the evolving demands of the marketplace and of the technologies driving change. The DMV wants a solution that bridges the real and virtual worlds to create a seamless, exceptional customer experience – today, tomorrow, and well into the future.

Empowering the DMV

For more than thirty years, Qmatic has been in the business of empowering organizations to improve the customer experience. Our solutions have helped to drive real changes at hundreds of government agencies around the nation, including West Virginia DMV offices. Qmatic systems substantially decrease customer wait and transaction times and increase customer satisfaction, while providing improved workflows and actionable business intelligence for managers and executives.

Our flagship Orchestra system is a browser-based, web-enabled, enterprise-ready solution with a modular structure to simplify implementation and facilitate later expansion and enhancements. Orchestra is designed to enable the DMV to connect with its customer's engagement points even as those points change over time, creating the seamless and user-friendly environment needed to serve a demanding and technologically diverse clientele.

Orchestra offers key functionality which meshes well with the DMV's goals for its updated CTMS:

- **Online Booking** to empower customers while reserving overall scheduling decisions for MVS managers
- Scanning capabilities and **integration capabilities** with back office systems
- A **Mobile Statistical Dashboard** to untether managers from their desks
- Customized and prepackaged **business intelligence tools**: reports, data analysis tools and dashboards
- Potential to add **chat** capabilities
- **SMS notifications** to customers to keep them informed
- **SMS alerts** to staff based on SLA targets
- A **true Enterprise solution** capable of managing multiple branches that is scalable and customizable based on individual office needs

Qmatic looks forward to working with the DMV to identify all the ways an Orchestra solution will empower both staff and customers, and support the DMV's customer service and organizational improvement goals.

About Qmatic

Qmatic is a global leading provider of solutions designed to optimize customer experience while maximizing productivity for customer-facing staff members. Orchestra, our market-leading Customer Journey Management (CJM) platform, harmonizes the customer experience from online channels to face-to-face interactions. From managing the customer journey to collecting customer insights from across a spectrum of customer interactions, Qmatic enables better customer experiences resulting in brand loyalty and superior customer satisfaction.

Qmatic has a truly global footprint and operates in over 120 countries through own subsidiaries and partner network. The Qmatic Group has a turnover of \$63 million and employs some 300 people. The company's main owners are Altor Fund II GP Limited and ICG.

- **60,000** systems installed globally
- **2 billion** people pass through a Qmatic system every year
- Qmatic systems sold in more than **120** countries
- More than **30** years in service to customer experience



Qmatic has 11 subsidiaries around the globe and over 100 partners that sell our solutions worldwide. It is estimated that over 2 Billion customers – the equivalent of more than a quarter of the world's population – passes through a Qmatic system every year.

In addition to our broad experience and global client base, Qmatic has unparalleled knowledge of the DMV industry. Qmatic solutions currently smooth the customer journey and enhance employee productivity every day in 24 DMV jurisdictions in the United States.

In 1996, Qmatic received ISO 9001 certification and was awarded for quality management, including customer focus, process orientation and mutually beneficial relationships with suppliers. The company has remained fully compliant with evolving ISO 9000 standards ever since.

The Six Steps

A framework to describe the Customer Journey Management process and identify opportunities for improvement

The Customer Journey Management (CJM) process is central, and only when this process has been fully understood is it possible to design solutions that maximize the benefits for the service provider. It is also important to realize that there is no single process that is “optimal” for all service providers; much depends on the key performance indicators (KPIs) of the individual service provider.

The CJM process consists of several phases, including Pre-arrival, Arrival, Queuing/waiting, Serving, Post-serving and Managing (illustrated in the figure below). This view of the entirety of the customer service operation – and the resulting framework for making informed business decisions – defines the boundaries of Customer Journey Management.

The Six Steps framework describes the Customer Journey Management process



1. Pre-arrival

Customer Journey Management can start before the customer physically visits the service location, by implementing a method to book appointments before arrival. This reduces the customer waiting time and thus has a positive impact on the customer’s service experience. For the service provider, it can be a tool to control and steer the flow of customers away from peak hours to less busy parts of the day. It can also be a powerful tool that delivers the pre-visit data required for the service provider to staff more appropriately and deliver better customer service.

2. Arrival

On arrival, customers need to be placed in an appropriate queue. Customer Journey Management stresses the possibility of segmenting customers into different queues if appropriate, rather than entering all customers in the same queue. The most common segmentation is based on customer needs, e.g., separate queues for separate services. Customers with more complex service requirements can then be managed separately, which reduces the risk of “blocking” other customers with a negative impact on their service experience. It also allows the service provider to match customers with staff members best suited to respond to their needs. This is positive both for the customers (who get the best

support) and for the service provider (who maximizes throughput, service quality, and customer satisfaction). Another possibility for segmentation is to base it on customer attractiveness. VIP customers that are considered important for the service provider could for example be positioned at the front of the queue. In a world where service providers are struggling to build increased loyalty among their customers, this represents a very interesting opportunity.

Depending on the degree of complexity of the segmentation the queue entry point can and should be designed differently. In the very simplest case no special arrangements or at most a few barriers might be appropriate. In more complex situations various self-service terminals or even staffed greeting stations can be used to ensure customers enter the queues correctly. From a customer perspective an important criteria to ensure a high service experience is to secure an “in-process feeling”, e.g., the customers need to know and feel that they have entered the queue correctly and will be served in the appropriate time by the appropriate service person.

For the service provider the arrival and queue entry is the first opportunity to start tracking the customer on site. This requires customer identification and the creation of an initial data point. If the customer is not identified and tracked at this point, the next opportunity to start tracking the customer is at service delivery.

