Olympic College
Request for Proposal (RFP) – Lobby Management System
Quote No.: ES-150320
Due Date: April 27, 2015

Submitted by:
Manuel “Manny” Rodriguez
Sales Executive
Q-Matic Corporation
April 27, 2015

Barb Tosland
Olympic College
Purchasing Services
1600 Chester Avenue
Bremerton, WA  98337

RE:  Quote No.: ES-150320

Dear Ms. Tosland:

Q-Matic Corporation is pleased to respond to Olympic College’s Quote No.: ES-150320 for a real time queuing system for a student lobby management system. Enclosed you will find our response, pursuant to your specifications.

Our proposed solution brings the right mix of resources, experience, and platform technologies to foster an environment for success. Qmatic’s 30+ years of enterprise focus and employee dedication enables our clients 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 enterprise technology marketplace.

Qmatic commits to fulfilling all requirements of Quote No.: ES-150320 and agrees to all requirements in the RFP as Statement of Work (SOW). By this letter Qmatic certifies that the undersigned is authorized to bind Qmatic contractually.

Thank you again for considering Qmatic. Please contact Manuel “Manny” Rodriguez, your Senior Account Executive, at (949) 394-4791 or via Manny.Rodriguez@qmatic.com if you need additional information.

Sincerely,

Thomas Sareyko
CEO
Q-Matic Corporation
2400 Commerce Avenue
Building 1100, Suite 100
Duluth, GA.  30096
Phone: 770-817-4251
Email: thomas.sareyko@qmatic.com
Executive Summary

Qmatic is proposing a full-featured Lobby Management System which meets or exceeds Olympic College’s requirements in all particulars, yet provides what experience tells us is the most cost-effective approach for the anticipated life of the project. As the global leader in customer experience management systems, Qmatic offers the College unparalleled quality and service.

PROPOSED SYSTEM OVERVIEW
The college has discussed the importance of improving reporting on wait times, productivity and real time management views of the operation. In addition reducing the stress on both students and staff from standing in line and not knowing how long they will have to wait for service. The system will allow the College to improve the student’s experience while operating more efficiently.

Step 1 – Pre-arrival:
While the College does not intend to implement the capability at this time, scheduling appointments in the future is an option using Qmatic’s Remote Check-In® Module and/or Calendar Module.

Please review this brief video created by the City of Glendale Permit Center for a high level overview of Orchestra Calendar and Remote Check-in functionality:

https://www.youtube.com/watch?v=ZHFTT102Kg4&feature=youtu.be

Step 2 – Arriving Students:
Qmatic offers the College convenient and efficient Self-Service Check-in. Upon entry students choose a service category from ticket printer/kiosk located at both reception desks at each end of building. If a staff member is present they can assist the student, if desired. However, the system is designed to operate as an easily understood self-service unit.

Step 3 – The Waiting Experience:
Students will comfortably wait in the lobby and be notified to come to an appropriate service location when their ticket number is both called via verbal announcement and displayed on Video Monitors in lobby.

Step 4 – Serving Students:
Staff calls student to counter using browser based software. When a student is called their ticket number is displayed and an audio announcement indicates the number being called. The dual approach (audio and visual) provides maximum clarity, and facilitates use of the system by persons with visual or hearing impairments. The system conforms to policies adopted by the State of Washington.

A. Display will show the ticket number and counter number students are to go to.

B. Audio will announce next ticket number. The kiosk and voice announcement can be in multiple languages, if desired.

When service is complete, the staff member can call the next student, transfer the student (with notes) to another service, or close the ticket and perform other duties without calling the next student.
Step 5 – Post Service Requirements:
Although not part of the immediate implementation, should the College wish to obtain student feedback at the time of service a Qmatic survey module would enable student satisfaction surveys based on actual conditions in the branch/facility. The College could tie satisfaction scores to time of day, wait times, staff performance, etc. in order to identify opportunities for improved service.

ABOUT QMATIC
Qmatic was established in 1981 by an entrepreneur and engineer in Göteborg, Sweden. Today we are the market leaders in queue management and CFM solutions. We have installed over 51,000 systems worldwide and have subsidiary companies in all major markets. In addition to our wholly owned companies, we have more than 80 distributors who supply and maintain Qmatic systems in more than 115 countries.

We provide products and solutions within Student Flow Management (managing the flow of people and related information from entry to specific service areas). This is Qmatic’s cornerstone.

Using our extensive global experience and unique skills we add value by improving the working environment and enhancing student service. We have in-depth process knowledge of the optimization of student flow. We believe that innovation, continuous product development, and a team of professional, inventive people are key factors to our success.

Qmatic gained ISO 9001:2000 Certification in 1996. ISO 9001 is based on eight principles of quality management: focus, leadership, staff commitment, process orientation, systematic management, continuous improvement. Qmatic is both a software development organization as well as an equipment manufacturer which allows us to create a solution with far more enhanced mission critical reliability.

By installing Qmatic, the world’s leading Queuing Management provider, Olympic College will be joining hundreds of other institutions worldwide that have transformed their service delivery. You will successfully maximize efficiency within your student services operations, reduce waiting times and increase the collection of valuable information that can be used to facilitate more effective management decisions. Managers will have a complete overview of their service area in its entirety, allowing them to make real-time decisions in order to achieve their service delivery goals.
Cover Sheet

The following page contains a completed copy of the cover sheet from the RFP.
**Professional Services**  
**Request for Proposal**  
This is an Inquiry-- Not an Order

| Return Completed Bid on or Before the Date and Time Indicated To: | Quote No: ES-150320  
(When mailing, this number must be indicated on outside of the Return Envelope)  
Date: 03/26/2015  
Quote Due Date: 04/27/2015  
Required by 2:00 PM Pacific Time |
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<td>United States Postal Address:</td>
<td>The RFP Coordinator is the sole point of contact in the AGENCY for this procurement. All communication between the Consultant and the AGENCY upon release of this RFP shall be with the RFP Coordinator</td>
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</table>
| Olympic College  
Purchasing Services  
1600 Chester Ave  
Bremerton WA 98337 | Any other communication will be considered unofficial and non-binding on the AGENCY. Consultants are to rely on written statements issued by the RFP Coordinator.  
Communication directed to parties other than the RFP Coordinator may result in disqualification of the Consultant. |
| RFP Coordinator: | |
| Barb Tosland  
btosland@olympic.edu  
Phone: (360) 475-7832  
Fax: (360) 475-7505 | |

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<th>Please complete this section with company name, mailing address and contact information.</th>
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<td>NAME/ADDRESS:</td>
<td>This inquiry implies no obligations on the part of the College.</td>
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| Manuel “Manny” Rodriguez  
Sales Executive  
Q-Matic Corporation (Qmatic)  
2400 Commerce Avenue, Building 1100, Suite 100  
Duluth, GA 30096 | Any award as a result of this quote shall be made by written Olympic College Professional Services Contract only.  
College reserve the right to reject any and/or all quotes, or to accept the quote which best serves the interests of the college. |
| EMAIL: Manny.Rodriguez@qmatic.com | |
| PHONE: 949-394-4791 | |
| FAX: 770-817-4594 | |
| Federal Tax ID number (for Businesses) | |
| 36-3545811 | |
| Social Security number (for Individuals) | |
| N/A | |

This quote and any subsequent order shall be in accordance with the State of Washington, Olympic College, Standard Terms and Conditions. Copies of these documents are available at Olympic College, Purchasing Services, 1600 Chester Ave, Bremerton WA 98337
Scope of Work

The Vendor will provide services and staff, and otherwise do all things necessary for or incidental to the performance of work, as set forth below:

a) Electronic Notification to call students for service

Qmatic understands and complies with this requirement; the necessary functionality is an integral part of our proposed Orchestra solution.

Students will be notified via SMS text that they are now “X” place in line. From there they will see when their number is called via the TV displays and the automated voice announcement.

b) 50 Licenses

Qmatic understands and complies with this requirement. The quoted solution is built around the assumption of 50 concurrent user licenses.

c) Installation & Implementation

Qmatic understands and complies with this requirement. The attached pricing includes all installation and implementation hours needed for the proposed solution.

d) Hosted subscription

Our reading of the RFP and Addenda suggests that the “hosted subscription” approach is in fact a request for a Software as a Service (“SaaS”) solution. Qmatic does offer a SaaS option, but the solution is designed for larger enterprise accounts, and would not be a good out-of-the-box fit for the College. To provide a more appropriate SaaS offering, Qmatic has encouraged one of our reseller partners, CXM Solutions, to provide a separate bid under this RFP structured around the SaaS approach.

Qmatic’s proposal is for an on premise solution, which we believe will be more cost-effective in the long run than a SaaS approach requiring long-term contractual payments. The proposed solution will provide both the required queuing functionality and ready integration with PeopleSoft, as well as easier integration with the College’s website, potential student mobile device apps, etc.

e) Digital display interface (Now serving)

Qmatic understands and complies with this requirement; the necessary functionality is an integral part of our proposed Orchestra solution.

Qmatic is proposing Digital Signage Software and our Cinematic digital media device. This combination will allow Olympic College to display desired queuing information on the existing TVs (provided by the College).

f) Student able to monitor the number of persons in the queue by service option on internet display

Qmatic understands and complies with this requirement; the necessary functionality is an integral part of our proposed Orchestra solution.
Orchestra can display queue count by service on the Digital Displays in the Lobby. Additionally, students can estimate their place in line based on their ticket number as compared to the tickets being called.

g) Customer would be shown the estimated wait time by service option chosen
Qmatic understands and complies with this requirement; the necessary functionality is an integral part of our proposed Orchestra solution.

Orchestra can display the estimated wait time per service in a number of different ways. The information can be presented on the kiosk by the service option, printed on the ticket, and/or shown on a digital display in the lobby.

h) Transfer students from lobby to lobby (placing students back in queue without going to the bottom of the list for additional services)
Qmatic understands and complies with this requirement; the necessary functionality is an integral part of our proposed Orchestra solution.

Qmatic’s proposed solution allows for users to transfer tickets in any of the available queues. Priority queues can be established to fast track students that have been transferred so they do not need to start at the “back of the line” with each transfer.

The proposed flow is that the student will self-select the first stop from a list of options. Once they meet with a customer service specialist (CSS), the CSS will be able to move the student to whichever lobby they need next, such as advising, career center, etc.

i) Ability to put student back in queue if first call is not answered
Qmatic understands and complies with this requirement; the necessary functionality is an integral part of our proposed Orchestra solution. This is a function of the ticket transferring ability mentioned in item (h), above.

j) Contain a calendar option for appointments
Qmatic understands and complies with this requirement; the necessary functionality is an integral part of our proposed Orchestra solution.

Orchestra provides a calendar option to allow Olympic College staff to create appointments for students either in person or over the telephone, as well as an extension to allow students to book their own appointments through the internet.

k) Text message feature
Qmatic understands and complies with this requirement; the necessary functionality is an integral part of our proposed Orchestra solution.

Orchestra can present students with the option to receive a text message when they have reached a specified place in the queue (i.e., fifth, third, etc.) informing them of this position and instructing them to return to the lobby.

l) Digital display interface (Now serving)
Qmatic understands and complies with this requirement; the necessary functionality is an integral part of our proposed Orchestra solution. For more detail, please see the reply to item (e), above.
m) Interface with third party systems and student databases, import/export capability. (Currently SMS Soon to be PeopleSoft)

Qmatic understands and complies with this requirement; the necessary interface is easy to achieve using the proposed Orchestra solution.

Using a reader on the kiosks, Orchestra can present a packet of data captured via a magnetic strip or barcode on the student ID to your existing database. For data security reasons Qmatic assumes that Olympic College IT personnel will make any necessary adjustments to your Database software to utilize this information. Qmatic can also present any captured queuing data to your database to be utilized in the same manner.

There are also a number of different options available to allow student data from College databases to appear within Orchestra. To complete this integration, Qmatic will work closely with Olympic College Database Administrators to fully scope the most efficient and effective means achieving this function. A complete interface will require some integration effort on the part of your Database Administrators.

n) Statistical real time reporting feature, to include number of students served, wait time, transaction time, personnel productivity, service trends, etc.

Qmatic understands and complies with this requirement; the necessary functionality is an integral part of our proposed Orchestra solution.

The Qmatic solution includes a Business Intelligence module that will allow Olympic College management and staff to produce dynamic reports and dashboards displaying the requested information. These items can be updated at any time by anyone with the appropriate access. Additionally, the Orchestra Operations Panel allows for a real time view into your queue volumes and wait times, allowing for on-the-spot adjustment to personnel if needed.

o) Develop performance benchmarks through monitoring student flow

Qmatic understands and complies with this requirement; the necessary functionality is an integral part of our proposed Orchestra solution.

Utilizing the Business intelligence tools described in (n), above, Olympic College staff can get a clear picture of how students flow through the system, identify any bottlenecks and improve overall efficiencies. Thus College resources can dynamically fine-tune the solution as needed, building on the more than 20 years of virtual queuing expertise already programmed into the solution.

p) Training, onsite

Qmatic understands and complies with this requirement; the necessary functionality is an integral part of our proposed Orchestra solution.

