



Alpha Technologies

4003 Outlook Drive
Hurricane, WV 25526

P 304.201.7485

F 304.201.2610

www.alpha-tech.us

**Letter of Transmittal
for POS Terminals**

Presented on September 18, 2012

By Alpha Technologies, Inc.

Hurricane, WV 25526

Contact: Becky McCord

bmccord@alpha-tech.us

304.721.8966

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WV PURCHASING
DIVISION



ALPHA TECHNOLOGIES

PRESENTS

Wireless POS Terminals for SNAP / EBT

Response to RFQ HHR 13053

9/18/2012

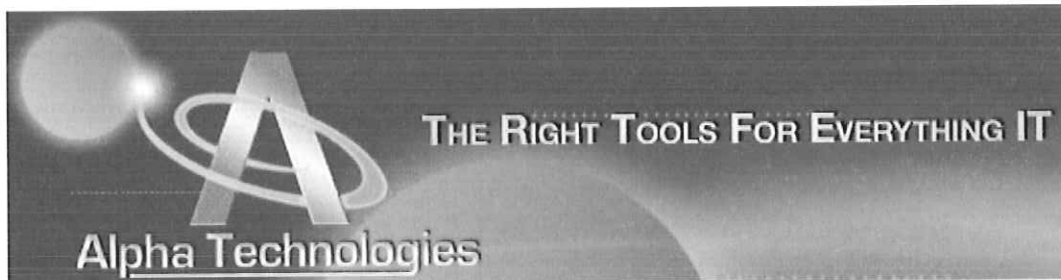


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Section 1 – Executive Summary

Alpha Technologies, a veteran disabled owned business in Hurricane WV, is pleased to propose to the West Virginia Department of Administration, Purchasing Division, a Wireless POS Terminal solution to support SNAP EBT, commercial debit and credit transactions at the Farmers' Markets. We are cognizant that this important program will promote the consumption of fresh fruits and vegetables among the families who are at nutritional risk while increasing demand at Farmers' Markets throughout West Virginia. We understand that the principal objectives of this initiative are to improve the nutritional status of SNAP participants and to stimulate the patronage of Farmers' Markets. And it would be a privilege for Alpha Technologies to help achieve those goals.

In this proposal Alpha Technologies shares its qualifications in providing the Farmers' Market System (FMS) EBT solution. The staff at Alpha Technologies is experienced in providing these POS terminals to Farmers' Markets as well as providing an array of support services. Alpha Technologies is working with two partners: ii2P which provides a Farmers' Market custom Web site, Help Desk support, and POS terminal documentation, and (2) Cynergy Data USA, which is a transaction processor that works with Paymentech (JPMorgan Chase). The primary relationship for this solution is between the State of WV and Alpha Technologies, Inc. Alpha has partnered with the above mentioned companies to support the POS solution by providing training/support and transaction processing. Any agreement or contract, either written or verbal, for transaction processing, shall be made between the State of WV and Cynergy, excluding Alpha Technologies entirely.

Alpha Technologies employs a mobile (wireless) POS terminal that was designed specifically for the outdoor environments such as farmers' markets. Manufactured by New York-based Dejavo Systems, the V9 mobile POS terminal is rugged, has a long-term internal battery for operation in environments that lack electricity, and is certified for all types of payments – SNAP, credit, debit, and WIC transactions. Moreover, it supports General Packet Radio Service (GPRS) communications inexpensively and seamlessly.

Our solution should indicate to the WV Purchasing Division that we are familiar with Farmers' Market operations, and we have thoroughly planned for the various scenarios of deploying and supporting a mobile solution for SNAP EBT. We understand that WV Purchasing Division needs this project to be self-sustaining well beyond the initial Farmers' Market Pilot. Hopefully, this solution will be so successful in providing a SNAP EBT solution that the USDA-certified farmers markets will want to continue this program beyond the initial one-year procurement. That can occur only if the solution is easy to use, is highly functional, and its ongoing support comes at a

reasonable cost for the Farmers' Markets. We have chosen a rugged, highly functional, low-cost, wireless POS terminal. This solution is mobile and wireless, one in the same.

Alpha Technologies is proposing a delivery and support model that is efficient and can be sustained. We are proposing deploying POS terminals and replacing malfunctioning POS terminals from a central location and having the devices shipped directly to Farmers' Markets or to their managers' homes or offices. We will support the farmers and the Farmers' Market managers through a toll-free service desk and through the custom website created for the exclusive use of Farmers' Markets, at no additional cost to the farmers, the Farmers Markets, or to WV Purchasing Division. Alpha Technologies also provides a set of Computer-Based Training (CBT) modules, through its partner, ii2P, to support ongoing training needs, such as new staff.

We are offering a robust solution at affordable prices. We can do this by incorporating self-service procedures, as appropriate. WV Purchasing Division has our commitment to focus our capabilities and resources to make this initiative an overwhelming success.