3. Queuing/waiting

After arrival and queue entry, most customers will endure a period of waiting. The goal for most managers is a balanced and controlled waiting period. No one wants to have a completely empty waiting area, as it would most likely mean you are overstaffed. An empty hospital or DMV could give the impression that tax money is wasted. On the other hand, too many customers waiting is equally off-putting, and in the case of a hospital or government office a too-long waiting time might result in lost service opportunities and, at worst, increased risk to the public. CJM can help managers get the balance just right by improving staff planning and adding more flexibility to the process.

From a CJM perspective, this step has the greatest risk of impacting customer service experience negatively if not managed appropriately. A customer who perceives waiting as long is usually not satisfied with the service. Customer Journey Management offers two approaches to manage this. The first is to minimize actual waiting. By choosing the most appropriate queuing principle and using available Customer Journey Management tools to plan staffing and monitor waiting in real time the service provider can actively manage waiting time.

Another approach, which does not exclude the first, is to minimize the perceived waiting time. This can be done by engaging the customer in active waiting, e.g., by filling the waiting time with activities that reduce the perceived waiting time and thus enhance the waiting experience¹. Imagine for example being able to broadcast specific messages, targeted at the customers who are currently in your front office. A service provider using Customer Journey Management in an advanced manner can identify who is currently visiting and can, using targeted broadcasting, keep them informed and/or entertained while waiting, even using advertisements reflecting their specific interests. Other opportunities that both reduce the perceived waiting time and create additional value for the service provider include:

¹ See also “The Psychology of Waiting Lines” by David H. Maister for a more detailed discussion about the difference between actual and perceived waiting time.

- Engaging the customer in activities to prepare for the service and reduce workload for staff, e.g., by filling out forms, etc.
- Introducing gamification tools to reduce perceived wait time and increase customer engagement.
- Using media to entertain and educate customers. If the service provider knows which individual customers are waiting, the media content can be adapted to target their specific needs.

The queuing/waiting period finishes when the customer is called forward to be served. The method for calling customers has a great effect on efficiency. It is crucial that the waiting customers are made aware of both the fact that they have been called and where they should go. This can be handled with various types of visual and audible support tools. Correctly used, experience has shown that this can increase productivity and as a result reduce waiting time by up to 30% in environments with short and standardized service requirements.

If privacy is important for the customer, which is often the case in public and healthcare institutions, service providers should consider calling customers forward anonymously based on some other identifier than name (typically a number).

4. Serving

If the service provider chooses to identify and start tracking customers as soon as they enter the queue, then the staff calling the customer forward can start preparations before the customer actually arrives at the service point. For example, staff could call up the customer's history on their screen. They can see every visit the customer has made before, who they saw and what they needed. When the customer is being served, data on their visit can be captured and made available for real-time insight through management dashboards. It can also be stored for later use. For instance, management could use the information to view customer wait times or find out how long different transactions actually take to complete.

The manager can also have an instant overview of the service situation at one or several locations in real time. CJM provides the ability to see details such as the number of open counters, services offered, current waiting times, and number of customers seen at each counter as well as transaction times. Alert mechanisms can give the manager the opportunity to take action if waiting times exceed preset limits.

5. Post-serving

After a customer has been served, staff close the transaction and relevant data – like wait-time and transaction time – are recorded. If required, a case handling function can continue to manage the case throughout its lifetime, from the time it is created, signed over to different advisors or different departments, until the case is closed. Each step is documented and processed.

It is also possible to engage the customer in other value-adding activities like answering customer surveys. This could be done after the transaction is closed and, as a result, will not affect the waiting time for other customers. The information gained could be highly valuable for the service provider as it could reveal the customer's perception of the service they have just

received and highlight areas with improvement potential. It could also improve the customer's service experience if they feel that they have the opportunity to make their voice heard. Real-time notifications can even give managers the chance to intercept and address the concerns of dissatisfied customers before they leave the service location.

6. Managing

If data from the CJM process is gathered and stored, then managers can, at any point in time, use that data to evaluate the current processes. Reports can be generated on employee-customer interactions, service times, and customer wait times. Operational inefficiencies can be identified and addressed through process changes or training. Trend analysis provided by system reports help the user to manage staff rotations in line with busy and quiet times in the service area. Customer segmentation, staff scheduling, media content, etc., can be tested, evaluated, and modified based on insights from analysis of the gathered data.

Statistical reports are also useful tools for achieving and reporting on a variety of organizational targets. For service providers with targets related to service levels rather than profits the information captured by the Customer Journey Management system can be an important tool to measure and evaluate performance. As the system can be seamlessly connected to any number of service access points over a wide geographical area, managers can have a complete overview of their service network.

Orchestra 6 – Full Functionality in a Scalable Solution

Orchestra is a centralized, browser-based customer journey management (CJM) platform designed to achieve high customer satisfaction, decrease wait times, and optimize resource utilization. As a flexible, highly scalable system, Orchestra brings best-of-breed functionality to bear on any implementation, leveraging Qmatic’s extensive knowledge to produce reliable, verifiable improvements to the DMV’s operations.

Designed to consistently deliver the highest performance in the industry, Orchestra is the only customer journey management platform flexible enough to accommodate a complex set of business rules or processes while seamlessly integrating with your existing systems.

Orchestra provides the robust solution needed to facilitate efficient processes, clarify the customer experience, and document performance in meaningful and actionable ways. It comes with a set of feature rich modules to enable the creation of seamless customer journeys. This modular structure means West Virginia gets exactly the functionality it needs without paying for capabilities it doesn’t want. And while all Orchestra modules are tightly integrated, the platform also provides an integration gateway which allows seamless integration of third party applications and products.

Qmatic gives the DMV maximum control over how customers, staff members, and management use Orchestra to improve both customer service and operational efficiency.

Why use Orchestra?