The proposed solution includes on-site training hours to provide College management and staff the knowledge to fully utilize this solution. You will also get access to our online training portal where you can find additional training modules for all of our product offerings.

q) Support & maintenance

Qmatic understands and complies with this requirement; the necessary functionality is an integral part of our proposed Orchestra solution.
r) Three sign-in kiosks
  Qmatic understands and complies with this requirement, including the supplementary
  information provided in the Addenda.

s) Allow manager override capability
  Qmatic understands and complies with this requirement; the necessary functionality is an
  integral part of our proposed Orchestra solution.

t) System must provide role based security
  Qmatic understands and complies with this requirement; the necessary functionality is an
  integral part of our proposed Orchestra solution. Orchestra will allow the College to provide all
  staff members with unique login credentials for the queuing system. Each user can then be
  assigned specific roles, responsibilities, and restrictions. For example, users can be identified as a
  service window agent or a department manager and the system will give them access to those
  features they are authorized to use, regardless of where they log in.
  In addition to the built-in role-based security, LDAP is also available.

u) Provide 7 x 24 support with next business day resolution
  Qmatic understands and complies with this requirement; the necessary functionality is an
  integral part of our proposed Orchestra solution.

v) Concurrent licensing of software
  Qmatic understands and complies with this requirement; the necessary functionality is an
  integral part of our proposed Orchestra solution.
  The Qmatic proposal is based on concurrent user licenses. Each user can have a unique
  log-in ID but they will all share the pool of User connections up to the maximum number
  of users purchased (e.g., 50). The user license is the same regardless of the user’s rights
  and responsibilities, so managers and window agents can utilize the system with the same
  set of licenses.

w) System costs, the implementation as described must be quoted as a fixed price
  Qmatic understands and complies with this requirement; the necessary functionality is an
  integral part of our proposed Orchestra solution.

x) The proposed solution must conform to policies adopted and published by the State of
  Washington, Information Office of the Chief Information Officer. A link to the policies can
  be found at https://ocio.wa.gov/policies/by-number
  Qmatic understands and complies with this requirement; the necessary functionality is an
  integral part of our proposed Orchestra solution.
Proposal Contents

The proposal must be written in English and submitted to the RFP Coordinator. The proposal must provide information in the same order as presented in this document with the same headings. This will not only be helpful to the evaluators of the proposal, but should assist the vendor in preparing a thorough response. Include three copies. Tabs between sections are appreciated. One staple in corner, no comb bindings or bound booklets.

Qmatic understands and accepts this requirement.
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Requirements (Scored)

a) Describe in detail, each item under of Scope of Work, speaking to your firm’s ability to meet each of the stated requirements.

a. Electronic Notification to call students for service

Qmatic understands and complies with this requirement.

Qmatic can use many devices to call students for service and to notify the students that they are next to be served. The College’s preferred method of notification are via digital display monitors, texting and audio. Qmatic’s standard solution is to inform the student with monitors and audio in the lobby. Texting is a simple addition, texts are used to inform them where they are in line and that they are coming up to drive them to the lobby to await being called. By doing this you avoid calling students to a service and they are not in the lobby yet and thus increase service times as the student might be in another area and have to then walk 2-3 minutes to show at the counter. There are 6 steps to student flow management and these steps were invented by Qmatic. We will cover them in detail as we go thru this RFP.

There is what we call pre-arrival, this step includes modules such as Remote Check-In, Appointment Booking and Mobile Access via an app or an optimized web page. Students can schedule appointments and enter the queue remotely from a web browser or from their mobile device.
Note: If pre-arrival products are outside the scope of your setup, this section is provided for information only. Your exact solution may not require pre-arrival at this time. These products may be added at a later date.

Remote Check-In
Allowing students to make a reservation to visit your establishment is one of the most powerful ways to improve student satisfaction and provide an excellent experience. The number of students who may put themselves into the queue is restricted in the configuration so that you may increase or decrease the workload. When students arrive they scan a barcode which moves them from an inactive status (outside the office or branch) to the active queue, where they are given higher priority based upon their reservation time.

Typically, Remote Check-In is configured for the current day and maybe extending into the next business day, unlike the complete Appointment Booking solution, this would be decided by the College. Other considerations include logos, font, size, colors and other branding or appearance selections. Remote Check-In is also optimized for mobile device use. This can work in tandem with the calendar option requested further in the proposal. But again these are all items in the Pre-Arrival stage.

Arrival
After Pre-Arrival we have the next step Arrival. The goal of entry technology is to identify and segment students into the appropriate service queues and to register their arrival time and track their wait time. By placing students in the appropriate queues, the system can confirm that students are served by personnel with the appropriate skill sets. Upon arrival, students check in with a self-serve kiosk or by a greeter.

The Reception Terminal supports a reception role that provides pre-service verification and conditioning of the student. The receptionist can check-in, categorize, and prioritize arriving students, as well as issue tickets to students and call them forward. The receptionist can collect valuable student information like name, address, notes, ID number and desired service. Office personnel have the ability to match a specific student service need with the employee most qualified to address that need.

The receptionist can see live waiting information at all times, enabling them to advise the student of their estimated waiting time as well as how many people are ahead of them.
Waiting / Queuing

After Arrival we have the next step waiting. While waiting for service, students can watch displays and listen to voice announcements. This “active” waiting provides an ideal opportunity to educate students about the service environment as well as relevant services and products aimed at the students.

This will be covered more below in the Digital Display Interface (now serving) portion of this request.

Serving

After waiting for a short time we have our next step serving. Providing a service to your students begins when you call them to the service counter. You want to easily attract their attention, clearly direct them to their destination, and match their service need with the staff member best qualified to fill that need. A well-managed, well-defined call process that considers criteria like staff skill set, order of service priority, real-time traffic conditions, and management-driven changes save time and money while keeping frustration levels low. In addition, it provides staff with a real-time view of the number of students waiting, wait times, and the types of services required. The workload is evenly distributed and ensures staff preparedness by providing clear information about student needs prior to calling them for service.

To call students you can use all the devices at your disposal. One of these in addition to the monitors in the lobby, showing the next student being called and possible text is an audible notification.

Qmatic supplies a hardware device called Choral. Choral provides an automatic voice announcement of the student’s ticket number and directs them to the appropriate service counter or appointment area.

Hearing a message in combination with seeing it on a display or a monitor increases the impact of that message. It adds a human dimension to the system and ensures the message is understood and reacted upon swiftly.

Audible voice prompts work to educate the student as to how the service process works in the student area by repetition so that when it is their turn, they are primed and ready to respond. This two-pronged communication method reduces hesitation time which, in turn, speeds up the student flow. The resulting benefit is a reduced wait time for all.
Announcements can be made in multiple languages, with standard scripts covering most client needs. Special scripting can be provided for an additional charge.

The monitors in the lobby will also show information as to who is next and/or Live TV, videos or informational slide shows.

Qmatic can supply a device we call Cinematic to run all your media.

Cinematic is designed for easy installation. It only needs an ethernet input and an HDMI output. The HDMI connection carries sound as well as video so that no separate audio connection is needed. The ethernet connection can accommodate 10, 100 and 1000 (gigabit) base ethernet ensuring that Cinematic will fit with your local network.

Cinematic is not a PC and therefore does not require all of the maintenance typical with an office computer. In addition, your office personnel do not need to be media experts to get a system to work perfectly with Cinematic. In operation, Cinematic receives the media files it requires ahead of time. These files are kept until no longer needed locally, at which point they are deleted, freeing up space for new files. In this manner, housekeeping is processed automatically and no file maintenance is necessary.

b. 50 Licenses

Qmatic understands and complies with this requirement. The quoted solution is built around the assumption of 50 concurrent user licenses.

The departments that will be using the system are Registration & Records, Admissions, Advising, Financial Aid, Career Center, Veterans Services, and Cashiering.

c. Installation & Implementation

Qmatic understands and complies with this requirement. The attached pricing includes all installation and implementation hours needed for the proposed solution.
d. Hosted subscription

Qmatic currently offers three different architectures for Orchestra: Software-as-a-Service (SaaS), Hosted, and On Premise. The three solutions are best understood as follows:

- **SaaS** – This is a solution the College basically rents. The College does not own any software, only the hardware on site.
- **Hosted** – The College owns the software and the vendor hosts the purchased software on a server off site.
- **On Premise** – The College owns both the software and hardware outright and supplies space on its server to run the software. A solution of the scale under discussion in this RFP does not take much more space than a typical laptop (160-300 Gigabites).

In our experience a SaaS model can make any integrations and customizations to a solution challenging which tends to reduce the solution’s flexibility. When integration and customization requests are made, as in this RFP (PeopleSoft in the future), Qmatic recommends using an On Premise solution.

Qmatic would also recommend an On Premise solution to avoid potential latency issues of internet connections and to maximize the efficiency of the systems and their communication.

For these reasons, Qmatic is proposing an On Premise solution.

e. Digital display interface (Now serving)

Qmatic understands and complies with this requirement.

Olympic College will have 4 to 6 monitors in the Lobby.

Qmatic Digital Signage gives you control of all these surfaces so you can deliver layered messages to your students. It shows a combination of Student Flow Management related information (i.e., next ticket served, etc.) with any other type of media you choose such as TV broadcasts, DVDs, company videos, PowerPoint presentations, and/or AVI and MPEG movies, to name a few. It provides you with complete control over what your students see in the waiting area on a variety of usable surfaces – entertaining them to reduce the perceived wait time and keeping them informed while they wait.

**Standard Screen Layouts:**
Customized Screen Layouts:
f. **Student able to monitor the number of persons in the queue by service option on display**

Qmatic understands and complies with this requirement.

For detailed information, please see Qmatic’s response to item (e), above.

g. **Student would be shown the estimated wait time by service option chosen**

Qmatic understands and complies with this requirement.

At Olympic College, all the students will be in the same waiting area. There will be approximately 20 to 25 service options. For detailed information on how the relevant information will be displayed, please see Qmatic’s response to item (e), above.

h. **Transfer students from lobby to lobby (placing students back in queue without going to the bottom of the list for additional services)**

The Qmatic Workstation Terminal is used by student service personnel to call students, transfer them and provide service.

The Qmatic system also has the unique ability to register details of a transaction. This feature is very helpful when specific information related to the students and services are required to improve the efficiency and productivity of the operation.
This feature, called “Matter Codes,” is used to classify students, register service outcomes or results, and determine subservice or multi-service requirements.

Alert mechanisms provide managers the opportunity to take action if wait or transaction times exceed preset service levels.

Qmatic’s completely web-based, enterprise-scale CFM solution, is designed with a Counter terminal that allows staff to call students to service counters based on predetermined priority and segmentation methods. It provides staff with real-time views of student waiting numbers, wait times, and type of services required. A skills-based routing feature ensures that each student is matched to the most qualified staff member to support their needs. It also prevents matching students with a service point that cannot support them. Counter users can transfer students to other areas for additional service and track workflow processes that may not involve face-to-face student time.

i. Ability to put student back in queue if first call is not answered

Qmatic understands and complies with this requirement; the necessary functionality is an integral part of our proposed Orchestra solution.

j. Contain a calendar option for appointments

**Question:** How should appointments get added to the queue and to what position?

**OC:** Appointments get added to the queue based on when they come and check in and which department they check in for. Students can make appointments via the kiosk and staff can make appointments for the students. At this time, students will not be able to make appointments off-campus. Keep in mind the only department they will be able to make appointments for directly is advising. Otherwise, they need to see a CSS person, who will determine who they need to meet with next and set them up with their next appt. The CSS person is the gatekeeper.

Qmatic understands and complies with this requirement; the necessary functionality is an integral part of our proposed Orchestra solution.

Qmatic’s calendar module will allow students to make an appointment to visit your establishment and is one of the most powerful ways to improve student satisfaction and provide an excellent experience. Orchestra Calendar is a tightly integrated, service-based booking system allowing your enterprise to manage
both scheduled students and walk-in students successfully. Business and calendar-oriented logic is configured into Orchestra along with appointment reception functionality.

Actual business rules (such as the tolerance for late/early arrivals) around the appointment booking functionality are discussed during project initiation.
**k. Text message feature**

Qmatic understands and complies with this requirement; the necessary functionality is an integral part of our proposed Orchestra solution.

This module will allow College personnel to call forward and notify students via text their wait time, that they are being served and more (this scope would have to be agreed upon).

**l. Digital display interface (Now serving)**

Qmatic understands and complies with this requirement; the necessary functionality is an integral part of our proposed Orchestra solution.
This requirement duplicates item (e), above.

m. Interface with third party systems and student databases, import/export capability. (Currently SMS Soon to be PeopleSoft)

**Question:** What values need to imported/exported?

**Answer:** names, student identification numbers, contact information, enrollment information, birthdates, social security number, we may need more options later.

Qmatic understands and complies with this requirement; the necessary interface is easy to achieve using the proposed Orchestra solution.