References: See section tate of Texas WIC and State of Texas SNAP programs are currently using the POS Terminals in their Farmer's Markets.

Section 2 – The Proposal

This proposal is in response to the West Virginia Department of Agriculture Resources (WV Purchasing Division) Request for Quote (RFQ) for Supplemental Nutrition Assistance Program (SNAP), Electronic Benefit Transfer (EBT) solution at Farmers' Markets.

Maximizing participation in all nutritional support programs is extremely important for the health and well-being of the SNAP population. Recognizing that the low-income status of the SNAP population can be a barrier to obtaining adequate quantities of fresh produce, USDA has recommended the allotment of fruits and vegetables to SNAP participants be increased to improve their diets. Farmers' markets promote healthy local food, provide for a sustainable local agriculture, and provide local farmers with much needed outlets for their produce. Eating food that is in season is the optimal way to get the best tasting and highest quality food. An abundance of fresh local food is usually available at local farmers' markets. So with implementation of this new initiative, there would be a confluence of benefits to the SNAP participants and to the farmers.

Alpha Technologies provides support for online transactions at Farmers' Markets for SNAP EBT benefits and credit and debit transactions. To redeem their SNAP benefits, participants will use their magnetic stripe-based SNAP EBT cards. Incorporating SNAP benefits can be readily accomplished with Alpha Technologies' V9 mobile (wireless) POS terminal solution. Although effectively debit transactions themselves, SNAP transactions are part of a closed system within the State. Our POS terminal has been certified for SNAP.

Commercial debit and credit card transactions can be readily accomplished as well, and as with SNAP, the Farmers' Markets will have to enter into an agreement with our processor partner who will provide that support. Generally, Farmers' Markets around the nation have been very eager to add commercial debit transaction processing to their payment support solutions. Alpha Technologies will support both debit and/or credit transactions on the V9 mobile POS terminals, as requested by each Farmers' Market.

Alpha Technologies will telephonically support the initial installation, and respond to any initial training issues. We will provide comprehensive, but very easy-to-use documentation for the Farmers' Markets, including laminated Quick Reference Guides. Our POS solution is so easy to use and so simple that Farmers' Market (FM) Managers will have few issues. Nevertheless, we will support the FM Manager with a toll-free number to a trained Service Desk. We propose to incorporate computer-based training (CBT) into the overall solution, supporting the FM Manager and the farmers in an ongoing fashion with outstanding computer-based training via a custom website created solely for the Farmers' Markets.

2.1 Corporate Background and Experience – Alpha Technologies

Alpha Technologies Inc., of Hurricane, W.Va., specializes in the design and integration of voice, video, and data systems. Alpha Technologies is a veteran disabled owned business.

Alpha is a complete communications and technical solution provider for any business or organization resulting from its strong reseller partnerships with industry front-runners, as well as the ability to design, deploy, host and service a multitude of technologies.

Our technical expertise helps the client generate and save revenue by pushing the power of technology to the forefront.

Alpha's main office is located in Hurricane, W.Va. Satellite offices are located in South Charleston, Bluefield as well as Winchester, Va.

Founded in 2000, Alpha carries with it a solid portfolio of certifications from BICSI, CompTIA, Cisco, Dell, Help Desk Institute, Leviton Integrated Network, Microsoft and VMware.



Alpha Technologies Sales Manager Scott Crouch takes a quick break while manning the booth at the annual Winchester Regional Business Expo May 22 at Shenandoah University. The event gave Alpha a chance to network with professionals near its new northern Virginia satellite office.



Attendees from various Huntington, W.Va., businesses and schools listen to NetApp Systems Engineer Van Flowers speak about cloud computing Oct. 10 at Marshall University.

Alpha Technologies hosts many educational venues and events to support the regional IT community. Alpha also and serves as a source of IT knowledge for various colleges, universities and technical schools.

2.2 Service Process

This section discusses the services provided, including ongoing contact with Alpha Technologies, the packing and testing, tracking of delivery of the POS terminals, installation, training, documentation, warranty and maintenance, replacement and repair, and Farmers' Markets Reports.

2.2.1 Ongoing Contact

Alpha Technologies will set up two different mechanisms for managers at Farmers' Markets to contact us: (1) we will make available a custom Website that anyone can access and at which an order for supplies or request for a quote can be effected; and (2) we will provide a 1-800 number to handle incoming calls. There will be designated individuals at Alpha Technologies with responsibility to follow-up on these requests in a timely fashion. NOTE: The only supplies needed are the standard roll paper, which can also be purchased locally on via the Web.

2.2.2 Packing and Testing

Before shipping its V9 POS terminals, we will test each and every one, and then pack it for shipment. Each terminal will be configured for PIN injection as well as loading the application software for SNAP, debit and credit transactions (even if a given FM does not require credit or debit, initially). The deployment team will affix to each V9 POS terminal a 1-800 Service Desk sticker, to provide a convenient reminder of the support number in the event of any issue. Finally, the deployment team places in the box a Quick Reference Guide for performing transactions; and they ship the V9 POS terminals and its support materials to the Farmers' Markets in the most efficient manner available.