Orchestra is the solution of choice for thousands of organizations both internationally and domestically, ranging from small retailers, to local and state-wide government organizations, to regional and nationwide service and healthcare providers. Qmatic software is supporting organizations with a single site and enterprises with dozens or hundreds of sites – or more. Our solutions facilitate operations for customers in retail, government, education, and healthcare.

With such a diverse installed base, it can be difficult to describe a “typical” Orchestra user, but there are some consistent markers. Orchestra clients tend to have advanced needs for customer journey management. They want a quick learning curve for staff members and an intuitive experience for customers. And they are driven to improve the customer experience while maximizing the effective use of their own resources.

In general, Orchestra clients are seeking four things: an improved experience for customers, increased organizational efficiency, decreased costs, and improved planning. In each of these key areas, Orchestra excels.

Orchestra in a Nutshell

Orchestra is a fully scalable customer journey management platform for improved customer experiences, designed for the future with more features, more capacity, and the highest performance in the industry.

Improved customer experience

When customers are bored or confused, or must sit without any idea how long their wait will be, when they feel out of control or without a voice, they quickly become dissatisfied. Orchestra helps to prevent this by engaging customers in their journey.

Using Orchestra, the DMV will:

- *Empower your customers* – Give them a sense of control and a choice of who to see when – without relinquishing control over your operations.
- *Let customers understand and trust the process* – Make them feel known, valued and treated fairly. Trust that they will get to meet a skilled person that knows them and their needs.
- *Allow informed decisions* – Let your customers know where they are in the process and when they will be served. Helping them take informed decisions.
- *Listen to customer feedback* – Let customers provide feedback – immediately.

Increased organizational efficiency

Efficient organizations are more effective and more successful; both customers and staff are happier and better satisfied. Orchestra drives organizational efficiency, helping the DMV achieve key objectives like:

- *Increased customer satisfaction* – Improve your reputation by providing better service.
- *Optimized wait times* – Streamline customer-facing processes.
- *Reduced walk-aways* – By providing faster services and more transparent processes.
- *Staff matched to customers* – Increase the quality of service by better matching customer and staff in fewer steps.

Decreased costs

In today's world, it is a rare organization indeed that isn't looking for a way to cut or at least control costs. Orchestra makes the most of your budget by helping you:

- *Reduce transaction times* – Reduce actual and perceived waiting times by shortening transaction times.
- *Shorten lead time between customers* – Using built-in workflow tools.
- *Optimize your service level* – With service data and integration to workforce management tools.

Improved planning

Effective strategic planning and operational efficiency go hand in hand. Without effective planning, efficiency is elusive – and without the right tools to supply reliable, actionable information, effective planning is impossible. Orchestra empowers fact-based, effective planning by allowing you to:

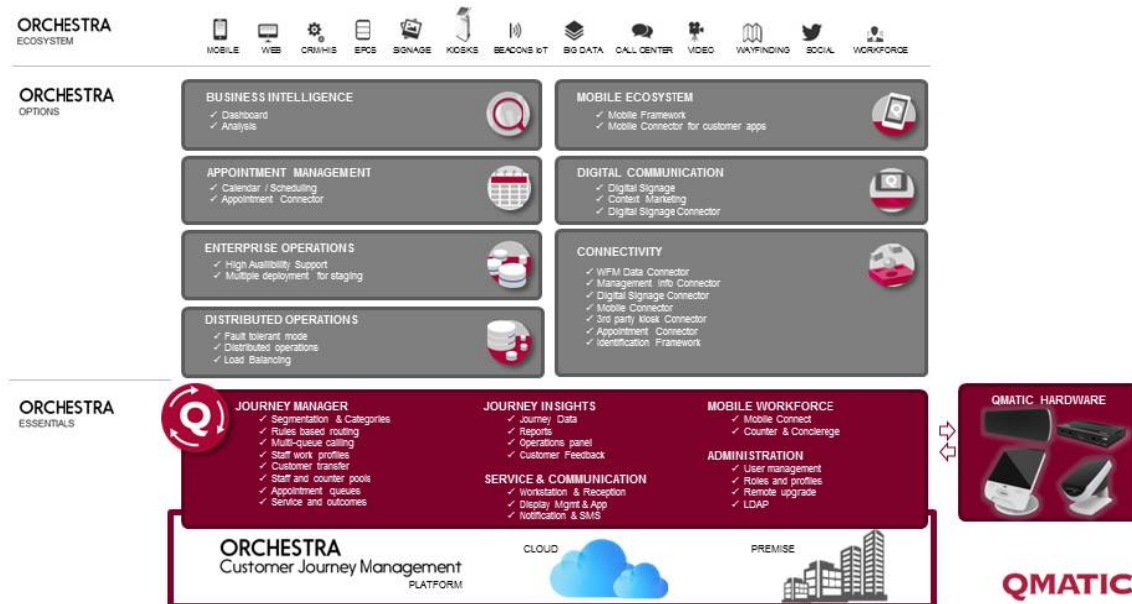
- **Monitor your service situation** – With real-time monitoring of the on-site situation and assistance in managing of resources, Orchestra enables managers to take quick, accurate decisions.
- **Benchmark your operations** – Benchmarks can be used to locate top-performing areas to learn from, and to identify lowest-performing areas to focus improvement programs.
- **Learn from customer behavior** – The business can learn more about its customers and their on-site behavior.
- **Identify customer needs earlier** – Identify your customers' needs earlier through customer on-boarding tools.

The complete Orchestra system

Orchestra delivers functionality through two blocks of modules: Orchestra Essentials, and Orchestra Options. Orchestra Essentials provides the backbone of the solution, with all the functionality needed to complete a solid Customer Journey Management solution. Orchestra Options adds functionality that extends the power of the solution but isn't needed by every organization. Building on these module blocks, the Orchestra Ecosystem allows integration and connectivity to a world of mobile devices, web pages, back office applications, social media, and more.