Using a reader on the kiosks, Orchestra can present a packet of data captured via a magnetic strip or barcode on the student ID to your existing database. For data security reasons Qmatic assumes that Olympic College IT personnel will make any necessary adjustments to your Database software to utilize this information. Qmatic can also present any captured queuing data to your database to be utilized in the same manner.

There are also a number of different options available to allow student data from College databases to appear within Orchestra. To complete this integration, Qmatic will work closely with Olympic College Database Administrators to fully scope the most efficient and effective means achieving this function. A complete interface will require some integration effort on the part of your Database Administrators.

n. Training, onsite

Qmatic understands and complies with the request.

**Qmatic Training Plan**

**Required Skills for Participation In Training**

- Counter and Reception staff will require very basic IT skills in order to use the Qmatic software, commensurate with the skills required to operate standard computer software such as Microsoft Word and Internet Explorer.
- Managerial users will require very little extra skill, although an understanding of spreadsheets is desirable for reporting functions.
- IT staff will require basic networking knowledge and have the ability to follow hardware and software troubleshooting steps which are described in Qmatic documentation on the Qmatic Training Portal website.

**Course Curriculum Development**

- The curriculum for a system with standard functionality & configuration is already tried and tested and found to be effective and comprehensive. (Please see section C.)
- Non-standard system curricula are developed through close collaboration between agency and Qmatic training / project management staff to ensure the relevance of training materials to atypical system designs.
- Qmatic provides a full suite of training materials explaining all user functionality of every Qmatic software product.
Scope of Planned Training

Reception and Counter Staff

- System overview – briefly learn about customer flow and the points of data captured by the system for statistical purposes and the need for standardized system usage.
- Log in & out – learn how this affects statistical reports.
- Issue virtual tickets – learn the Reception role’s functions of adding notes and a customer’s name to a virtual ticket.
- Call & transfer virtual tickets – learn the Counter role’s basic functions of calling customers for service and transferring them into other queues for additional service(s).
- User Pools/Service Point Pools – learn how to transfer customers to individual, specific, users or locations.
- Provide notes for secondary service providers – learn how to provide colleagues with pertinent customer information before transferring a ticket into another queue.
- Add Marks/Delivered Services/Outcomes – learn how to add extra information to transactions for statistical purposes.

Managers

- System overview – learn the system’s basic architecture.
- Data capture – learn which points of data are captured and how this dictates available report types.
- Add users and assign roles – provide new staff members with log-in credentials and manage their system permissions.
- Interpret management screens – learn how to monitor live customer and staff activity and manage customer flow.
- Generate and interpret reports – access and understand the historical data captured by the Qmatic system.
- Schedule reports to be emailed to specific recipients.
- Maintain and troubleshoot – learn basic preventive maintenance techniques to safeguard Qmatic hardware and simple procedures for diagnosing and remedying problems.

Administrators (Example)

- System overview – learn the system’s architecture.
- Add users and assign roles – provide new staff members with log-in credentials and manage their system permissions.
- Manage the media display – in-depth view of the Surface Editor and optional Context Marketing modules.
- Manage Marks / Delivered Services / Outcomes – learn how to add or disable entries which counter workers use to provide extra statistical information.
- Create & edit profiles – learn how to create profiles which dictate the calling of customers for service.
- Edit Counter functionality – enable or disable key Counter module functions.
• Maintain and troubleshoot – learn advanced preventive maintenance techniques to safeguard the Qmatic hardware and software and procedures for diagnosing and remedying problems.

Post award to Qmatic, all documentation will be made available at the Qmatic Training Portal website.

o. Support & maintenance

Qmatic understands and complies with this requirement. For detailed information on standard Support and Maintenance offerings, please see the Sample Support and Maintenance Agreement under its own tab.

p. Statistical real time reporting feature, to include number of students served, wait time, transaction time, personnel productivity, service trends, etc.

Qmatic’s reporting features are the heart of our solution and unmatched by anyone in the industry. The Operations Panel for example shows the status of the branch or office in real time. When service-level wait times have been exceeded, colored bars display alerts as shown in the spreadsheet image below. Across the top of the screen, a high-level overview displays the number of customers waiting, open workstations, active workstations, total tickets served, maximum waiting time and average waiting time.

The overall status of the queues and workstations is shown in the main body of the screen.

Then there is our standard set of Dashboard views which are included. These include numeric and graph data and geo maps. Score is provisioned with a dashboard editor that allows you to create dashboards specific to your requirements. Some sample views include the following:
Qmatic’s standard reports feature has built-in designer which allows you to modify reports to create your own. The designer allows you to change existing reports or create a completely new report using the drag-&-drop report designer. Several data sources are available making reporting easy to configure.

Report and design templates allow you to customize a template of your own design using your own logo, brand colors and font types. Using the created template, you can specify the fields and metrics to include in the report. The report design may then be saved and reused, exported to Excel, PDF, etc., shared with other users or scheduled for regular transmission via email.

Canned reports currently include the following:

- Summary per Queue, Branch and Month
- Summary per Service, Branch and Month
- Time Period Trend
- Waiting time distribution per day and branch
- Waiting time distribution per day, queue and branch
- Waiting time distribution per month and branch
- Waiting time distribution per month, queue and branch
- Waiting time distribution per time period and branch
- Waiting time distribution per time period, queue and branch

q. Develop performance benchmarks through monitoring student flow

In addition to the above reporting functions that can be utilized to develop the College’s benchmarks Qmatic also has an Analysis Module for a deeper dive into
the locations metrics. The analysis tool is an easy enterprise solution to use with drag-and-drop, interactive reporting and analysis. Typically, analysis is not so much about creating an attractive report, but rather, more about getting specific pieces of information quickly and in a view which makes sense to the user. Analysis views typically include tables, graphs or maps.

Currently included are:

- Branch Map – Served and No Shows
- Branch Map – Served and Average Waiting Time
- Branch benchmark – No Shows and Average Waiting Time
- Trends per Branch – Multi branch view
- Workstation Trends per Branch
- Feedback per Service
- Branch Served Report

r. Three sign-in kiosks

**Question:** Please provide details on sign-in requirements, are you requesting digital signature or simply service selection. Are any interfaces to student ID cards, smart phone Apps etc required at this stage? What size there are many options.

**Answer:** Since there are so many options available, we have decided to wait and discuss our options with the successful bidder. No pricing for kiosks needed at this time.

Qmatic will be pleased to discuss kiosk options with the College at the appropriate time.

s. Allow manager override capability

**From Addendum #1**

**Question:** Please define

**Answer:** Manager Override is needed so that the system can be manipulated and changed as needed to manage student flow. For instance, we may need to override check in options, or move a student from one point to another in the system.

Qmatic understands and complies with this request.

This was also briefly covered above in the workstation explanation. In addition to this ability, the solution allows those users with management credentials the ability to make adjustments to the system. They can change/designate employee roles, queuing priorities, digital display and kiosk screens as needed.

t. System must provide role based security

Qmatic understands and complies with this requirement; the necessary functionality is an integral part of our proposed Orchestra solution.

Orchestra will allow the College to provide all staff members with unique login credentials for the queuing system. Each user can then be assigned specific roles, responsibilities, and restrictions. For example, users can be identified as a service window agent or a department manager and the system will give them access to those features they are authorized to use, regardless of where they log in.
In addition to the built-in role-based security, LDAP is also available.

u. **Provide 7 x 24 support with next business day resolution**

Qmatic understands and complies with this requirement. Please also see the item (o), above, and the *Sample Support and Maintenance Agreement* under its own tab.

v. **Concurrent licensing of software**

Qmatic understands and complies with this requirement.

w. **System costs, the implementation as described must be quoted as a fixed price**

Qmatic understands and complies with this requirement.

For detailed cost information, please see the *Identification of Costs (Scored)*, under its own tab.

x. **The proposed solution must conform to policies adopted and published by the State of Washington, Information Office of the Chief Information Officer**. A link to the policies can be found at https://ocio.wa.gov/policies/by-number

Qmatic understands and complies with this requirement; the necessary functionality is an integral part of our proposed Orchestra solution.

b) **Provide technical requirements needed for project, stating those that will be provided by vendor with system and those that college will provide. (Server and/or workstation requirements) the college will be looking for cost effective options, so if either party may provide items, declare that as an option and list your price for providing it. The college may accept the listed price for those items or may choose to purchase the items ourselves. Include specifications of all hardware needed.**

The proposed solution would require the following technical resources. Qmatic’s bid assumes that the College will provide the necessary hardware, configured as indicated.

- **Application Server**
  - CPU: 3.0Ghz, Quad Core
  - Memory: 16GB
  - Hard Disk: 200GB disk
  - RAID Configuration: RAID 1 (For Redundancy)
  - System architecture: 64 bit

- **DB Server**
  - CPU: 3.0Ghz Quad Core
  - Memory: 8GB
  - Hard Disk: 150GB (Excluding OS)
  - RAID Configuration: RAID 5/10 disk configuration
  - Database: Microsoft SQL Server 2008/2012 or Oracle 11g
  - System architecture: 64 bit

- **Separate SCORE Server (Optional)**
  - CPU: 3.0Ghz Quad Core
  - Memory: 8GB
o Hard Disk: 150GB (Excluding OS)
o RAID Configuration: RAID 5/10 disk configuration
o OS: Windows Server 2003/2008/2012, Ubuntu Linux 12.04 LTS
o Database: Microsoft SQL Server 2008/2012 or Oracle 11g
o System architecture: 64 bit

• Workstation
  o No Hardware requirements – Orchestra accessed via web browser
    (Internet Explorer, Firefox, Chrome)
    ▪ Web browser should be running the latest versions

c) Address accessibility issues that may arise (sight impairment, hearing impairment, etc.) and solution if available

Qmatic is committed to providing a solution that works for all students, regardless of accessibility challenges. For instance, kiosks are designed to be accessible to individuals in wheelchairs. Sighted or hearing impaired students can be assisted in a variety of ways, including the simple expedient of having a staff member at a reception counter enter the student into the queue or by providing a button on the kiosk to call for assistance. The Qmatic solution also features standard functionality designed to allow the use of both audio and visual cues to call tickets.

d) Provide work plan to accomplish the proposed components, including all tasks, services, activities, etc. necessary to accomplish the scope of the project defined in this RFP

IMPLEMENTATION METHODOLOGY

Qmatic follows a structured implementation methodology that has been refined through over 30 years of experience in implementing Customer Flow Management solutions. The framework of this methodology is composed of four phases designed to build successful programs. These four phases are:

- Requirements Discovery and Definition
- Solution Design
- Solution Development
- Solution Deployment

This methodology allows Qmatic to configure a solution that not only meets Olympic College’s goals of the project, but that will also be both readily deployable and adoptable across sites. Executing this methodology is a one-time project, and experience has shown that following these steps results in solutions that will perform and scale well, will support well-designed operational processes, and via the execution of a well-designed training/change management program will be engaging to site associates. The diagram and associated description below illustrates the methodology at a high level.
Implementation Project Management

The project management activities span all phases of the project and are key to successful implementations. Key activities include:

- **Project Initiation** — Work planning Workshop, Create Project Plan, Kick off Project
- **Project Execution and Control** — Manage project communications, project risk, project issues, project schedule, project costs, project change, project integration, project resources, project quality, product signoff and acceptance
- **Project Closeout** — Conduct post project review

Requirements Discovery and Definition

The goal of this phase is to kick off the project, confirm baseline requirements, and establish the right team and responsibilities for the project. The baseline requirements will be gathered through a series of discovery workshops conducted by Qmatic resources with participation by Olympic College’s subject matter experts. The workshops will consist of:

- **Business Process Review**
  - “As is” Student Flow Evaluation and Identification (process evaluation and documentation of business rules)
  - “To Be” Functional Requests Definition (document stakeholder requests, to-be Student Flow processes, and identify all interfaces and initial mapping of requirements)
- **Technical Requirements Review**
  - IT Infrastructure Requirements Definition
  - Integration Discovery to identify interface requirements
- **Change Management Review**
  - Change Management approach review
  - High level training needs assessment

*Key Deliverables:* Resource Plan, Project Plan, Business Requirements & Site Configuration Document (SCD), Integration Discovery Summary (if applicable), Technical Infrastructure Recommendations, Training and Change Management Approach

Solution Design

The goal of Solution Design is to complete the design of the operational business processes required by the users of the system and to finalize the configuration, integration requirements, and custom enhancements to the solution. Activities in Solution Design include:

- **Site Configuration Document Workshop** — validates Qmatic’s software application functionality and ability to meet the Olympic College’s requirements prior to solution development, as well as, identifies need for business process changes, documentation of final configuration, review of integration points, and review of technical needs driven from business process requirements
- **Finalize Technical Requirements and Assumptions**
- **Rollout Plan** — assumptions and success criteria, establish rollout assumptions
• **Develop Change Management Strategy** — stakeholder assessment, training strategy plan design and development, and communications plan design and development

• **Conduct Systems Management Training**

**Key Deliverables:** Updated Site Configuration Document (SCD), Solution Technical Test Plan, User Acceptance Test Plan, Development Requirements Document, Final Technical Requirements, Integration Design Summary (if applicable), Data Center Design, Rollout Implementation Plan, Training and Change Management Plan

**Solution Development**
In Solution Development, the solution will be configured as designed, all custom components of the solution (interfaces, imports, exports, and enhancements) will be developed and tested, and operational procedures and training materials will be finalized. All testing activities will be completed and a final solution will be signed off.