2.2.3 Tracking and Delivery of POS Terminals and Supplies

All products deployed to a Farmers' Market site (e.g., V9 POS terminals, documentation or supplies (e.g., paper) or to another designated location (e.g., FM Manager office or home) will be tracked via a packaging service (e.g., FedEx, UPS, etc.), and logged upon receipt of shipment. Alpha Technologies will provide WV Purchasing Division with periodic reports describing all new POS terminals deployed, POS terminals replaced, and malfunctioning POS terminals recovered, if any.

2.2.4 Installation

Our plan is to provide telephonic training, reinforced with videos on the Website. However, if requested we will provide out-of-the box installation and in-person training. We will call the Farmers' Market Manager and arrange a date and location when the installation and initial training is desired. We will come to that location and install and train the FM Manager, his staff, and any farmers there on the use of the POS terminal for SNAP transactions, and if requested, debit and credit transactions.

2.2.5 Optional On-Site Training

The following section describes Alpha Technologies' training approach and the documentation that Alpha Technologies will provide. The training and documentation will be supplemented with a unique tailored website provided by Alpha Technologies to support the farmers and FM managers.

It is a general axiom that the better the training, the fewer the issues that will occur on an ongoing basis. However, the training need not be labor intensive. Even if a FMA requires an on-site instructor for a hands-on training session, we would back that training with excellent self-paced Computer-Based Training (CBT) available on our custom FM website.

1. At the on-site training sessions at Farmers' Market locations, Alpha Technologies will focus on the ease of using the V9 terminals, and show the attendees at the Farmers' Market how to perform transactions and how to effect the batch settlement process. The training would cover all aspects of using the V9 mobile POS terminal, including working with the Service Desk and the procedures to implement a replacement of a malfunctioning terminal. The training will be hands-on to enable each farmer or his representative to perfect complete transactions. The instruction will come from

individuals who are trained in the use of the V9 terminal and have some expertise in responding to the types of questions that we would expect the farmers to ask. We will also discuss the availability of self-paced training and self-help support available through the custom website.

2. The self-paced training is available on an easily accessed Web site of our partner, ii2P: FMPayments.com. It would provide all details covered in the physical on-site training as well as a set of self-help procedures to undertake if issues are uncovered. The media for this training will include voice, video, and text – all at the fingertips of any authorized farmer with Internet access. The site would serve as both an excellent remedial training venue, but also would provide a cost-effective ongoing training solution. It could be tied to the Service Desk, providing farmers with extensive support. The same website could be used for FM Managers to obtain remedial and ongoing training, supporting staff turnover. Today, this site is focused on Texas Farmers' Markets. If Alpha Technologies is awarded the agreement to support SNAP Wireless Terminals at Farmers' Markets in West Virginia, then we will develop a site dedicated to West Virginia FMA support.

2.2.6 Computer-Based Training (CBT)

Computer-based training (also known as Computer Assisted Instruction) can be much more flexible than classroom or instructor-led training in that an individual can access the training modules at his or her convenience. Modules are very interactive, are self-paced, hands on, and Web-based; and they incorporate graphic illustrations, text, video, and audio. Indeed, there is growing evidence that learning with CBT is better remembered.

We undergo three stages of building a CBT program: (1) computerizing the topic content using a subject matter expert, (2) designing the training package, and (3) building the program into the Internet custom portal. The CBT package will be tied to the knowledge content on the custom FM portal as well as provide the ability of the trainee to offer feedback to improve the training material.

Because our CBT solutions are Web-based, they not only reach the widest possible audience, any time of day or night; but they enable the refreshment and update of key information quickly and make those updated training modules immediately available to its audience. We render CBT an easy-to-use, yet powerful tool for learning or supplementing learning of essential skills in supporting the V9 terminal with EBT transactions. Separate training modules will be developed for farmers and Farmers' Market managers.

2.2.7 Documentation

The focus on documentation for the Farmers' Markets will be ease of use and functionality. We will provide easy-to-use guides and how-to instructions with graphic depictions in a format that is easy to access and use. The documentation that we produce includes the following:

- **Quick Reference Guide (QRG)** – This will be a laminated, single duplexed sheet that will provide farmers with “how to” instruction. Every farmer will have access to a Quick Reference Guide whether he or she shares the V9 mobile POS terminal or has a dedicated unit.
- **Training Materials** – Everything that we provide to the farmers, FM managers or WV Purchasing Division staff will be available on the customized Website to access, review and optionally to print out.

2.2.8 Warranty and / or Maintenance

We provide a one-year warranty on all hardware, software and documentation. That includes access to the Help Desk. The terminal warranty does not begin until the V9 POS terminal is shipped to the Farmers' Market. If any part of a V9 POS terminal breaks during the warranty period, Alpha Technologies will replace the entire V9 unit at no charge for the replacement. The V9 mobile POS terminal supports re-loads of the terminal application software remotely (i.e., download). If the terminal application software can be repaired via a download of new software, then that is what Alpha Technologies will do. If malfunctioning application software cannot be remedied with a download during the warranty period, then Alpha Technologies will replace the entire V9 POS terminal at no charge.