Yet, as a modular system, Orchestra is designed to deliver only those capabilities the DMV actually needs, allowing you to make the most of your CJM investment.

The complete Orchestra System



By itself, the basic Orchestra solution is a transformative business application with broad impact across your customer service organization. Taken as a whole, the Orchestra system is very simply the most sophisticated, flexible, powerful, yet easy-to-use CJM offering in the world.



Major Functionality: Orchestra Essentials

Orchestra consists of several modules in two key blocks: Orchestra Essentials and Orchestra Options. Orchestra Essentials is Qmatic's signature, straight-out-of-the-box Customer Journey Management (CJM) solution, the backbone of any Orchestra implementation.

The Orchestra Essentials package will enable the DMV to create a powerful customer journey system with all the vital core functionality as well as several unique and market-leading features. It both gets you going and provides the means for future upgrades and extensions as your agency evolves and your needs change.

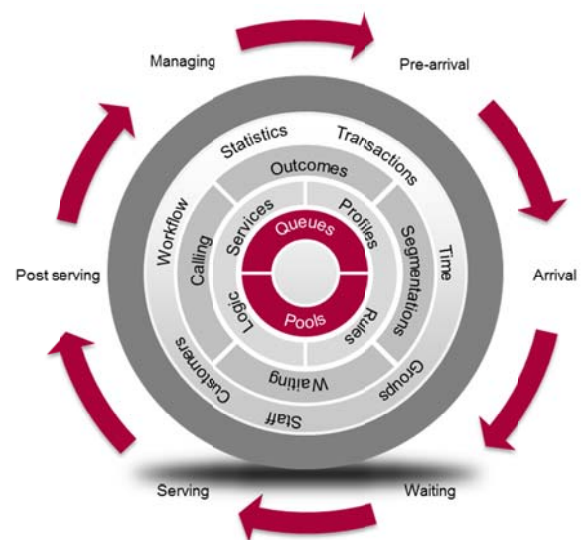
Notably, Orchestra Essentials contains the market-leading solution for the mobile workforce, Mobile Connect. Its solid multi-platform reliability and unique features empower employees to provide better service even when they're on the move or away from their workstations.

Orchestra Essentials is comprised of five tightly integrated modules, each providing functionality essential to the Orchestra solution. These modules and their functions are:

Journey Manager

The high performance Journey Manager module supports advanced business rules and queuing logic. Configurable and extendable to meet the DMV's needs, this module's functionality includes:

- Segmentation & Categories
- Rules based routing
- Multi-queue calling
- Staff work profiles
- Customer transfer
- Staff and counter pools
- Appointment queues
- Service and outcomes
- Multi-Service Visits
- Service Levels



Segmentation & Categories

Some customers may need assistance in a specific language; others may be VIPs; some should be routed to a specific service or staff member for other reasons. Using segmentation and categories, Orchestra can make sure that each customer gets exactly the right service based on their individual needs.

Rules based routing

The segmentation rules define what queue to place a customer in based on any known fact about him or her, such as customer category, gender, selected language, or any other parameter. An automated rules-based system is used to match each customer's needs to the specific competencies of your staff and ensure each customer is called to the right station. The rules can be the same for all or tailored for each staff member.

Multi-queue calling

Calling customer logic can be as simple as calling the next customer from a single queue based on waiting time. It can also support complex scenarios such as calling customers from multiple queues or pools based on any customer or queue parameter. The rules can include priorities as well as these criteria, and automatically determine what customer will be called next in each queue.

Staff work profiles

The calling rules are expressed in work profiles that can be selected by staff members or assigned by a manager. It is possible to select different work profiles during the course of daily operations to respond to changing queueing situations.

Customer transfer

The built-in customer routing functionality allows you to transfer a customer in multiple ways based on priority, arrival time, or waiting time.

Staff and counter pools

Sometimes customers need to be transferred to another desk or a specific staff member to be served. For this purpose, each service point and staff member are automatically assigned a pool to which customers can be routed.

Appointment queues

Appointment queues are used to manage pre-scheduled appointments in the same system as walk-in customers. Appointments are typically called in the order of their appointment time instead of waiting or arrival time. This will allow the DMV staff members to easily serve walk-ins during times where there are no appointments, or when a scheduled customer is a no-show.

Visit statistics

The more you know about your customers, the better you can serve them. For each visit, multiple parameters such as customer information, times, durations, services and staff information are stored automatically. This information can be analyzed in real time to allow you to respond quickly to evolving situations. Management information can be accessed using smart business applications and can be displayed on screens, tablets or web pages.

Service and outcomes

Knowing the outcome of each visit is essential if you want to fine tune the customer experience you provide. Which additional services were delivered? What was the outcome of the visit? This information (and any other parameters) can be captured during the visit. Customer feedback can also be automatically recorded and stored.

Multi-service visits

Some customers will require multiple services during one visit. Each service can be selected by the customer when arriving, or may be manually added by a staff member during the visit. If the same staff member can't deliver the requested services, the customer can be routed to a suitable staff member for each service.

Service levels

Service levels are key performance indicators (KPIs) that can be used in order to reduce waiting times for your customers. Service levels define your maximum expected waiting time for each customer to provide the best possible customer experience depending on staff availability.

Orchestra's calling rules can use your defined service levels to determine who to call next in order to meet your service level expectations.