• **Procedure Development** — Technical (disaster recovery, data center operations, etc.) and End User

• **Solution Configuration** — based on design/requirements finalized during the SCD workshop

• **Infrastructure Deployment**
  o Build out of both non-production and production environments
  o Customization/Modification Design
  o Customization/Modification Development (including interfaces)
  o Interface Design
  o Conversion Design, Testing and Execution
  o Training and Certification Development
  o Solution Integration (infrastructure configuration and conversion development)

• **Testing** — Qmatic follows a structured testing strategy/approach for implementations.

**Key Deliverables:** Configured Solution, Imports, Exports, Reports, Testing approach/plan and completed Test Scripts, Documented Procedures

**Solution Deployment**
In Solution Deployment, the activities to enable both pilot and subsequent rollout are completed.

• **Support Center Procedure Training** — both operational and end user

• **Production Turnover** — developing the deployment and cut over plans, deliver product bill of materials

• **Final Handoff** from Qmatic to Olympic College

**Key Deliverables:** Trained Users, Production Environment, Live site
e) Project Schedule - Include a project schedule indicating when the elements of the work for each phase will be completed using a potential start date in the July 2015 timeframe.

The project schedule is provided in the following figure.

<table>
<thead>
<tr>
<th>New Implementation Project Milestones</th>
<th>Owner</th>
<th>6 - 8 Weeks Timeline</th>
</tr>
</thead>
<tbody>
<tr>
<td>Project Kick-off</td>
<td>Customer / QMATIC</td>
<td></td>
</tr>
<tr>
<td>Project scope and schedule finalized</td>
<td>Customer / QMATIC</td>
<td></td>
</tr>
<tr>
<td>Floor Plan reviews and updates completed</td>
<td>Customer / QMATIC</td>
<td></td>
</tr>
<tr>
<td>System Configuration Documentation completed</td>
<td>Customer / QMATIC</td>
<td></td>
</tr>
<tr>
<td>Equipment shipped and delivered</td>
<td>QMATIC</td>
<td></td>
</tr>
<tr>
<td>Server setup (APP/DB) completed</td>
<td>Customer</td>
<td></td>
</tr>
<tr>
<td>Static IPs assignment, NIC and Port configuration setup completed</td>
<td>Customer</td>
<td></td>
</tr>
<tr>
<td>Remote access setup and verified</td>
<td>Customer</td>
<td></td>
</tr>
<tr>
<td>Software installation completed</td>
<td>QMATIC</td>
<td></td>
</tr>
<tr>
<td>Site construction, Facilities preparation completed</td>
<td>Customer</td>
<td></td>
</tr>
<tr>
<td>System Configuration completed</td>
<td>QMATIC</td>
<td></td>
</tr>
<tr>
<td>Installation</td>
<td>QMATIC</td>
<td></td>
</tr>
<tr>
<td>Training</td>
<td>Customer / QMATIC</td>
<td></td>
</tr>
<tr>
<td>Go-live</td>
<td>Customer / QMATIC</td>
<td></td>
</tr>
<tr>
<td>Project closure / Support Turn-over</td>
<td>Customer / QMATIC</td>
<td></td>
</tr>
</tbody>
</table>
Experience (Scored)

a) Number of Higher Education Institutions where your system is installed

Qmatic’s existing client base includes 72 universities and 51 colleges in Canada and the United States, for a total of 123 institutions of higher education currently relying on a Qmatic solution.

b) List 3 similar projects installed in the last three to five years

- University of Ottawa
  - Orchestra implementation; 2 departments (Financial Aid and Admissions); 40 users
- Lehman College
  - Ensemble implementation; 1 department (Financial Aid); 40 users
- George Brown College
  - Upgrading to Orchestra; 3 departments each at 3 different campus locations; 40 users

c) Project leader qualifications, note experience with higher education and client relations

Qmatic proposes a project team led by Carl Morris as Project Manager.

Carl Morris
Proposed Project Role: Project Manager

Education

- B.S. Information Systems Management, University of Maryland University College
- Project Management Professional (PMP) certified. ITILv3 certified
- United States Marine Corp honorable service and leadership certification

Qualifications Highlights

- Over 15 years Project Management experience. Self-starter, organized, detail oriented and results driven. Over 8 years Financial/Banking Industry experience in software development and infrastructure project management.
- Proven success with business process improvements, implementations and service delivery.
- Customer focus, ability to manage programs, portfolios, and multiple projects concurrently.
- Solid leadership and management skills, effective coach and mentor. Accustom to operate in a fast pace environment leading high performance teams.
- Expert in software / systems development lifecycle (SDLC) and project lifecycle (PLC).
- Solid written, oral communication and analytical problem solving skills.
• Skilled in building excellent rapport with customers and team members. Able to see the big picture, delegate effectively and motivate team members to achieve organizational goals.
• Skillful practitioner of quality improvement and business process improvement methodologies: PMI, ITIL, Six Sigma, CMMI, ISO.

Technical Experience
• System and application migration, data center and business process optimization
• Proficient with Microsoft Office applications: MS Project, Word, Excel, Access, Power Point, Outlook
• MS Access developer, design and build Visual Basic Application Programs, SQL Programs, Macros, Switchboards, Forms and Reports to allow a menu driven user- friendly database application.
• Networks LAN/WAN, VPN TCP/IP, network design and firewall concepts
• Hands-on experience with MS Windows operating systems. Ability to build out application environments within a three tier, J2EE system architecture. Installed and configured third party software (Jboss, Websphere, Tomcat, and IIS)
• Hands-on experience with software configuration management tools including Harvest and Perforce (P4). Ability to setup code branches, build and deploy changes to the live environments.
• Hands-on experience implementing MS SharePoint sites. Administered application sites, document and user access
• Proficient in IT industry certification attained, to include: PMP, ITIL, CompTIA Network + and A+.

Project References
Kaiser Permanente Pharmacy and Labs Orchestra Implementation
• Over 30 sites and growing
• Single lobby with Varied Healthcare services (Lab, Pharmacy, Radiology, etc.)
• 10-20 user window per location/department
• Maintained project work plan
• Directed contracted portions of the project ensuring the project performance to drive from initiation to project closure
• Coordinated of all schedules of internal Qmatic resources as well as external contracted resources to monitor and enforce all commitments
• Managed project risk to avoid schedule impacts and maintained all project documentation to ensure communications
• Maintained change control process and complied with all security requirements around project to ensure that all technology policies and standards were followed
• Identified project issues early maintaining follow-up issue logs while consulting with client on an as needed basis
• Held review meetings to follow-up on project and tasks

Maricopa County Orchestra Implementation
• 12 Sites and Business units across County Offices
• 10-20 user window per location/department
• Maintained project work plan
• Directed contracted portions of the project ensuring the project performance to drive from initiation to project closure
• Coordinated of all schedules of internal Qmatic resources as well as external contracted resources to monitor and enforce all commitments
• Managed project risk to avoid schedule impacts and maintained all project documentation to ensure communications
• Maintained change control process and complied with all security requirements around project to ensure that all technology policies and standards were followed
• Identified project issues early maintaining follow-up issue logs while consulting with client on an as needed basis
• Held review meetings to follow-up on project and tasks

UC Davis Medical Center Orchestra Implementation

• 3 locations deployment
• 5 user windows per location/department
• Maintained project work plan
• Directed contracted portions of the project ensuring the project performance to drive from initiation to project closure
• Coordinated of all schedules of internal Qmatic resources as well as external contracted resources to monitor and enforce all commitments
• Managed project risk to avoid schedule impacts and maintained all project documentation to ensure communications
• Maintained change control process and complied with all security requirements around project to ensure that all technology policies and standards were followed
• Identified project issues early maintaining follow-up issue logs while consulting with client on an as needed basis
• Held review meetings to follow-up on project and tasks

Current work history/summary of similar work performed:

Q-Matic Corporation
January 2014 to Present
Senior Project Manager

• Manage multiple client facing projects for QMATIC Customer Experience Management solution implementations.
• Implement Project Management, Customer Relationship Management and Business Analysis methodology and processes.
• Collaborate directly with customers / clients to define customer workflow, process flows, requirements and business needs.
• Facilitate requirements gathering session to understand and document complex configuration, and business rules, often eliciting hidden requirements and/or clarifying vague or unclear requirements.
• Map functional requirements to the solution configuration. Completely responsible for solution design, development of the software and configuration of the hardware devices.
• Direct installation and go-live activities for the Customer Experience Management solutions implemented.

TRC Staffing Inc.
Experience (Scored)
April 27, 2015
Sept 2013 – Dec 2013
Technical Program Manager at Travelport
- Managed the Data Center Optimization Program for Travelport Data Center.
- Managed strategic projects to help drive process improvement and optimization of the Data Center operations and functions.
- Led business process management activities. Leveraging and implementing the ITIL IT Service Management framework. Aligning ITIL service lifecycle processes and capabilities with the business needs.

Fiserv
Dec 2010 - Aug 2013
Senior Project Manager
- Managed medium and large Financial and Banking Industry projects that include software development, product release, infrastructure, migration and implementation projects.
- Managed all aspects of project management and project lifecycles. Ensured that goals and objectives of projects are agreed upon and accomplished within prescribed time frames and funding parameters for a given business unit.
- Provided leadership, direction and integrate activities with other departments to ensure successful implementation and support.
- Developed and managed project expectations ensuring all applicable functional areas are engaged on the project. Ensured the project remains focused on key objectives and goals and comply with established methodologies.
- Controlled and tracked project performance, time allocations, cost, and quality by constantly evaluating project progress and conducting regular team status meetings.

Digital Insight
Dec 2004 - Oct 2010
Implementation Engineering Manager
- Managed Configuration, Release Management and Implementation projects and operations for the Intuit Financial Services Division.
- Managed the planning, development, deployment and implementation of Corporate Banking Cash Management product suite and Online Banking and Payments projects across infrastructure and platforms.
- Directed the Configuration and Release Management functions for corporate banking cash management product suite.
- Directed the Change Management Board (CMB) meetings. Reviewed, evaluated, coordinated and approved changes targeted for deployment. Also scheduled and coordinated releases with appropriate stakeholders, validated entry and exit criteria for releases.
- Managed software code movements to all environments: Integration, Quality Assurance, Pre-Production, Production and Disaster Recovery. Built strong relationships across team planning deployments.
- Supervised team members under demanding and challenging conditions. Led team to many successes achieving and exceeding organization goals that increase revenues and customer satisfaction.
QSS Group Incorporated
Feb 2003 - Nov 2004
Senior CM Engineer

- Assigned the responsibilities for directing Configuration Management (CM) projects and operations for NASA Headquarters Computer Center (NHCC). Oversaw datacenter configuration changes for NASA HQ network systems, to include UNIX and Windows servers, Cisco switches and routers.
- Implemented CMDB from the ground up to streamline changes to datacenter hardware and applications.
- Led system change management operation. Consistently liaison with integrated teams, systems engineers and systems administrators addressing network change impacts and implementation.
- Managed, reviewed and wrote technical documentation for network systems: over 60 Unix Servers, 40 NT Servers, and 20 Switches and Routers.
- Administered Configuration Management tool (PVCS) for recording, tracking and status software version changes. Partnered with project managers, release managers, and developers to document the impact of a new release on the existing baselines.
- Defined and streamlined many CM processes and procedures. Provided training, educated and informed departments about CM practices.
- Led project and process reviews, verifications and audits. Influenced a disciplined approach to securing systems and software documentation that was placed under configuration management.
- Supervised and reported issues related to configuration control and quality control. Provided critical analysis to the development of a CM database, defined and implemented CM practices, and process improvement.

Teledyne Brown Engineering
Oct 2002 - Feb 2003
Contractor/Analyst

- Assigned to Task Force Enduring Look (TFEL) conducting an analytic assessment of the organization data collection processes, procedures, system development and tracking.
- Formulated a Management Information System (MIS) model that was valued for TFEL data tracking and analysis. The model assembled a knowledge base platform that integrated all categories of data (Studies).
- Developed and implemented an MS Access database that spawned a parallel mesh connecting the entire program Studies (External Studies, Interim Reports and Quick Looks) and their major areas.
- Provided significant data mining on Studies key issues, research questions, functional areas, and objectives, which supported a variety of request for information (RFP) and program deliverables.

Integrated Information Solutions
Oct 2001 - Oct 2002
Project Manager/Systems Analyst

- Assigned to the Boeing Company, supporting National Missile Defense Agency (NMD) Ground Base Midcourse Defense Program (GMD) projects.
Managed Configuration Management (CM) Projects and Change Management activities for the Level II Configuration Control Board (CCB).

Simultaneously interfaced with various CM database applications, validated Configuration Changes. Reviewed changes documentation and inputted data for the standard requirements schedule for Level II CCB. Coordinated Changes discrepancies with the Integrated Product Team (IPT) and the CM team. Resolved any inconsistencies.