After warranty, Alpha Technologies will still provide support on a per incident repair basis. The cost of the repair would be determined after the equipment is inspected and the problem identified.

Alpha Technologies service desk agents provide first-touch incident tracking diagnosis and resolution for software and hardware problems related to the POS terminal. Alpha Technologies will provide Service Desk services to authorized Farmers' Markets throughout West Virginia. When the call arrives at the service desk, the service representatives will diagnose the terminal issues, and they will either resolve the issue or they will dispatch a replacement V9 mobile POS terminal, as follows:

- Log the incident into the Incident Management System
- Document the problem
- Attempt to fault isolate the problem and diagnose it
- If the Service Desk (SD) is able to resolve the issue, then the SD will close the incident trouble ticket
- If the issue is determined to be a malfunctioning V9 terminal, then the Service Desk will initiate a Depot request for replacement of the failed terminal

If our depot maintenance team has service questions or needs extra parts, it will acquire them from the manufacturer, Dejavoo Systems. But the overall responsibility for the repair and replacement of the POS equipment remains with Alpha Technologies. The Help Desk's hours of coverage will be 8 AM to 5 PM, Eastern Time. After-hours coverage is not available; but voice messages for return calls can be left.

The Linux-based software kernel supports peripheral connections with ease; and the V9 mobile POS terminal is truly "turn on and use." The V9 mobile POS terminal has a permanent GPRS network connection, significantly lessening throughput time for online transactions. The FM Manager can download a software suite remotely, or do so locally in seconds with its USB Key. The FM manager can easily manage its base of POS terminals with relative simplicity, optimizing its total cost of ownership. The enhanced connectivity, the quality and robustness of the Dejavoo V9 will be a delight for the farmers and FM managers alike. Boosted by two 32 bit-microprocessors, and loaded with multiple communication options including GPRS, the Dejavoo Systems' V9 puts tremendous processing power at your disposal. Even with the need to validate the PIN and print the receipt, the transaction speed is impressive. And there are no compromises on security, as the V9 meets all the latest security standards, completely protecting your transactions.



V9 Wireless POS Terminal

The proposed Dejavoo V9 Wireless POS terminal is certified through four national processors to support SNAP transactions in all states. Today, we have deployed the Dejavoo Terminal through our partner, ii2P, in the State of Texas for both Texas WIC and Texas SNAP, and of course, in support of debit and credit transactions.

2.2.9 Replacement and Repair

Alpha Technologies will ship a V9 terminal as a replacement for a malfunctioning unit. The FM manager will be sent the new device upon determining that the current device is defective. The FM manager would place the defective unit in the same box in which the new one arrived, using the shipping material sent with the new unit. The newly packed box will be recovered by the transit company (e.g., FedEx or UPS, etc.) and returned to the address indicated. Once the device is returned to the repair team will check out the V9 wireless terminal and they will make appropriate repairs, and return the terminal into the pool of spare V9 POS terminals that Alpha Technologies maintains. The fully integrated inventory management and asset tracking environment uses a best practices approach for all its retail clients and will utilize the same for this effort.

Our model is to deploy POS terminals and to replace malfunctioning POS terminals from a central services and parts depot. We can deploy equipment and supplies quickly and efficiently (e.g., low-cost) via overnight delivery and self-service installation, swap-outs and training.

2.2.10 Reports

We will provide the Agency with any information that it is within our power to collect, such as units deployed and dates, equipment replacements, etc.

Each Farmers' Market would sign up as a "merchant" with a processor, such as Cynergy Data USA which processes through J P Morgan Chase. Each month the Farmers' Markets will receive directly from J P Morgan Chase a report which details their SNAP transactions by count and dollar amount; they also receive similar information for their credit and debit transactions.

2.3 Terminal Background

The Dejavoo Systems V9 terminal is Linux OS-based; it was designed to support multiple applications, but providing a simplified user experience. There is a help feature and a customizable menu with dynamic hot keys.

The V9 terminal has easy-to-use download options through its Web-based downloader. Further, the POS terminals can accept a software download either remotely or locally in

seconds (for the latter, it would be through the use of a secure, microprocessor-based USB key). This simplifies the maintenance of an installed base and it reduces the overall cost of ownership. Its Linux OS is designed to secure data retention at all times. Indeed, the V9 is a compact PC in the body of a POS device.

The device is totally compliant with the latest EMV smart card specifications and PCI (Payment Card Industry) PED (PIN Entry Device) security requirements for offline (smart card) and online (magnetic stripe card) verification. It incorporates an electronically secure device that prevents unauthorized use of the card and the PIN. Without a PED certification, a POS terminal cannot support a PIN-based transaction.