Journey Insights

Journey Insights offers tools to help you stay up to date with the current situation and adjust your operation to meet customer demands. Specific functionality includes:

- **Operations Panel** to display current situation at branch level
- **Reports** to capture and present data over time periods you define
- **Customer Feedback** to evaluate customer's service experience
- **Journey Data** accessible via database views in Orchestra



Operations Panel

The Operations Panel provides branch managers with a web app to monitor and gain insights from the customer and staff situation within the branch.

Reports

Orchestra stores statistics from all branches in a central database. This statistical information can be conveniently analyzed using built-in tools, and reports can be scheduled and sent out to relevant stakeholders.

Default reports for typical reporting needs are provided as a standard component; new custom reports based on specific needs can also be created. Reports are available in multiple formats so that they can easily be presented in a browser, attached to an email, or exported to other applications.

Feedback

Orchestra provides a quick and effortless solution for connecting with our customer feedback device (Expressia) or to a tablet or other device (through a widget), allowing customers to evaluate their service experience by pressing smiley buttons. This user-friendly mechanism ensures an unparalleled amount of daily feedback. Continuous feedback helps staff members maintain a high level of service, impacting positively on the customer experience and loyalty, while management gets vital statistics as a tool to improve operations.

Service & Communication

The Service & Communication module provides efficient means for employees to serve and inform customers throughout the visit, including:



- **Workstation & Reception** – Web applications that can be used from a browser to serve customers
- **Display Management** – Provide queue information in LED or browser based displays
- **Spotlight App** – Android based mobile media player app.
- **Notification & SMS** – Send queue status updates from Orchestra to customers

Workstation & Reception

The Workstation and Reception elements are web apps that can be used from almost any web browser to serve customers and add new customers to queues.

Entrypoint connector

The Entrypoint Connector allows you to write custom applications to add new customers to queues in addition to the Reception app that is provided out-of-the-box.

Servicepoint connector

The Servicepoint Connector allows you to write custom applications to serve customers in addition to the Workstation app that is provided out-of-the-box.

Display Management

Counter displays can shorten wait times by guiding customers to the proper service station when they are called. Orchestra supports LED counter displays in various configurations, and the Counter Display element enables the use of browser-based counter displays for greater flexibility.

Spotlight App

Spotlight is the mobile media player app from Qmatic. It is designed to deliver integrated media, graphics, and queue status information to customers in a cost-effective way.

SMS and Email

The SMS and Email functionalities will enable the DMV to send queue status updates from Orchestra to customers.

Mobile Workforce

Orchestra uses the Mobile Workforce module to empower employees to connect to customers in a personalized way, delivering improved experiences. Functionality includes:

- Get **alerts and notifications**
- Get visibility of the **service situation**
- **Check in** customers
- Provide **context marketing** messages and information about the customers
- Collect information about **service outcomes**
- Measure **customers satisfaction** and NPS



The heart of the Mobile Workforce module is Mobile Connect, a smart business application from Qmatic designed for use on mobile devices. Mobile Connect is used for serving customers,

generating higher customer satisfaction by moving the DMV staff members out from behind their counters and out onto the floor, where they can attend customers where they are and on their terms.

Mobile Connect empowers frontline staff and creates better first impressions to ensure high quality, personalized customer experiences. Your staff becomes more productive by having information at their fingertips, making it easier to provide great customer service. Your team can manage walk-ins as well as pre-scheduled appointments, and serve customers with an easy-to-use native mobile interface. The Mobile Connect app provides real-time status about waiting customers and customers currently being served, and notifies users of upcoming visits and appointments.

Qmatic's Mobile Connect app is unique in the Customer Journey Management world. Born of our extensive experience with customer expectations, best practices, and operational efficiency, it has been proven under challenging conditions, with customers using it effectively on both wifi and 3G/Mobile Networks indoors. The application is sufficiently nimble to be used concurrently by multiple users on a 3G network.

Administration

This module controls the powerful centralized Administration of the system, providing strong control of users, roles and rights. The Administration module features:

- *User management* is handled in the User Management Application.
- *Roles and profiles* is created in the User Management Application.
- *LDAP* Orchestra has support for managing its users from an LDAP-server, the Microsoft Active Directory Server.
- *Remote upgrade*.



User management

You can easily administer users centrally, and use roles and profiles to define access rights.

Roles and profiles

Users are grouped into roles and profiles based on their function. Each role defines the permissions the user has within the system. For example, some users might be limited to serve customers, some identified as administrators, and others authorized to use only the business intelligence (reporting and analysis) functions.

Remote upgrade

Keeping your Orchestra system up to date is easy. You can apply future software updates centrally and distribute them to all your premises over the network using built-in management interfaces.

LDAP

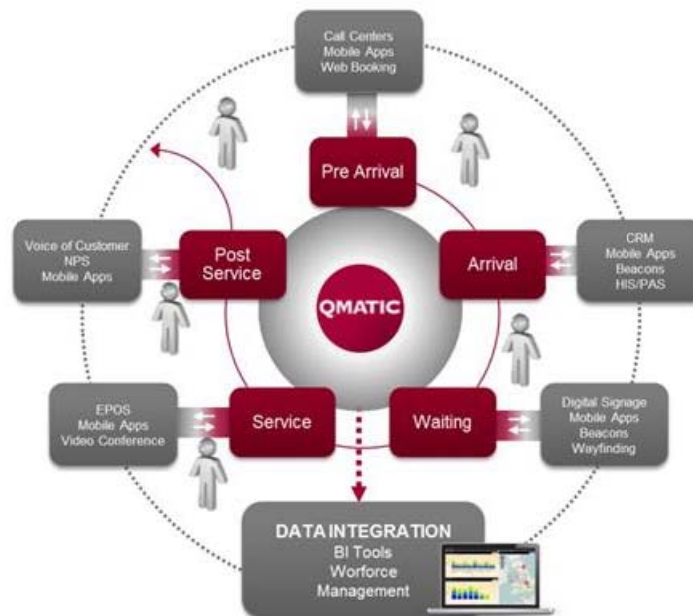
Administrators integrate with a Lightweight Directory Access Protocol (LDAP) directory to streamline the user login process and automate administrative tasks such as creating users and assigning them roles. An LDAP integration allows the Orchestra system to use your existing LDAP servers as the master source of user data.