Facilitated weekly review of the Configuration Management / Data Management (CMDM) status accounting. Consulted with team members on constructing processes, plans and metrics supporting; provided direction regarding CMDM process, plans and metrics.

Programmed and maintained CM status accounting tools. Used MS Excel and MS PowerPoint to create metrics and supporting charts.

Participated and composed weekly Level II CCB Summary. Reported status on CM Changes. Coordinated the distribution of the CCB Summary for program visibility.

Dichroma Inc.
Aug 1999 - Oct 2001
Program Manager

Assigned the duties of Program Manager for a $2M contract with Ballistic Missile Defense Organization, Resource Management Directorate.

Oversaw the organization’s logistics operation and projects, which include: Supply Operation, Facility Operation, Property Management and Telecommunications projects.

Conducted strategic analysis for the organization logistics operation. Initiated projects and program activities. Assessed budget, resource utilization, and assigned responsibilities accordingly.

Supervised 11 employees under demanding organizational conditions. Effectively delegate responsibilities, monitor performance and provide mentorship while maintaining organizational objectives.

Developed and provided statistical data that evaluated customer service processes and identified successful and problematic operation activities.

Created, tested and implemented processes. Assessed inconsistencies, delays and rework. Monitor process activities and planned for continuous improvement.

Developed and maintained an MS Access database for a workgroup that tracked a monitor the Organization’s Customer Service Request Forms.

Created both the logical, physical database design model and ERD model. Wrote and designed Visual Basic Application Programs, SQL Programs, Switchboards, Forms and Reports to allow a menu driven user-friendly database application.

Performed routine task of testing and maintaining databases created, also wrote documentation about the Application Development Cycle.

Initiated and performed training for end users and managers how to use the customize applications created.

SGT US Marine Corps, Henderson Hall
1997 - Aug 1999
Project Manager/Supply and Logistics Specialist
• Managed the projects and operation for a military dormitory (BEQ) over 500 residents.
• Responded to all facilities related issues that involved safety, lighting security, electrical service, telecommunications, construction, heating/AC and structural modification.
• Provided accurate accountability and maintain serviceability of all government property including furniture and equipment.
• Independently built a customized database using MS Access/VBA for a Military Dormitory that accounted for resident, operations, and equipment.
• Supervised six junior personnel and worked together on mission critical duties.

CPL US Marine Corp Camp Pendleton
Project Manager/Supply and Logistics Specialist
• Managed the supply and logistics projects and operation for 1st Marine Division 2nd Battalion 1st Marines and 1st Battalion 9th Marines.
• Directed supply and logistical operation during the Somalia conflict, Operations: Show Care, More Care and Restore Hope.
• Received the Navy Achievement Medal for outstanding performance.

d) Identify staff who will be assigned to this project, indicating responsibilities and qualifications of such personnel. Any staff substitutions after the project has been awarded must be approved by Olympic College.

Qmatic proposes to complete the project team with the following resources:

• Andie Medalla, Systems Analyst
• Damian Griffiths, Training Lead
• Sindu Ati, Lead Applications Developer

Andie Medalla
Proposed Project Role: Systems Analyst

• Configure, set up, install and troubleshoot Qmatic systems. Assist onsite technicians to complete hardware installation and configuration. Answer technical questions and assist customers on pre-installation and post-installation issues.

Education:
• Graduated Bachelor of Science in Computer Science, 1991
• BS Electrical Engineering
• Bicol University, Legazpi City Philippines
• Dynamic Computer Centrum, Legazpi City Philippines

Applicable Credentials and Certifications:
• Project Management Professional (PMP) Training, by ICGPM, July 2011, Silicon Valley, CA

Current work history/summary of similar work performed:
Q-Matic Corporation
September 2010 to Present
Systems Analyst
Responsible for Qmatic systems configuration, installation, set-up troubleshooting, systems analysis and design. Working with clients specifically for government projects and federal agencies for Customer Flow Management (CFM) systems. Answers all clients technical questions and issues related to servers, workstations, networking, OS Applications and system updates. Working closely with project managers to accomplish tasks assigned to complete the project. Experienced with large scale projects and handled critical situations to accomplish projects and meet deadlines.

January 2000 to September 2010
Field Installation Technician
Travel to client sites to install Q-matic Systems. Troubleshoot, set up and configure systems hardware and software. Experienced with critical project situations to accomplish tasks and meet deadlines on time.

Sunwest Group of Companies, Oakland CA/Manila Philippines
January 1995 to December 1999
Transferred from Manila to California 1999
Department Head, MIS/Systems Analyst
Responsible for the entire organization's existing computer systems and procedures and figure out what information systems solutions will help the organization to operate more effectively and efficiently. Manage, supervise and implement projects for the entire organization of the company. Developed custom application for the company and maintained computers, information systems and network communications. Oversees programmers and system administrator for day to day transactions and project development of the companies. Responsible for the company’s entire network and computer systems, updates, maintenance and projects implementation.

Relevant skills and experience that qualify the proposed staff member for the project duties and responsibilities for the proposed position:

- More than 10 years of field experience and exposure to Qmatic systems and Customer Flow Management.
- Experienced in systems analysis and design for proper project implementation.
- Handled critical project situations and managed to meet deadlines on time.
- Demonstrated skills in project installations and implementation with great quality.

Damian Griffiths
Proposed Project Role: Training Lead

Education:

- BA English & Linguistics, University College of North Wales, Bangor, Gwynedd.
- Post Graduate Certificate in Education – University of Greenwich, London.

Current work history/summary of similar work performed:

Q-Matic Corporation
May 2010 – Present
Training Manager
Responsible for providing clients with on-site and remote training in all aspects of system usage and maintenance. Created a suite of written and video documentation for diverse Qmatic software and hardware. Responsible for maintaining and updating Qmatic Training Portal website.

May 2008 to May 2010
Installation/Support/Service Technician
Responsible for installing, troubleshooting and mending Qmatic systems.

Chicago Public Schools
September 2002 to August 2007
Spanish Teacher
Taught Spanish to high school students.

Higher Colleges of Technology
August 1999 – August 2002
English Teacher & Curriculum Designer / Material Writer
Responsible for teaching English for Special Purposes to, and creating a 3-year English language training program for, trainee pilots in the United Arab Emirates Air Force.

Relevant skills and experience that qualify the proposed staff member for the project duties and responsibilities for the proposed position:

- Strong knowledge base of all products due to six years’ experience with Qmatic in technical roles.
- Many years of teaching/training/material-writing experience in diverse roles.

Project References

Description of work performed:
- Responsible for creating training plan based on needs analysis for specific system and its usage.
- Provided on-site & remote training as part of rollout.
- Organized & provided remote post-installation reports training.
- Provided additional technical support during installations.
- Responsible for go-live support and system configuration enhancements.

City of Denver Department of Human Services Customer Flow Management Enterprise System Upgrade (3 locations)
Description of work performed:
- Worked with City of Denver to learn existing business processes and recommend improvements to existing customer flow prior to system configuration.
- Responsible for creating training plan based on needs analysis for specific system and its usage.
- Provided on-site training to staff / managers / administrators.
- Gave live support at each site and later provided remote reports training.
• Provided additional technical support during installations.

Sindu Ati  
Proposed Project Role: Lead Applications Developer

Education:
• Master’s in Business Administration  
• Bachelor’s in Computer Science

Current work history/summary of similar work performed:
Sindu Ati has over 14 years of experience in software development using Enterprise Java technologies, Web services, WebSphere, Cold Fusion and emerging technologies like AJAX, JQuery etc. Also, she is experienced in working with business analysts, client teams and coordinating all facets of software development cycle from identification of specifications, programming, testing to deployment and maintenance of applications.

Sindu has a wealth of experience programming in various languages such as JSP, Java, AJAX, Spring, Cold Fusion, Ruby on Rails to name a few. She has worked in many verticals including banking, retail, healthcare, and public facilities.

• Developed web stores for clients using Java, J2EE, Struts, Spring, hibernate, RubyonRails, Heroku frameworks.
• Developed web services using WSDL and JAX-RPC API (SOAP/WSDL/REST) like order submit, order status, item availability, stock status, user management, order submit with real time credit card processing, etc.
• Developed processes in Java to consume third party web services ex: user authentication, membership validation, DRM wrapped e-books urls.
• Managed full lifecycle of the IT projects, including documenting functional and technical specifications, coding, testing, and deployment and collaborated with business people to define the requirements and ensure the end-product meets the needs of the stakeholders.
• Championed the use of Scrum as an agile project management methodology to the software development teams.
• Served as Technical Lead for integration efforts with external and internal customers across the organization.
• Responsible for systems availability, maintain system documentation, software feature packs and patch upgrades and testing.
• Responsible for system monitoring, job monitoring and schedule maintenance in order to ensure the integrity of batch, reporting and printing functions.
• Involved in troubleshooting system or procedural bottlenecks and recommended or coded the solution.
• Install new/renewed SSL certificates on the WAS servers and WAF. Responsible for maintaining Websphere/HTTP servers, installing patches, updates and fixes recommended.
• Responsible for packaging & deployment of J2EE applications using Ant Scripts on WebSphere application servers.
• Responsible for creating multiple app servers for performance enhancement using clustering technique to maintain efficiency and load balancing between the multiple application servers.
Project References:

New York State Department of Motor Vehicles
Orchestra Centralized Customer Flow Management and Appointment System
Enterprise Orchestra Centralized Customer Flow Management with appointment system rollout to 27 branch locations.

- Developed a web application to allow customers to make appointments online which generates a confirmation barcode to send via email.
- Developed widgets to scan the barcodes for self-check-in at the kiosks.
- Developed customizations to the terminals and operations panel (real-time dashboard) for monitoring which integrates with orchestra via REST API webservice calls.
References (Scored)

By submitting a proposal in response to this Request, the vendor and team members grant permission to Olympic College to contact these references and others, who from Olympic College’s perspective, may have pertinent information. References are very important and will be evaluated based on the Vendor’s demonstrated ability to meet their customers’ business and technology needs including providing quality staffing for the project, how conflicts were resolved, the delivery of agreed upon services and customer satisfaction.

a. List names, addresses, telephone numbers, and e-mail addresses of three business references (preferably higher education clients) for whom this service has been provided. If references cannot be contacted within 48 hours of the first attempt, the reference may be disallowed. The services provided to these references should be similar to the work requested in this RFP. Do not include current Olympic College staff as references.

Qmatic offers reference projects for three recent projects at institutions of higher education:

- University of Ottawa (Orchestra Implementation)
- Lehman College (Ensemble Upgrade)
- George Brown College (Orchestra Upgrade)

<table>
<thead>
<tr>
<th>University of Ottawa Orchestra Implementation</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Client Organization</strong></td>
</tr>
</tbody>
</table>
| **Address** | 550 Cumberland (107)  
Ottawa, ON K1N 6N5, Canada |
| **Contact Name** | Philip Beaulieu |
| **Contact Title** | Senior Informatics Consultant |
| **Contact Phone** | 613-562-5800 x 4221 |
| **Contact Email** | Philip.Beaulieu@uottawa.ca |
| **Project Description** | University of Ottawa is utilizing our Orchestra software as well as visual and audio hardware in their Financial Aid, Award Services, Information Services and Admissions. Students that enter the respective departments take a ticket, the wait until their number is announced, and then approach the counter/station where their number is being displayed. |

<table>
<thead>
<tr>
<th>Lehman College Ensemble Upgrade</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Client Organization</strong></td>
</tr>
<tr>
<td><strong>Address</strong></td>
</tr>
<tr>
<td><strong>Contact Name</strong></td>
</tr>
<tr>
<td><strong>Contact Title</strong></td>
</tr>
<tr>
<td><strong>Contact Phone</strong></td>
</tr>
<tr>
<td><strong>Contact Email</strong></td>
</tr>
<tr>
<td><strong>Project Description</strong></td>
</tr>
<tr>
<td><strong>George Brown College Orchestra Upgrade</strong></td>
</tr>
<tr>
<td>-------------------------------------------</td>
</tr>
<tr>
<td><strong>Client Organization</strong></td>
</tr>
<tr>
<td>George Brown College – Casa Loma Campus</td>
</tr>
<tr>
<td><strong>Address</strong></td>
</tr>
<tr>
<td>Student Services, 160 Kendal Avenue, Toronto, ON Canada M5R 1M3</td>
</tr>
<tr>
<td><strong>Contact Name</strong></td>
</tr>
<tr>
<td>Debbie Cornwall</td>
</tr>
<tr>
<td><strong>Contact Title</strong></td>
</tr>
<tr>
<td>Manager, Information &amp; Student Services</td>
</tr>
<tr>
<td><strong>Contact Phone</strong></td>
</tr>
<tr>
<td>416-415-5000 x 4061</td>
</tr>
<tr>
<td><strong>Contact Email</strong></td>
</tr>
<tr>
<td><a href="mailto:dcornwal@georgebrown.ca">dcornwal@georgebrown.ca</a></td>
</tr>
<tr>
<td><strong>Project Description</strong></td>
</tr>
<tr>
<td>George Brown College utilizes Qmatic Orchestra at three of its campus locations. The Casa Loma Campus Student Services uses Qmatic Suite software and touch screen ticket printers to improve student flow within the department. They are also currently in the process of upgrading to the newest Orchestra release.</td>
</tr>
</tbody>
</table>
Identification of Costs (Scored)

The Quotation section must list all rates for services and or equipment anticipated under the proposed contract. The rates are to represent fully weighted costs. This includes the rates of staff that would be assigned to the project, administrative costs, or any other applicable fees that would be charged under this contract. State a firm cost that you will charge to perform this contract. All costs must be included in the flat fee for each deliverable. This fee is the maximum that the college will pay.