Dejavoo Systems has created some unique applications that enable PC systems to communicate to the terminals with ease, eliminating expensive gateway fees with its pre-paid SIM technology. The V9 will support automatic connectivity of data between itself and an online processor. What this means is that for online communications in support of SNAP, commercial debit and commercial credit transactions, the V9 POS terminal maintains a connection to the GPRS network as soon as it is activated, similar to a mobile telephone; this is done to significantly improve the transaction time; and it has a negligible effect on the battery. In addition, the V9 supports a pre-paid SIM (subscriber identity module) card (similar to the one in a standard mobile telephone) which will direct connect to the credit or debit card provider, obviating any gateway charges. The low-cost SIM card (a microchip) contains 24 Mbytes of data which decrement down with use (more than enough for use at a farmers' market for a year). The SIM chip expires in a three-month period or one calendar year, depending on the option chosen. Because it is a prepaid chip, it can be moved from one V9 terminal to another. The use of the prepaid SIM card can significantly reduce charges for FMs.



The following are the key features of the V9 Wireless POS terminal:

- **Rugged for Outdoor Use** – The V9 is water resistant (able to handle some spillage and sprinkling), and is drop resistant in that it can survive the equivalent of a four-foot drop onto concrete.
- **Long Battery Life** – The V9 uses a 7.4V 1100 Li-ion battery whose life in standby mode is 100 hours and whose life in continuous use is ten hours – exceeding the State's requirement for eight hours of operation. It takes only 90 minutes to completely recharge the battery; each V9 terminal comes with an AC adapter that plugs from the V9

Terminal directly into the wall; no special recharger required. The stated life expectancy of the batter is at least two years. The merchant will be able to perform approximately 350 transactions of full battery. The replacement batteries are low-cost and easy to install.

- **GPRS Enabled** – General Packet Radio Services (GPRS) is a data packet usage service. GPRS usage charging is based on volume of data, either as part of a bundle or on a pay-as-you-use basis. An example of a bundle is up to 5 GB per month for a fixed fee. Usage above the bundle cap is either charged for per megabyte or disallowed. The pay-as-you-use method is typically per megabyte of traffic. This contrasts sharply with circuit switching data (e.g., used in many mobile phones) which is typically billed per minute of connection time, regardless of whether or not the user transfers data during that period. There is a prepaid SIM card available that will enable direct connection to the payment processors.
- **Thermal Printer** – The printer speed is 18 lines per second. It uses about 2.25 inches for a standard receipt on a 40 foot paper roll. The printer is quiet and does not use any ribbons. With SNAP, the receipts are generally a bit longer, but the V9 wireless terminal can still support approximately 100 transactions per roll. The paper comes in an inexpensive, standard roll and can be purchased anywhere, and replacement of paper is a simple drop and load action (there is no feed mechanism; just drop the paper into the holder).
- **Fast Smart Card or Magnetic Stripe Transactions** – the V9 is event-oriented; depending on which type of payment card is inserted or swiped, it will activate the reader for that orientation. The V9 wireless terminal supports all ISO standard magnetic stripe cards. The V9 will conduct a wireless transaction in approximately 10 seconds, on average; and it will respond to a smart card in a fraction of a second.
- **Memory** – 64 Mbytes SDRAM - 8 Mbytes of Flash. This is a tremendous amount of memory for the needs of Farmers' Markets.
- **PIN Injection** – The V9 supports all types of encryption requirements. It is a triple DES DUKPT (Derived Unique Key Per Transaction) – compliant device. It is PCI PED (PIN Entry Device) certified.

- **Peripheral Ports** – the V9 supports 1 x RS232, 1 RF PIN pad, and a USB 2.0 on the terminal base.
- **Display** – Graphical, 128X64 Pixels
- **Keypad** – PCI Secured, EBS 100 v3 compliant, 18 Keys
- **Security** – PCI Certified, PTS, EAL4, 3DES & RSA Algorithm, M/S & DUKPT Key Management
- **Communications / MODEM** – V22, V22bis (1200 Bps, 2400 Bps) V32, V32bis (9600 BPS, 14400 Bps)
- **Processor** – Dual 32-bit Core architecture; Main Processor- 32 bits; ARM9 microprocessor - 200 MHz; MMU - Secure Processor
- **Diagnostics** – the V9 has internal diagnostic software which checks out its display, modem, and other parts to support repair depot operations.