Additional Functionality: Orchestra Options and the Orchestra Ecosystem

In addition to the Orchestra Essentials bundle, Orchestra offers a number of functionality modules as optional add-ons. These modules are collectively called Orchestra Options, and encompass a broad range of available capabilities designed to create exactly the environment the DMV needs. By selecting only those modules providing desired functionality, a tailored solution can be built without excessive cost.

One function of Orchestra Options is to support the Orchestra Ecosystem: the combination of optional user devices and interfaces by which customers and staff members can interact with Orchestra. Customers are no longer limited to walking up to a kiosk to access the system; staff members can remain in touch even when they are on the move.

The Orchestra Ecosystem



Conversations in the Customer Journey Management ecosystem range from online bookings, to digital signage, to removing barriers by accelerating information sharing through mobile devices. With Qmatic's Orchestra Ecosystem you can safely exchange information from business systems to devices, from user to user, anywhere at any time, without having to worry about data integrity or security.

Business Intelligence

Orchestra offers advanced BI tools to capture touch point data and to monitor and learn from your employees and customers via Analysis tools and Dashboards.

- *The Dashboard* enables viewing of customer journey data in dashboards. Each dashboard can be uniquely configured.
- *Analysis* allows you to interactively work with your statistical data by using functions such as drill down, break down, sorting, select and deselect items, and move items from columns to rows and vice versa.



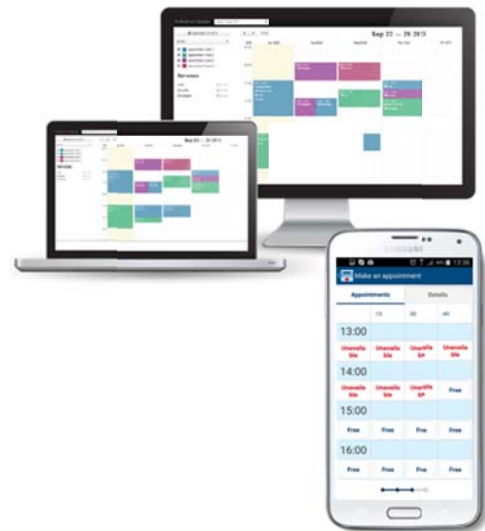
Every action is automatically stored as a statistical event centrally. Orchestra Business Intelligence is used to:

- create and edit reports
- create and edit dashboards
- distribute reports and dashboards
- analyze statistical data

Appointment Management

With Appointment Management, integrated booking systems improve efficiency and customer experience and will enable the DMV to move customers seamlessly from online to an in-person visit with the right employee, providing the opportunity to create the personalized journey that will differentiate your brand.

- Let your customers *manage their time* and book appointments for your services in advance.
- The Orchestra Calendar is *tightly integrated* with the Orchestra Journey Manager.
- *Integrate* with external appointment systems using the calendar connector.



Appointments booked in the Orchestra Calendar are automatically synched with Orchestra. Queuing profile integration allows staff to manage early and late arrivals. The Calendar and arrival management tools let you schedule resources with confidence. The public appointment API supports integration with your website, mobile appointment systems, and SMS-based appointment systems.

Enterprise Operations

This module allows you to control your deployment of Orchestra with support of best practice staging and production environments.

- Use the *same license key* for production system and your QA servers
- No need to change license key when going from acceptance testing server to production server
- *Enables High Availability* (HA) setup in a hot could scenario where both systems have the same license key.

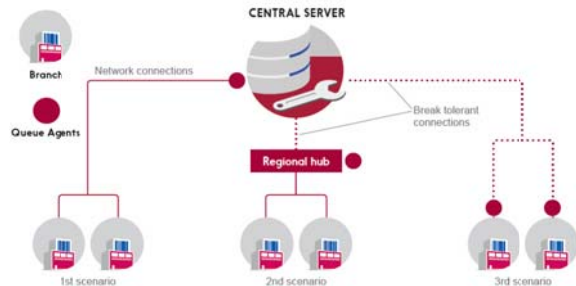


Enterprise Operations enables three additional activations on the same license key, i.e., a total of four activations. It is used for staging servers (QA zone servers) and HA servers.

Distributed Operations

Qmatic Distributed Operations is a unique Orchestra feature and an important part of enterprise deployments.

- The *configuration is deployed to your branches* where the customers are served. The resulting statistical data is then reported back when a network connection is present.
- The *workload* resulting from processing all customer journeys is *distributed* within your network.
- If your central server or database needs planned maintenance or experiences an unexpected outage, your branches *will continue to work during the outage*.



Distributed Operations will enable the DMV to operate in a distributed structure, a centralized architecture, regional clusters, or a mix-and-match deployment architecture to suit your unique needs.

Orchestra supports a unique architecture whereby your central configuration operates on a distributed architecture. This means you maintain the advantages of centralized operation but branches will still operate normally even if the connection to the central server is lost.

This option is unique in the Customer Journey Management world, and is possible only because Qmatic has the experience, vision, and reach to invest thousands of development hours over many years to perfect it. Distributed Operations is a significant step forward, and Qmatic is proud to make it available to the DMV.