Consultants are required to collect and pay Washington State taxes as applicable.

The evaluation process is designed to award this procurement not necessarily to the Consultant of least cost, but rather to the Consultant whose proposal best meets the requirements of this request. However, cost will always be a large part of the consideration. Consultants are encouraged, however, to submit proposals which are consistent with state government efforts to conserve state resources.

Qmatic’s cost breakdown, showing all pricing identified as part of this proposal, is provided on the following page.

Software and Maintenance

The first year is included in the base price of the proposed solution. An ongoing annual contract is optional, at $7378.94 annually.

Having read the cost breakdown, please make sure to take into consideration the term of this proposal. The maintenance contract is can be renewed for up to six years, offering substantial long-term savings over an SaaS or Hosted approach for the same term.

Qmatic is proposing a solution the university will own (On Premise) rather than rent (SaaS). To compare the two, the price point is your software and maintenance excluding services.

With the On Premise model the effective price point reduces every year you own the system. The RFP states there will be 1 year plus 5 year extension so over a 6 year term the cost breaks down to:

- $1059 per month
- $21 per user per month
- $0.70 per user per day

This includes the Software and Maintenance cost, and Qmatic’s contract provides for free versions of our newest software when you have a Software and Maintenance contract in place.
RE: Quotation for College system to reside on server virtual or other at college.

<table>
<thead>
<tr>
<th>QTY</th>
<th>GP Part #</th>
<th>DESCRIPTION</th>
<th>PRICE</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>ORCHESTRA ENTERPRISE SOFTWARE</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>ORCHESTRA ENTERPRISE CORE</td>
<td></td>
<td></td>
</tr>
<tr>
<td>50</td>
<td>10115000R5 Orchestra Enterprise User License</td>
<td>$438.57</td>
<td>$21,928.40</td>
</tr>
<tr>
<td></td>
<td>10115001R5 Orchestra Enterprise Capacity License</td>
<td>$8,870.40</td>
<td></td>
</tr>
<tr>
<td></td>
<td>ORCHESTRA ENTERPRISE OPTIONS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>10115012R5 Orchestra Enterprise Calendar</td>
<td>$2,104.26</td>
<td></td>
<td></td>
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<tr>
<td>10115015R5 Orchestra Enterprise Digital Signage</td>
<td>$3,156.40</td>
<td></td>
<td></td>
</tr>
<tr>
<td>10115020R5 Orchestra Enterprise SMS</td>
<td>$796.45</td>
<td></td>
<td></td>
</tr>
<tr>
<td>99900566R5 Orchestra Enterprise Online Remote Check-in</td>
<td>$2,520.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>INTERFACE</td>
<td></td>
<td></td>
</tr>
<tr>
<td>99900524 Orchestra Branch Hub with 1745 Interface</td>
<td>$1,512.00</td>
<td></td>
<td></td>
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<tr>
<td></td>
<td>HARDWARE</td>
<td></td>
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</tr>
<tr>
<td>1</td>
<td>112014 Qmatic Main Connection Box</td>
<td>$108.00</td>
<td>$108.00</td>
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<tr>
<td>1</td>
<td>112018 Qmatic Power Connection Box</td>
<td>$90.00</td>
<td>$90.00</td>
</tr>
<tr>
<td>1</td>
<td>117030 Qmatic Choral Automatic Announcer</td>
<td>$948.00</td>
<td>$948.00</td>
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<tr>
<td>3</td>
<td>99900565 Open Market Item, Non GSA - Control 12C/T Compact Ceiling Speaker</td>
<td>$204.30</td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>99900564 Open Market Item, Non GSA - Bogen 35 Watt Mixer Amplifier - Classic Series UL/CSA</td>
<td>$396.00</td>
<td>$396.00</td>
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<tr>
<td>1</td>
<td>HW9024L Hardware, Signage and Cabling Life</td>
<td>$300.00</td>
<td>$300.00</td>
</tr>
<tr>
<td>1</td>
<td>100932 Qmatic Power Supply PSSA</td>
<td>$178.50</td>
<td>$178.50</td>
</tr>
<tr>
<td>1</td>
<td>99900394 Open Market Item, Non GSA - UPS Battery Backup</td>
<td>$106.70</td>
<td>$106.70</td>
</tr>
<tr>
<td>1</td>
<td>213066 Cinematic 1 Media Player</td>
<td>$1,170.00</td>
<td>$1,170.00</td>
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<tr>
<td>1</td>
<td>99900546 Open Market Item, Non GSA - Cat5e Cable - 300' Box</td>
<td>$165.00</td>
<td>$165.00</td>
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<td>1</td>
<td>HW900013 Open Market Item, Non GSA - 4-Port Ethernet Switch</td>
<td>$77.60</td>
<td>$77.60</td>
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<tr>
<td></td>
<td>TELEVISION HARDWARE &amp; ACCESSORIES (Manufacturer's Warranty)</td>
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<tr>
<td>1</td>
<td>99900538 Open Market Item, Non GSA - HDMI over Cat5 – 4-Port Transmitter</td>
<td>$330.00</td>
<td>$330.00</td>
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<tr>
<td>4</td>
<td>99900525 Open Market Item, Non GSA - HDMI over Cat5 – Terminating Receiver</td>
<td>$750.00</td>
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<tr>
<td></td>
<td>SERVICES</td>
<td></td>
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<tr>
<td>20</td>
<td>PM1001 Project Management Services Hourly</td>
<td>$2,844.00</td>
<td></td>
</tr>
<tr>
<td>40</td>
<td>SA1001 Systems Analyst Services Hourly</td>
<td>$5,940.00</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>TR9087 Trainer Level II Hourly</td>
<td>$594.00</td>
<td></td>
</tr>
<tr>
<td>19</td>
<td>IN9090 Installation</td>
<td>$2,257.20</td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>TR9090 Open Market Item, Non GSA - Travel and Expenses</td>
<td>$1,750.00</td>
<td></td>
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<tr>
<td>1</td>
<td>SH9090 Open Market Item, Non GSA - Shipping &amp; Handling - UPS Ground</td>
<td>$13.00</td>
<td></td>
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<tr>
<td></td>
<td>LANGUAGE SERVICES</td>
<td></td>
<td></td>
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<tr>
<td>1</td>
<td>LG0001 English (included with voice unit at no charge)</td>
<td>$0.00</td>
<td></td>
</tr>
</tbody>
</table>

SOFTWARE SUBTOTAL $39,375.90
HARDWARE SUBTOTAL $6,336.10
SERVICES SUBTOTAL $11,635.20
MAINTENANCE SUBTOTAL $0.00
TRAVEL SUBTOTAL $1,750.00
SHIPPING SUBTOTAL $13.00
TAX SUBTOTAL $0.00
GRAND TOTAL $59,110.20
Evaluation Procedure

Responsive proposals will be evaluated strictly in accordance with the requirements stated in this solicitation and any addenda issued. The evaluation of proposals shall be accomplished by an evaluation team to be designated by the college, which will determine the ranking of the proposals.

This successful bidder for this RFP will be determined in two parts. At the first evaluation, bidders will be scored on all of the information they provide. In phase two, the top vendors will become finalist. Those chosen as finalists will be required to participate in an interview, over Skype or other similar electronic means. Their score will be determined by their score in phase one and additional points allotted for phase two.

Qmatic understands and accepts this requirement.
Clarification of Proposal

Olympic College may contact the Consultant for clarification of any portion of the Consultant’s proposal. Qmatic understands and accepts this requirement.
**Evaluation Weighting and Scoring**

The following weighting and points will be assigned to the proposal for evaluation purposes:

<table>
<thead>
<tr>
<th>Phase One</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Scope of Work/Requirements</strong></td>
<td>35 points</td>
</tr>
<tr>
<td><strong>Experience</strong></td>
<td>20 points</td>
</tr>
<tr>
<td><strong>References</strong></td>
<td>20 points</td>
</tr>
<tr>
<td><strong>Cost</strong></td>
<td>25 points</td>
</tr>
<tr>
<td><strong>Total score for first round</strong></td>
<td><strong>100 points</strong></td>
</tr>
</tbody>
</table>

**Phase Two - Interview via Skype (only those vendors chosen to move on)**

| Ability to explain project                      | 50          |
| Ability to establish rapport and confidence    | 50          |
| **Total Score for second round**                | **100**     |

**Grand Total**                                  **200**

Qmatic understands and accepts this process.
# Estimated Schedule of Activities

<table>
<thead>
<tr>
<th>Activity</th>
<th>Date</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>RFP Released</td>
<td>March 26, 2015</td>
<td></td>
</tr>
<tr>
<td>Written Questions Due</td>
<td>April 8, 2015</td>
<td>2:00PM PST</td>
</tr>
<tr>
<td>Written Answers to Vendors Questions Posted</td>
<td>April 10, 2015</td>
<td>2:00 PM PST</td>
</tr>
<tr>
<td>Vendor Responses Due at OC Purchasing Office Bldg CSC Rm 228</td>
<td>April 27, 2015</td>
<td>2:00 PM PST</td>
</tr>
<tr>
<td>Evaluate Responses</td>
<td>April 28-30, 2015</td>
<td></td>
</tr>
<tr>
<td>Announce Finalist to be interviewed</td>
<td>May 1, 2015</td>
<td></td>
</tr>
<tr>
<td>Interview Finalist</td>
<td>May 13, 2015</td>
<td></td>
</tr>
<tr>
<td>Announce “Apparent Successful Contractor” and Send Notification to Unsuccessful Contractors</td>
<td>May 14, 2015</td>
<td></td>
</tr>
<tr>
<td>Contract Execution</td>
<td>May 22, 2015</td>
<td></td>
</tr>
<tr>
<td>Contract Available for Use</td>
<td>June 15, 2015</td>
<td></td>
</tr>
</tbody>
</table>

Dates are subject to change

Qmatic understands and accepts this schedule.
Considerations

Pursuant to RCW 39.26.160(2) to determine whether a Consultant is a responsible bidder Olympic College may consider the following elements:

- The ability, capacity, and skill of the bidder to perform the contract or provide the service required;
- The character, integrity, reputation, judgment, experience, and efficiency of the bidder;
- Whether the bid satisfies the needs of the state as specified in the solicitation documents;
- The quality of performance of previous contracts or services;
- Whether the bid provides competitive pricing, economies, and efficiencies;
- Such other information as may be secured having a bearing on the decision to award the contract;
- Whether the bid encourages diverse contractor participation.

After reviewing all bid submissions, an agency may enter into negotiations with the lowest responsive and responsible bidder in order to determine if the bid may be improved. An agency may not use this negotiation opportunity to permit a bidder to change a nonresponsive bid into a responsive bid.

Qmatic understands and accepts this requirement.
Pre-Proposal Complaint Process

A consultant (vendor) may submit a complaint to the College based on the solicitation unnecessarily restricting competition, the solicitation evaluation or scoring process being unfair or flawed, or the solicitation requirements being inadequate or insufficient to prepare a response. This complaint must: (a) be in writing; (b) be sent to the RFP Coordinator identified in 2.1; (c) clearly articulate its basis; (d) include a proposed remedy; and (e) be submitted at least five business days before the “Proposal due” date in 2.2 above. The RFP Coordinator will then respond. This complaint may not be raised again during the protest period described in 4.6 below.

Qmatic understands and accepts this process.
Notification to Consultants

The College will notify the Apparent Successful Contractor of its selection, in writing or by email, upon completion of the evaluation process. Consultants who were not selected will be notified separately, by E-mail.

Qmatic understands and accepts this process.
Debriefing of Unsuccessful Consultants

A Consultant which has been notified that it was not selected for contract award may request a debriefing. The request for a debriefing conference must be received by the RFP Coordinator in writing or by e-mail within three (3) business days (by 2:00 p.m. local time) after the notification of non-selection was sent to the Consultant. The College will then seek to hold the debriefing within three (3) business days of the request.

Discussion at the debriefing conference will be limited to the following:

- Evaluation and scoring of the firm’s proposal
- Critique of the proposal based on the evaluation

Comparisons between proposals, or evaluations of other proposals, will not be allowed. Debriefing conferences may be conducted in person or by telephone, and will be scheduled for a maximum of one hour.