Section 3 – Specifications (POS Equipment and Services)

The following are taken from the West Virginia RFQ HHR 13053, Specifications:

Section 3.1.1 POS Device

- Unit Purchase Price – Total: \$1,749.00 See Section 6 – Pricing where our fees are provided
- The Dejavoo V9 is capable of processing SNAP, WIC EBT, Credit and Debit transactions, printing of its receipts, and the confidential entry and encryption of the PIN. It is PCI PED (PIN Entry Device) compliant.
- Alpha Technologies will provide POS terminal shipping, transaction acquiring, support services, optional training, terminal paper for receipts, and maintenance on all POS terminals, including replacement and repair of any malfunctioning terminals during the warranty period.
- Our bid POS wireless POS Terminal, the Dejavoo V9, complies with all industry standards for processing and the security requirements of the Personal Computer Industry (PCI), as well as all federal regulations for SNAP and WIC EBT programs.
- The V9 Wireless POS terminal can print customer receipts; with a built-in printer; no additional equipment is required.
- We will provide a comprehensive Quick Reference User Guide for all debit, credit and SNAP transactions, provide on-site training if desired; and we will provide a custom Farmers' Market Web site to support "how to" articles and videos.
- Through the support of our transaction processor, Cynergy Data, our POS terminals will process transactions through an interface provided by JPMorgan Chase Bank.
- Alpha Technologies will deploy wireless POS terminals to only authorized Farmers Market Associations, as directed by the FNS Retailer EBT Data Exchange file, as required.
- As stated above, we will provide a Quick Reference User Guide to each FMA
- On each POS terminal deployed, there will be a toll-free 1 800 number for FMAs to call us for problems or queries; and that same number will be printed on the Quick Reference User Guide
- The POS terminal does not transmit any personal identifiable information in the clear, at any time.
- Alpha Technologies will maintain a record of all POS terminal failures / replacements throughout the term of the contract.

- Alpha Technologies will replace any inoperable wireless POS terminals within two business days of initial notification. We simply overnight a replacement terminal and have the malfunctioning terminal returned to us via UPS.
- Alpha Technologies will make all reasonable efforts to retrieve any POS terminals that are de-authorized by the FNS REDE file within seven days of notification of such deactivation.

Section 3.1.1.1 of RFQ

- The Dejavoo V9 POS terminal meets all operational requirements of the SNAP EBT system and supports the full SNAP EBT transaction set. It provides a graphic (128X64 Pixels) display of the transaction message to provide visual verification, prior to transaction authorization and settlement. The POS terminal automatically identifies the payment / benefit card type. It includes on the receipt the truncated primary account number. All SNAP transactions performed on the Dejavoo V9 Wireless POS terminal comply with the QUEST Operating Rules.

Section 3.1.1.2 of RFQ

- Our geographic coverage is national. The Dejavoo POS terminals are certified by the national networks such as Paymentech (JPM Chase), First Data Corporation, Global Payment Systems, or TYSYS – all certified SNAP processors and thus we can support any State for SNAP EBT and any debit and credit transaction. Support is provided via a national repair depot and via FEDEX, we can replace any terminal anywhere in the nation.

Section 3.1.1.3 of RFQ

- We support all the regulations for EBT SNAP.

Section 3.1.1

- All fees, one-time fees and recurring fees, are provided in Section 6, Pricing. We have segregated the terminal-specific fees to be paid by the State from the transaction processing fees to be paid by the FMAs.

Referrals

In December 2011 our partner, ii2P began working with Farmers' Markets in Texas in support of WIC EBT. Recently, Texas SNAP began working with ii2p to deploy the Dejavoo terminals.

- ✓ As an example, Alpha Technologies supports five V9 POS terminals in use at the Ft. Worth Farmers' Market Association's four sites. The contact for the Ft. Worth FMA is Gregg Johnson, 817 781 7195; Mr. Johnson's email is: bandggarden@hotmail.com

- ✓ Our contact at Texas WIC is John Hannemann, EBT Manager, O: 512 341 4400 M: 512 413 5976 john.hannemann@dshs.state.tx.us

Section 5 – Value Added Benefits

Alpha Technologies proposes the following value-added benefits to the State:

- **Custom FM Website** – Create and support a one-stop, tailored Website and content library, available on a 24 / 7 basis, enabling a “hand-crafted” custom solution. It will provide a powerful search engine to find content needed to resolve issues. We can also generate management reports to document access, support progress and promote success for the Farmers’ Markets. This solution will house sales literature for the Farmers’ Market program, all documentation and support documents (e.g., POS Terminal Quick Reference Guide), as well as a video on the use of the POS terminal. The documentation and literature can be downloaded at no cost, as often as is needed. There is no cost for access to the website.
- **A Quick Reference User Guide (QRUG)** – This is a laminated, duplex, single page document with color graphics that explains the functioning of the POS terminal and all of its transactions. It is a quick and easy reference.
- **1-800 Service Desk Support** – Should the FM Manager require any assistance, there will be a toll-free number at his or her disposal to resolve any issues, throughout the warranty or extended warranty period.
- **No cost** for the SNAP, debit and credit application software which is developed, tested and certified.

Section 6 – Pricing

Pricing has two parts: (1) the acquisition of the POS terminal (see Farmers' Market Payment Platform Pricing below) and (2) the ongoing transactions fees. Alpha Technologies understands that WV PURCHASING DIVISION is paying only for the Terminal, and directly associated fees; and that the FMAs will be for transaction processing and any options they select. Per the requirements of the RFQ, we are providing the transaction costs associated with the SNAP processing.