Mobile Ecosystem

Our mobile, connected society offers a big advantage to organizations using mobile technology to empower customers and improve the customer experience. Orchestra's Mobile Ecosystem will provide that advantage to the DMV. A mobile solution from Qmatic is the glue between the virtual and physical world, empowering customers to act more freely, reserve a time



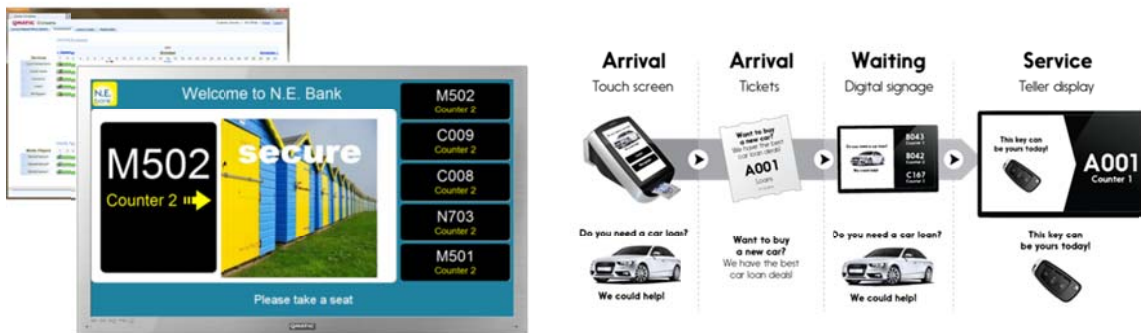
with a service provider and understand where to get the fastest service.

- Powerful API to develop *mobile* Customer Journey Management applications
- Supports 3:d-party mobile platforms. Build apps for *iOS and Android*

The Mobile Connector allows you to integrate mobile applications thru the Qmatic mobile framework. The option provides an API and event mechanism to provide required functionality for those looking to integrate 3rd party mobile applications with the Orchestra platform where existing mobile apps/mobile frameworks are in place.

Digital Communication

Orchestra’s Digital Communication allows you to create stunning visuals using images, videos and web pages, and then integrate the journey process information and schedule playlists from within Orchestra. Provide your customers with a visually interesting, educational, and informative wait time experience!



- *Delivering helpful information* in the waiting zone makes people positive about your services and message.
- Link and display *contextual marketing* or informational messages across surfaces.

Digital Communication allows you to combine journey information such as ticket calls with media content in exciting graphical displays; create playlists from a variety of content types including pictures, movies, and web pages; and schedule playlists to your media displays, presented by Qmatic Spotlight or Cinematic or third party media players. Context Marketing gives you the ability to create messages and schedule them against your offered services, to be displayed on dedicated areas on media screens, touch screens, terminals, and tickets.

Connectivity

Orchestra’s Connectivity module will allow the DMV to make the most of its investment in Orchestra using integrations and extend the system to provide new functionality.



- *Integrate to external systems* or create new Orchestra applications using Connectors
- Be creative and *invent new ways to interact* with Orchestra using Widgets
- *Extend hardware* using the Unit Type Framework

Unit Type Framework – Hardware devices are separated from the core system, facilitating the addition of new devices to the system. Devices can be grouped into one unit, speeding up configuration and improving your technical team’s understanding of the system.

Connectors – Connectors are the points whereby other systems can talk to and work with Orchestra. Connectors take the form of application programming interfaces or APIs, exposed as web services. They are used to link Orchestra with other functional software, like digital signage controllers or CRM applications, enabling the creation of a global system consisting of Orchestra plus these other functions.

Widgets – A Web Widget is a small application that can be inserted on web pages. Qmatic bundles a small set of Widgets with Orchestra. These are normally used on web pages for Touch Screens, Media Displays and Positional Displays. It is possible for customers to build their own special purpose Widgets with the tools provided in the Connectivity module.

Qmatic Care: Ongoing Service and Maintenance

Qmatic Care Service and Maintenance (SAM) phone, fax, and e-mail support is provided from 7:00 am to 8:00 pm Eastern Time. We offer unlimited consultations and troubleshooting during these hours. The majority of support calls are resolved in less than 60 minutes.

After-hours are from 8:00 pm to 7:00 am Eastern Time. During this time, a Qmatic Service Technician is on-call via pager to accommodate clients in emergency situations. Leave a voicemail message and a Service Technician will return your call within the order it was received.

Qmatic partners with a Field Service team that, when necessary can have a technician on site same day for troubleshooting purposes in Metro areas and next business day in rural areas.

When a support call is received by Qmatic, a service ticket is opened. the DMV will receive an electronic confirmation that the service request has been received and that a service ticket has been opened. If the issue cannot be immediately resolved, the DMV will receive frequent updates via email or telephone (whichever method is preferred) and can access real-time status of any service ticket by accessing the Qmatic Support Portal. Once a service ticket is closed, the DMV will receive confirmation of the resolution.

All support calls will be logged in the Qmatic web-based support tracking system. The information recorded enables our team to monitor responsiveness and identify any potential trends. The information logged includes, but is not limited to:

- Date and time issue is submitted
- Customer site
- Equipment and serial number
- Customer submitting the support request
- Description of issue
- Action items taken
- Final resolution
- Date and time of each action taken
- Date and time of resolution
- Signature of technician (if onsite support is required)
- Signature of Site representative (if onsite support is required)

Customized Service Level Agreements (SLAs) can be established to meet your specific needs.

Clients under Warranty are provided assistance without charge for services covered under their Warranty Agreement. Clients not under Warranty and clients requesting services not covered under their Warranty Agreement are charged \$175 per hour during normal business hours and \$225 per hour for after-hours assistance. Modifications to the system settings are billable at the current hourly configuration charge.

Upgrades

Customers that maintain the Qmatic Care program are entitled to software upgrades as they become available. Professional Services to assist with the regression testing efforts and training

of new features is handled via a separate Statement of Work. Qmatic's current software release schedule consists of four releases per calendar year. Two releases contain new features and functionality and are supplemented with two maintenance releases in between.