Qmatic understands and accepts this process.
Protest Procedure

A protest may be made only by a Consultant who submitted a response to this RFP and then requested and participated in a debriefing conference. Upon completing the debriefing conference, the Consultant may file a protest of the acquisition with the RFP Coordinator. Protests must be received by the RFP Coordinator no later than 2:00 PM Pacific time on the fifth business day following the debriefing. Protests may be submitted by e-mail attachment, but must then be followed by the document with an original signature.

Protests that do not follow this procedure shall not be considered. This protest procedure constitutes the sole administrative remedy available to Consultants under this procurement.

A protest must be in writing, addressed to the RFP Coordinator, and signed by the protesting party or an authorized agent. The protest must state the RFP number, all action(s) being protested, and the grounds for the protest—with specific facts. A description of the relief or corrective action being requested should also be included.

Only protests concerning the following procedural subjects shall be considered:

- A matter of bias, discrimination, or conflict of interest on the part of an evaluator
- Errors in computing the score, or
- Non-compliance with procedures described in the procurement document or College protest process.

Protests will be rejected as without merit to any extent that they address other issues, such as (1) judgment on the quality of a proposal or (2) the College’s assessment of its needs or requirements.

Upon receipt of a protest, an employee who was not involved in the procurement, as designated by the College President, will investigate and provide a written response within ten business days from receipt of the protest, unless additional time is needed (with the protester being so notified).

In the event a protest may affect the interest of another Consultant who also submitted a proposal, that other Consultant will also be given an opportunity to submit its views and any relevant information on the protest to the RFP Coordinator.

The final determination of the protest shall:

- Find the protest lacking in merit and uphold the College’s action; or
- Find only technical or harmless errors in the College’s acquisition process and determine the College to be in substantial compliance and reject the protest; or
- Find merit in the protest and provide College options, which may include:
  -- Correct the errors and re-evaluate all proposals, and/or
  -- Reissue the solicitation document and begin a new process, and/or
  -- Make other findings and determine other courses of action as appropriate.
College determines that the protest is without merit, the College will enter into a contract with the apparently successful contractor.

Qmatic understands and accepts this process.
Funding

Any contract(s) awarded as a result of this procurement is contingent upon the availability of funding.

Qmatic understands and accepts this provision.
Period of Performance

The initial term shall be one (1) year commencing upon the date of execution by Olympic College. After the initial one-year period, Olympic College may extend the Contract for up to five (5) additional one (1) year renewals. At least 90 days before the end of the then current contract, vendor may propose a price increase/decrease by written notice to Olympic College Contract Administrator. Price adjustment will be taken into consideration by Olympic College when determining whether to extend the contract.

Extensions shall be executed by the Olympic College Contract Administrator giving written notice to the Vendor not less than thirty (30) days prior to the expiration date of the term of the Contract, subject to any revised terms and conditions which may then be in effect.

Qmatic understands and accepts this provision.
This page intentionally left blank.
Governance

This quote and subsequent order shall be governed by the laws of the State of Washington.

Qmatic understands and accepts this requirement.
Signature

We agree to furnish these services according to the terms of this proposal:

Signature

CEO

Print Title

Thomas Sareyko

Print Name

April 27, 2015

Date
[This page intentionally left blank.]
Exhibit A: Certifications and Assurances

The following page contains a signed copy of Exhibit A: Certifications and Assurances from the RFP.

Qmatic has no exceptions to the sample contract.
REQUEST FOR PROPOSAL (CONTINUED)
QUOTE NO: ES-150320

EXHIBIT A

CERTIFICATIONS AND ASSURANCES

I/we make the following certifications and assurances as a required element of the proposal to which it is attached, understanding that the truthfulness of the facts affirmed here and the continuing compliance with these requirements are conditions precedent to the award or continuation of the related contract:

1. I/we declare that all answers and statements made in the proposal are true and correct.

2. The prices and/or cost data have been determined independently, without consultation, communication, or agreement with others for the purpose of restricting competition. However, I/we may freely join with other persons or organizations for the purpose of presenting a single proposal.

3. The attached proposal is a firm offer for a period of 60 days following receipt, and it may be accepted by the College without further negotiation (except where obviously required by lack of certainty in key terms) at any time within the 60-day period.

4. In preparing this proposal, I/we have not been assisted by any current or former employee of the state of Washington whose duties relate (or did relate) to this proposal or prospective contract, and who was assisting in other than his or her official, public capacity. If there are exceptions to these assurances, I/we have described them in full detail on a separate page attached to this document.

5. I/we understand that the College will not reimburse me/us for any costs incurred in the preparation of this proposal. All proposals become the property of the College, and I/we claim no proprietary right to the ideas, writings, items, or samples, unless so stated in this proposal.

6. I/we agree that submission of the attached proposal constitutes acceptance of the solicitation contents and the attached sample contract and general terms and conditions. If there are any exceptions to these terms, I/we have described those exceptions in detail on a page attached to this document.

7. No attempt has been made or will be made by the Consultant to induce any other person or firm to submit or not to submit a proposal for the purpose of restricting competition.

8. I/we grant the College the right to contact references and others who may have pertinent information regarding the ability of the Consultant and the lead staff person to perform the services contemplated by this RFP.

9. If any staff member(s) who will perform work on this contract has retired from the State of Washington under the provisions of the 2008 Early Retirement Factors legislation, his/her name(s) is noted on a separately attached page.

We (circle one) are not submitting proposed Contract exceptions. (See Section 2.10, Contract and General Terms and Conditions.) If Contract exceptions are being submitted, I/we have attached them to this form.

On behalf of the Consultant submitting this proposal, my name below attests to the accuracy of the above statements. If electronic, we also are submitting a scanned signature of this form with our proposal.

Signature of Consultant

Thomas Saryko, CEO

Title

April 27, 2015

Date

EXHIBIT B-1
Sample Contract

The following pages contain the *Sample Contract* from the RFP. Qmatic understands and accepts that any contract awarded as a result of the RFP will follow the model of this sample.
This Contract is made and entered into by and between the State of Washington, Olympic College, hereinafter referred to as the "College", and the below named firm, hereinafter referred to as "Contractor,"

(contractor name)
(address)
(city, state zip)
Phone: [Redacted]
Email: [Redacted]
Federal ID No.: [Redacted]
WA State UBI No.: [Redacted]

PURPOSE
The purpose of this contract is to

SCOPE OF WORK
The Contractor will provide services, and otherwise do all things necessary for or incidental to the performance of work, as set forth below:

Option 1: Identify all tasks, work elements and objectives of the contract, and timetables by which major parts of the work are to be completed. The scope of work may be included within the text of the contract or attached as a separate exhibit as shown in Option 2 below.

Option 2: as included in the Contractor’s Proposal dated ______________ attached as Exhibit B, and the College’s Request for Proposals attached as Exhibit C.

Exhibit A contains the General Terms and Conditions governing work to be performed under this contract, the nature of the working relationship between the College and the Contractor, and specific obligations of both parties.

The Contractor shall produce the following written reports or other written documents (deliverables) by the dates indicated below:

All written reports required under this contract must be delivered to __________________, the College’s Contract Manager, in accordance with the schedule above.

PERIOD OF PERFORMANCE
Subject to other contract provisions, the period of performance under this contract will be from ___________ or date of execution, whichever is later, through ________________, unless sooner terminated or extended as provided herein.

COMPENSATION AND PAYMENT
REQUEST FOR PROPOSAL (CONTINUED)
QUOTE NO: ES-150320

College shall pay an amount not to exceed ___________________________ Dollars ($_________) for the performance of all things necessary for or incidental to the performance of work as set forth in the Scope of Work. Contractor's compensation for services rendered shall be based on the following rates or in accordance with the following terms:

NOTE: List detail of compensation to be paid, e.g., hourly rates, number of hours per task, unit prices, cost per task, cost per deliverable, etc. Or reference documents that specify Contractor’s compensation and payment, e.g. Contractor’s compensation for services rendered shall be based on the schedule set forth in Exhibit B, Fees and Expenses.

NOTE: Expenses are optional. Do not include Expenses paragraph below if expenses are not allowable. If allowable, include only expenses which are appropriate for the contract.

BILLING PROCEDURES AND PAYMENT

NOTE: Payment can be based upon satisfactory acceptance of each deliverable, payment after completion of each major part of the contract, payment at conclusion of the contract, etc.

College will pay Contractor upon receipt of properly completed invoices, which shall be submitted to the Contract Manager not more often than monthly. The invoices shall describe and document to the College’s satisfaction a description of the work performed, the progress of the project, and fees.

Payment shall be considered timely if made by the College within thirty (30) days after receipt of properly completed invoices. Payment shall be sent to the address designated by the Contractor.

The College may, in its sole discretion, terminate the contract or withhold payments claimed by the Contractor for services rendered if the Contractor fails to satisfactorily comply with any term or condition of this contract.

No payments in advance or in anticipation of services or supplies to be provided under this contract shall be made by the College.

NOTE: Optional Provision – The College shall withhold ten percent (10%) from each payment until acceptance by the College of the final report (or completion of the project, etc.)

CONTRACT MANAGEMENT

The Contract Manager for each of the parties shall be the contact person for all communications and billings regarding the performance of this Contract.

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<tr>
<th>Contractor Contract Manager</th>
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<td>Enter Contract Manager's Name</td>
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INSURANCE (NOTE: Include, if applicable)

The Contractor shall provide insurance coverage as set out in this section (or as set forth in the Request for Proposals No. ____). The intent of the required insurance is to protect the state should there be any claims, suits, actions, costs, damages or expenses arising from any negligent or intentional act or omission of the Contractor or subcontract, or agents of either, while performing under the terms of this contract.
REQUEST FOR PROPOSAL (CONTINUED)
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The Contractor shall provide insurance coverage which shall be maintained in full force and effect during the term of this Contract, as follows:

1. Commercial General Liability Insurance Policy – Provide a Commercial General Liability Insurance Policy, including contractual liability, in adequate quantity to protect against legal liability arising out of contract activity but no less than $1,000,000 per occurrence. Additionally, the Contractor is responsible for ensuring that any subcontractors provide adequate insurance coverage for the activities arising out of subcontracts.

2. Automobile Liability – In the event that services delivered pursuant to this contract involve the use of vehicles, either owned or unowned by the Contractor, automobile liability insurance shall be required. The minimum limit for automobile liability is:

   $1,000,000 per occurrence, using a Combined Single Limit for bodily injury and property damage

3. The insurance required shall be issued by an insurance company/ies authorized to do business within the state of Washington, and shall name the state of Washington, its agents and employees as additional insureds under the insurance policy/ies. All policies shall be primary to any other valid and collectable insurance. Contractor shall instruct the insurers to give College 30 days advance notice of any insurance cancellation.

Contractor shall submit to College within fifteen days of the contract effective date, a certificate of insurance which outlines the coverage and limits defined in the Insurance section. Contractor shall submit renewal certificates as appropriate during the term of the contract.

ASSURANCES

College and the Contractor agree that all activity pursuant to this contract will be in accordance with all the applicable current federal, state and local laws, rules, and regulations.

ORDER OF PRECEDENCE

Each of the exhibits listed below is by this reference hereby incorporated into this contract. In the event of an inconsistency in this contract, the inconsistency shall be resolved by giving precedence in the following order:

- Applicable federal and State of Washington statutes and regulations
- Special Terms and Conditions as contained in this basic contract instrument
- Exhibit A – General Terms and Conditions
- Exhibit B - Request for Proposals No. ____
- Exhibit C – Contractor’s Proposal dated _______
- Any other provision, term or material incorporated herein by reference or otherwise incorporated

ENTIRE AGREEMENT

This contract including referenced exhibits represents all the terms and conditions agreed upon by the parties. No other statements or representations, written or oral, shall be deemed a part hereof.

CONFORMANCE

If any provision of this contract violates any statute or rule of law of the state of Washington, it is considered modified to conform to that statute or rule of law.

APPROVAL

This contract shall be subject to the written approval of the College’s authorized representative and shall not be binding until so approved. The contract may be altered, amended, or waived only by a written amendment executed by both parties.

THIS CONTRACT, consisting of _______ pages and ______ attachment(s), is executed by the persons signing below who warrant that they have the authority to execute the contract.
General Terms and Conditions

The following pages contain the *General Terms and Conditions* from the RFP. Qmatic understands and accepts that any contract awarded as a result of the RFP will include these terms and conditions.
REQUEST FOR PROPOSAL (CONTINUED)
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GENERAL TERMS AND CONDITIONS

DEFINITIONS - As used throughout this contract, the following terms shall have the meaning set forth below:

A. "Agent" shall mean the President, and/or the delegate authorized in writing to act on the President's behalf.

B. “College” shall mean Olympic College, a higher education institution of the State of Washington, and any officer or other official acting with authority to represent the College.

C. "Contractor" shall mean that firm, provider, organization, individual or other entity performing service(s) under this contract, and shall include all employees of the Contractor.

C. "Subcontractor" shall mean one not in the employment of the Contractor, who is performing all or part of those services under this contract under a separate contract with the Contractor. The terms "Subcontractor" and "Subcontractors" means Subcontractor(s) in any tier.