1. Farmers' Market Payment Platform Pricing (Supports Commercial Debit/Credit Card/SNAP)

Item	Price	Unit	Description
POS Terminal	\$1,749.00	Per Wireless Terminal	This includes the wireless POS terminal, a one-year OEM warranty, PIN Injection, and all the payment application software as well as Quick Reference Guides, computer based training and shipping. It also includes a GPRS card with 24 Mbytes of memory and its activation fee. Note: the GPRS card is good for one year.
TOTAL	\$1,749.00		

Optional Items

Item	Price	Unit	Description
Installation / Training Onsite training at the FM	\$1,500	Per FMA Site	Onsite training, per one business day
Case of Paper	\$58	Case	50 rolls of paper in a case; the FMA can buy directly from any supplier
Replacement battery	\$69	Per Battery	The battery will last 2-3 years on average
GPRS Cards (future years)	\$129	Per Wireless Terminal	The GPRS cards are good for one year or 24 MB of data, whichever comes first



Listed below are the benefits and costs associated with processing your payment card transactions (debit / credit and SNAP) based on the information provided.

PRICING:

MasterCard®, Visa®, and Discover and Offline Debit processing rates will be

<i>Debit</i>	<i>1.40% and \$.05</i>
<i>Qualified</i>	<i>1.69%</i>
<i>Mid-Qualified</i>	<i>2.45%</i>
<i>Non-Qualified</i>	<i>3.25%</i>
<i>Transaction Fees (All Cards)</i>	<i>\$.25 per transaction</i>

MISC FEES

<i>Statement Fee</i>	<i>\$6.95</i>
<i>Monthly Minimum</i>	<i>\$20.00</i>
<i>AVS</i>	<i>\$.05</i>
<i>PIN Debit</i>	<i>\$.15 plus network fee</i>
<i>PCI Yearly Fee</i>	<i>\$99 (noncompliance fee \$19.95/month)</i>
<i>Chargeback Fee</i>	<i>\$25.00</i>
<i>Batch Fee</i>	<i>\$0</i>



Farmers' Market Payment Platform

Easy to use - Affordable - Sustainable

It is a payment platform certified to support

- **Commercial Debit Cards (PIN-based)**
- **Commercial Credit Cards**
- **SNAP EBT Cards (PIN-based)**
- **FMNP F&V (fruits and vegetables)**
- **WIC CVB (Cash Value Benefit) F&V**

KEY ATTRIBUTES

- **Durable POS Terminal**
- **Custom Website**
- **Toll-free Service Desk**
- **Comprehensive Documentation**
- **Multi-year Warranties Available**

THE DEJAVOO M3 MOBILE POS TERMINAL FEATURES

- GPRS-enabled (also supports dial, WiFi and IP)
- 32-bit, Dual Processors with 8MB Flash Memory
- Secure EMV PIN pad
- Graphic Display: 128 x 64 pixels
- Fast Thermal printer – 18 lines per second
- Supports 3DES & RSA, DUKPT key management; and is PCI PED certified (this last item is a requirement for PIN'd Debit and SNAP transactions)
- Bi-directional magnetic stripe card reader
- Built-in EMV 4.1 SC reader
- USB and RS-232 peripheral ports
- LINUX OS, My SQL database
- WIC EBT Encryption Key (via the SAM slot)
- 10-hour rechargeable Li-ion battery (90 min to recharge)
- Water resistant and drop resistant



REPORTING

WIC BackOffice Reports

- Settlement and Claim Report
- Products by Category / PLU
- Redemption by Farmer
- Redemption by POS Terminal
- Redemption by Funding Source
- Trace / Transaction Number Report

POS Terminal End of Day Reports

- Daily Terminal Totals
- Daily Farmer Totals

ii2P

141 Countryside Court, Suite 100
Southlake, TX 76092
Toll-Free 855-732-5113

REQUEST FOR QUOTATION HHR 13053 Wireless POS Equipment

Item number	Estimated Annual Quantity	Specifications	Type of Device	Unit Price per device	Total Price per Device
1.	30	Wireless Device		\$1,749.00	\$52,470 (for 30 units)
	1-10	If savings for purchase of multiple devices, price goes here	Wireless	None	None
	11-20	If savings for purchase of multiple devices, price goes here	Wireless	None	None
	21 or more	If savings for purchase of multiple devices, price goes here	Wireless	None	None
2.	30 each	Initial Set Up Fee	None	None	None
3.	12 months	Monthly Service Fee	None	None	None

REQUEST FOR QUOTATION HHR 13053 Wireless POS Equipment

MOBILE AND WIRELESS ARE THE SAME FOR THIS PRODUCT AS IT IS BOTH MOBILE AND WIRELESS*

Item number	Estimated Annual Quantity	Specifications	Type of Device	Unit Price per device	Total Price per Device
1.	30	Mobile Device		\$1,749.00	\$52,470 (for 30 units)
	1-10	If savings for purchase of multiple devices, price goes here	Mobile	None	None
	11-20	If savings for purchase of multiple devices, price goes here	Mobile	None	None
	21 or more	If savings for purchase of multiple devices, price goes here	Mobile	None	None
2.	30 each	Initial Set Up Fee	None	None	None
3.	12 months	Monthly Service Fee	None	None	None

		GRAND TOTAL		\$1,749.00 per unit	\$52,470 for 30 units
--	--	--------------------	--	---------------------	-----------------------

For evaluation purposes, the Grand Total will be made up of the numbered items listed above as 1 through 6. The price savings listed for volume purchases for both wireless and mobile devices will be used when ordering, but not considered during evaluation.