Qmatic recommends a dedicated project team to conduct all upgrade activities. Our approach to upgrades consists of standing up a non-production environment to conduct an upgrade test plan. The test plan includes all required configuration steps to move the environment from N to N+1. In addition the plan will address all key features relevant to the solution to ensure all areas are functional post upgrade. Typically, Qmatic will lead the process of defining the regression test criteria and documenting all necessary steps required to fulfill the upgrade.

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			Each	1	\$293,078.44
Support/Maintenance/Online Training					
Year Two			Per Year	1	\$29,523.65
Year Three			Per Year	1	\$29,523.65
Year Four			Per Year	1	\$29,523.65
Total Bid Amount					\$381,649.40



Purchasing Division
 2019 Washington Street East
 Post Office Box 50130
 Charleston, WV 25305-0130

State of West Virginia
 Request for Quotation
 21 – Info Technology

Proc Folder: 158725

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

Proc Type: Central Contract - Fixed Amt

Date Issued	Solicitation Closes	Solicitation No	Version
2016-09-19	2016-10-05 13:30:00	CRFQ 0802 DMV1600000003	5

BID RECEIVING LOCATION

BID CLERK
 DEPARTMENT OF ADMINISTRATION
 PURCHASING DIVISION
 2019 WASHINGTON ST E
 CHARLESTON WV 25305
 US

VENDOR

Vendor Name, Address and Telephone Number:

Q-Matic Corporation
2400 Commerce Ave, Bldg 1100, Ste 100
Duluth, GA 30096
770-817-4250

FOR INFORMATION CONTACT THE BUYER

Melissa Pettrey
 (304) 558-0094
 melissa.k.pettrey@wv.gov

Signature X

FEIN # **36-3545811**

DATE **September 5, 2016**

All offers subject to all terms and conditions contained in this solicitation

ADDITIONAL INFORMATION:

Addendum

Addendum No. 04 issued to publish and distribute the attached information to the vendor community.

Request for Quotation

The West Virginia Purchasing Division is soliciting bids on behalf of the West Virginia Division of Motor Vehicles(DMV)to establish a one time purchase of customer queuing software and hardware to integrate with West Virginia Division of Motor Vehicle Public Information Video System (dmvPUBLISH), per the attached bid requirements, specifications and terms and conditions.

INVOICE TO		SHIP TO	
MANAGER		MANAGER	
DIVISION OF MOTOR VEHICLES		DIVISION OF MOTOR VEHICLES	
PURCHASING/ACCOUNTS PAYABLE		PURCHASING/ACCOUNTS PAYABLE	
1317 HANSFORD ST		1317 HANSFORD ST	
CHARLESTON	WV25301	CHARLESTON	WV 25301
US		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Customer queuing hardware, software and Implementation.	1.00000	EA	\$293,078.44	\$293,078.44

Comm Code	Manufacturer	Specification	Model #
46151507	Q-Matic Corporation	Orchestra 6 solution	

Extended Description :

Customer queuing hardware, software and Implementation.

INVOICE TO		SHIP TO	
MANAGER		MANAGER	
DIVISION OF MOTOR VEHICLES		DIVISION OF MOTOR VEHICLES	
PURCHASING/ACCOUNTS PAYABLE		PURCHASING/ACCOUNTS PAYABLE	
1317 HANSFORD ST		1317 HANSFORD ST	
CHARLESTON	WV25301	CHARLESTON	WV 25301
US		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
3	Customer queuing system maintenance year 2	0.00000		\$29,523.65	\$29,523.65

Comm Code	Manufacturer	Specification	Model #
81112200	Q-Matic Corporation	Qmatic Care & Qmatic Care +	SW7000 & HW7000

Extended Description :

Customer queuing system maintenance year 2

INVOICE TO		SHIP TO	
MANAGER DIVISION OF MOTOR VEHICLES PURCHASING/ACCOUNTS PAYABLE 1317 HANSFORD ST CHARLESTON WV25301 US		MANAGER DIVISION OF MOTOR VEHICLES PURCHASING/ACCOUNTS PAYABLE 1317 HANSFORD ST CHARLESTON WV 25301 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
4	Customer queuing system maintenance year 3	0.00000		\$29,523.65	\$29,523.65

Comm Code	Manufacturer	Specification	Model #
81112200	Q-Matic Corporation	Qmatic Care & Qmatic Care +	SW7000 & HW7000

Extended Description :
Customer queuing system maintenance year 3

INVOICE TO		SHIP TO	
MANAGER DIVISION OF MOTOR VEHICLES PURCHASING/ACCOUNTS PAYABLE 1317 HANSFORD ST CHARLESTON WV25301 US		MANAGER DIVISION OF MOTOR VEHICLES PURCHASING/ACCOUNTS PAYABLE 1317 HANSFORD ST CHARLESTON WV 25301 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
5	Customer queuing system maintenance year 4	0.00000		\$29,523.65	\$29,523.65

Comm Code	Manufacturer	Specification	Model #
81112200	Q-Matic Corporation	Qmatic Care & Qmatic Care +	SW7000 & HW7000

Extended Description :
Customer queuing system maintenance year 4

SCHEDULE OF EVENTS

Line	Event	Event Date
1	Non-Mandatory Prebid Meeting @1:30 PM	2016-08-03
2	Vendor Question Deadline @ 10:00 AM	2016-08-10

DMV1600000003	Document Phase Draft	Document Description Addendum 4 - Customer Queuing hdwe and sftwe for dmvpUBLISH	Page 4
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ADDITIONAL TERMS AND CONDITIONS

See attached document(s) for additional Terms and Conditions