****Award will be made to lowest bidder meeting specifications****

Vendor Name: Alpha Technologies, Inc

Vendor Address: 4003 Outlook Dr Hurricane, WV 25526


Remit to Address: same as above

Phone: 304 721-8966

Fax: 304 201-2610

Email: bmccord@alpha-tech.us

Signature: _____


Alpha Technologies
Business Development

State of West Virginia VENDOR PREFERENCE CERTIFICATE

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

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

- Bidder is an individual resident vendor and has resided continuously in West Virginia for four (4) years immediately 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; or 80% of the ownership interest of Bidder is held by another individual, partnership, association or corporation resident vendor who has maintained its headquarters or principal place of business continuously in West Virginia for four (4) years immediately preceding the date of this certification; or,
- Bidder is a nonresident vendor which has an affiliate or subsidiary which employs a minimum of one hundred state residents and which has maintained its headquarters or principal place of business within West Virginia continuously for the four (4) years immediately preceding the date of this certification; or,

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

- Bidder is a resident vendor who certifies that, during the life of the contract, on average at least 75% of the employees working on the project being bid are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid; or,

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

- Bidder is a nonresident vendor employing a minimum of one hundred state residents or is a nonresident vendor with an affiliate or subsidiary which maintains its headquarters or principal place of business within West Virginia employing a minimum of one hundred state residents who certifies that, during the life of the contract, on average at least 75% of the employees or Bidder's affiliate's or subsidiary's employees are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid; or,

4. Application is made for 5% resident vendor preference for the reason checked:

- Bidder meets either the requirement of both subdivisions (1) and (2) or subdivision (1) and (3) as stated above; or,

5. Application is made for 3.5% resident vendor preference who is a veteran for the reason checked:

- Bidder is an individual resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard and has resided in West Virginia continuously for the four years immediately preceding the date on which the bid is submitted; or,

6. Application is made for 3.5% resident vendor preference who is a veteran for the reason checked:

- Bidder is a resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard, if, for purposes of producing or distributing the commodities or completing the project which is the subject of the vendor's bid and continuously over the entire term of the project, on average at least seventy-five percent of the vendor's employees are residents of West Virginia who have resided in the state continuously for the two immediately preceding years.

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) reject the bid; 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.

Under penalty of law for false swearing (*West Virginia Code*, §61-5-3), 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: Douglas Tate, CEO

Date: 9/14/12

Signed: [Signature]

Title: CEO and President, alpha Technologies Inc

ATTACHMENT A

CERTIFICATION AND SIGNATURE PAGE

By signing below, I certify that I have reviewed this Solicitation in its entirety; understand the requirements, terms and conditions, and other information contained herein; that I am submitting this bid or proposal for review and consideration; that I am authorized by the bidder to execute this bid or any documents related thereto on bidder's behalf; that I am authorized to bind the bidder in a contractual relationship; and that to the best of my knowledge, the bidder has properly registered with any State agency that may require registration.

Alpha Technologies
(Company)

Rebecca McCord
(Authorized Signature)

Rebecca McCord, Business Development
(Representative Name, Title)

304 721-8910 304 201-2610
(Phone Number) (Fax Number)

9/14/12
(Date)

ADDENDUM ACKNOWLEDGEMENT FORM

SOLICITATION NO.: HHR13053

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 type="checkbox"/> Addendum No. 2 | <input type="checkbox"/> Addendum No. 7 |
| <input type="checkbox"/> Addendum No. 3 | <input type="checkbox"/> Addendum No. 8 |
| <input 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.

Alpha Technologies
Company
[Signature]
Authorized Signature
9/14/12
Date

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

RFQ No. HR13053

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: Alpha Technologies, Inc

Authorized Signature: [Signature] Date: 9/14/12

State of WV

County of Putnam, to-wit:

Taken, subscribed, and sworn to before me this 14 day of September, 2012.

My Commission expires May 23, 2021.

AFFIX SEAL HERE

NOTARY PUBLIC [Signature]

Purchasing Affidavit (Revised 07/01/2012)



ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: HHR13053

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Copy

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Company

Authorized Signature

Date

NOTE: This addendum acknowledgment should be submitted with the bid to expedite document processing.
Revised 6/8/2012