D. “Personal Information” means information identifiable to any person, including, but not limited to, information that relates to a person's name, health, finances, education, business, use or receipt of governmental services or other activities, addresses, telephone numbers, social security numbers, driver license numbers, other identifying numbers, and any financial identifiers. Personal Information includes “Protected Health Information” as set forth in 45 CFR §164.50 as currently drafted and subsequently amended or revised and other information that may be exempt from disclosure to the public or other unauthorized persons under either Chapter 42.17 RCW or other state and federal statutes.

ACCESS TO DATA - In compliance with RCW 39.29.080, the Contractor shall provide access to data generated under this contract to College, the Joint Legislative Audit and Review Committee, and the state auditor at no additional cost. This includes access to all information that supports the findings, conclusions, and recommendations of the Contractor's reports, including computer models and methodology for those models.

Contractor agrees to make personal information covered under this agreement available to College for inspection or to amend the personal information. Contractor shall, as directed by College, incorporate any amendments to the personal information into all copies of such personal information maintained by the Contractor or its subcontractors.

ADVANCE PAYMENTS PROHIBITED - No payments in advance of or in anticipation of goods or services to be provided under this contract shall be made by the College.

AMENDMENTS - This contract may be amended by mutual agreement of the parties. Such amendments shall not be binding unless they are in writing and signed by personnel authorized to bind each of the parties.

AMERICANS WITH DISABILITIES ACT (ADA) OF 1990, PUBLIC LAW 101-336, also referred to as the "ADA" 28 CFR Part 35 - The Contractor must comply with the ADA, which provides comprehensive civil rights protection to individuals with disabilities in the areas of employment, public accommodations, state and local government services, and telecommunications.

ASSIGNMENT – Neither this Contract, nor any claim arising under this Contract, be transferred or assigned by the Contractor without prior written consent of the College.

ATTORNEYS’ FEES - In the event of litigation or other action brought to enforce contract terms, each party agrees to bear its own attorney's fees and costs.

CONFIDENTIALITY / SAFEGUARDING OF INFORMATION - The Contractor shall not use or disclose any information concerning the College, or information which may be classified as confidential, for any purpose not directly connected with the administration of this contract, except with prior written consent of the College, or as may be required by law.

CONFLICT OF INTEREST - Notwithstanding any determination by the Executive Ethics Board or other tribunal, the College may, in its sole discretion, by written notice to the Contractor terminate this contract if it is found after due notice and examination by the Agent that there is a violation of the Ethics in Public Service Act, Chapter 42.52 RCW; or any similar statute involving the Contractor in the procurement of, or performance under this contract.
REQUEST FOR PROPOSAL (CONTINUED)  
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In the event this contract is terminated as provided above, the College shall be entitled to pursue the same remedies against the Contractor as it could pursue in the event of a breach of the contract by the Contractor. The rights and remedies of the College provided for in this clause shall not be exclusive and are in addition to any other rights and remedies provided by law. The existence of facts upon which the Agent makes any determination under this clause shall be an issue and may be reviewed as provided in the “Disputes” clause of this contract.

COPYRIGHT PROVISIONS - Unless otherwise provided, all Materials produced under this contract shall be considered "works for hire" as defined by the U.S. Copyright Act and shall be owned by the College. The College shall be considered the author of such Materials. In the event the Materials are not considered "works for hire" under the U.S. Copyright laws, Contractor hereby irrevocably assigns all right, title, and interest in Materials, including all intellectual property rights, to the College effective from the moment of creation of such Materials.

Materials means all items in any format and includes, but is not limited to, data, reports, documents, pamphlets, advertisements, books, magazines, surveys, studies, computer programs, films, tapes, and/or sound reproductions. Ownership includes the right to copyright, patent, register and the ability to transfer these rights.

For Materials that are delivered under the contract, but that incorporate pre-existing materials not produced under the contract, Contractor hereby grants to the College a nonexclusive, royalty-free, irrevocable license (with rights to sublicense others) in such Materials to translate, reproduce, distribute, prepare derivative works, publicly perform, and publicly display. The Contractor warrants and represents that Contractor has all rights and permissions, including intellectual property rights, moral rights and rights of publicity, necessary to grant such a license to the College.

The Contractor shall exert all reasonable effort to advise the College, at the time of delivery of Materials furnished under this contract, of all known or potential invasions of privacy contained therein and of any portion of such document which was not produced in the performance of this contract. The College shall receive prompt written notice of each notice or claim of infringement received by the Contractor with respect to any data delivered under this contract. The College shall have the right to modify or remove any restrictive markings placed upon the data by the Contractor.

COVENANT AGAINST CONTINGENT FEES - The Contractor warrants that no person or selling agent has been employed or retained to solicit or secure this contract upon an agreement or understanding for a commission, percentage, brokerage or contingent fee, excepting bona fide employees or bona fide established agents maintained by the Contractor for the purpose of securing business. The College shall have the right, in the event of breach of this clause by the Contractor, to annul this contract without liability or, in its discretion, to deduct from the contract price or consideration or recover by other means the full amount of such commission, percentage, brokerage or contingent fee.

GOVERNING LAW AND VENUE - This contract shall be construed and interpreted in accordance with the laws of the State of Washington. The venue of any action brought hereunder shall be in the Superior Court for Pierce County.

INDEMNIFICATION - To the fullest extent permitted by law, Contractor shall indemnify, defend, and hold harmless state, agencies of state and all officials, agents and employees of state, from and against all claims for injuries or death arising out of or resulting from the performance of the Contract. Contractor’s obligation to indemnify, defend, and hold harmless includes any claim by Contractors’ agents, employees, representatives, or any subcontractor or its employees.

Contractor expressly agrees to indemnify, defend, and hold harmless the state for any claim arising out of or incident to Contractor’s or any subcontractor’s performance or failure to perform the Contract. Contractor’s obligation to indemnify, defend, and hold harmless the state shall not be eliminated or reduced by any actual or alleged concurrent negligence of state or its agents, agencies, employees and officials.

Contractor waives its immunity under Title 51 RCW to the extent it is required to indemnify, defend and hold harmless state and its agencies, officials, agents or employees.

INDEPENDENT CAPACITY OF THE CONTRACTOR - The parties intend that an independent contractor relationship will be created by this contract. The Contractor and his or her employees or agents performing under this contract are not employees or agents of the College. The Contractor will not hold himself/herself out as or claim to be an officer or employee of the College or of the state of Washington by reason hereof, nor will the Contractor make any claim of right, privilege or benefit which would accrue to such employee under law. Conduct and control of the work will be solely with the Contractor.

INDUSTRIAL INSURANCE COVERAGE - The Contractor shall comply with the provisions of Title 51 RCW, Industrial Insurance. If the Contractor fails to provide industrial insurance coverage or fails to pay premiums or penalties on behalf
of its employees as may be required by law, College may collect from the Contractor the full amount payable to the Industrial Insurance accident fund. The College may deduct the amount owed by the Contractor to the accident fund from the amount payable to the Contractor by the College under this contract, and transmit the deducted amount to the Department of Labor and Industries, (L&I) Division of Insurance Services. This provision does not waive any of L&I’s rights to collect from the Contractor.

**LICENSING, ACCREDITATION AND REGISTRATION** - The Contractor shall comply with all applicable local, state, and federal licensing, accreditation and registration requirements/standards, necessary for the performance of this contract.

**LIMITATION OF AUTHORITY** - Only the Agent or Agent’s delegate by writing (delegation to be made prior to action) shall have the express, implied, or apparent authority to alter, amend, modify, or waive any clause or condition of this Contract. Furthermore, any alteration, amendment, modification, or waiver or any clause or condition of this contract is not effective or binding unless made in writing and signed by the Agent.

**NONCOMPLIANCE WITH NONDISCRIMINATION LAWS** - In the event of the Contractor's non-compliance or refusal to comply with any nondiscrimination law, regulation, or policy, this contract may be rescinded, canceled or terminated in whole or in part, and the Contractor may be declared ineligible for further contracts with the College. The Contractor shall, however, be given a reasonable time in which to cure this noncompliance. Any dispute may be resolved in accordance with the "Disputes" procedure set forth herein.

**NONDISCRIMINATION** - During the performance of this contract, the Contractor shall comply with all federal and state nondiscrimination laws, regulations and policies.

**OVERPAYMENTS AND ASSERTION OF LIEN** - In the event that the College establishes overpayments or erroneous payments made to the Contractor under this contract, the College may secure repayment, plus interest, if any, through the filing of a lien against the Contractor's real property or by requiring the posting of a bond, assignment of deposit or some other form of security acceptable to the College or by doing both.

**PRIVACY** - Personal information collected, used or acquired in connection with this contract shall be used solely for the purposes of this contract. Contractor and its subcontractors agree not to release, divulge, publish, transfer, sell or otherwise make known to unauthorized persons personal information without the express written consent of the College or as provided by law. Contractor agrees to implement physical, electronic and managerial safeguards to prevent unauthorized access to personal information.

The College reserves the rights to monitor, audit or investigate the use of personal information collected, used or acquired by the contractor through this contract. The monitoring, auditing or investigating may include but is not limited to “salting” by the College. Contractor shall certify the return or destruction of all personal information upon expiration of this contract. Salting is the act of placing a record containing unique but false information in a database that can be used later to identify inappropriate disclosure of data contained in the database.

Any breach of this provision may result in termination of the contract and the demand for return of all personal information. The Contractor agrees to indemnify and hold harmless the College for any damages related to the Contractor’s unauthorized use of personal information.

**PUBLICITY** - The Contractor agrees to submit to the College all advertising and publicity matters relating to this Contract wherein the College's name is mentioned or language used from which the connection of the College’s name may, in the College’s judgment, be inferred or implied. The Contractor agrees not to publish or use such advertising and publicity matters without the prior written consent of the College.

**RECORDS MAINTENANCE** - The Contractor shall maintain books, records, documents, data and other evidence relating to this Contract and performance of the services described herein, including but not limited to accounting procedures and practices which sufficiently and properly reflect all direct and indirect costs of any nature expended in the performance of this Contract. Contractor shall retain such records for a period of six years following the date of final payment. At no additional cost, these records, including materials generated under the Contract, shall be subject at all reasonable times to inspection, review or audit by the College, personnel duly authorized by the College, the Office of the State Auditor, and federal and state officials so authorized by law, regulation or agreement.

If any litigation, claim or audit is started before the expiration of the six (6) year period, the records shall be retained until all litigation, claims, or audit findings involving the records have been resolved.
REQUEST FOR PROPOSAL (CONTINUED)
QUOTE NO: ES-150320

REGISTRATION WITH DEPARTMENT OF REVENUE - The Contractor shall complete registration with the Washington State Department of Revenue and be responsible for payment of all taxes due on payments made under this contract.

RIGHT OF INSPECTION - The Contractor shall provide right of access to its facilities to the College, or any of its officers, or to any other authorized agent or official of the state of Washington or the federal government, at all reasonable times, in order to monitor and evaluate performance, compliance, and/or quality assurance under this contract.

The Contractor shall make available information necessary for College to comply with the client's right to access, amend, and receive an accounting of disclosures of their Personal Information according to the Health Insurance Portability and Accountability Act of 1996 (HIPAA) or any regulations enacted or revised pursuant to the HIPAA provisions and applicable provisions of Washington State law. The Contractor’s internal policies and procedures, books, and records relating to the safeguarding, use, and disclosure of Personal Information obtained or used as a result of this contract shall be made available to College and the U.S. Secretary of the Department of Health & Human Services, upon request.

SAFEGUARDING OF INFORMATION - The Contractor shall not use or disclose Personal Information in any manner that would constitute a violation of federal law, the Health Insurance Portability and Accountability Act of 1996 (HIPAA) or any regulations enacted or revised pursuant to the HIPAA provisions and applicable provisions of Washington State law. The Contractor agrees to comply with all federal and state laws and regulations, as currently enacted or revised, regarding data security and electronic data interchange of all Personal Information.

The Contractor shall protect Personal Information collected, used, or acquired in connection with this Contract, against unauthorized use, disclosure, modification or loss. The Contractor shall ensure its directors, officers, employees, subcontractors or agents use it solely for the purposes of accomplishing the services set forth in this agreement. The Contractor and its Subcontractors agree not to release, divulge, publish, transfer, sell or otherwise make it known to unauthorized persons without the express written consent of College or as otherwise required by law. The Contractor agrees to implement physical, electronic, and managerial policies, procedures, and safeguards to prevent unauthorized access, use, or disclosure of data in any form. The Contractor shall make the Personal Information available to amend as directed by College and incorporate any amendments into all the copies maintained by the Contractor or its Subcontractors.

The Contractor shall certify its return or destruction upon expiration or termination of this Contract and the Contractor shall retain no copies. If the Contractor and College mutually determine that return or destruction is not feasible, the Contractor shall not use the Personal Information in a manner other than those permitted or required by state and federal laws.

College reserves the right to monitor, audit, or investigate the use of personal information collected, used or acquired by the contractor through this contract. The monitoring, auditing, or investigating may include, but is not limited to, "salting" by College. Salting is the act of introducing data containing unique but false information that can be used later to identify inappropriate disclosure of data.

The Contractor shall notify College in writing within 5 working days of becoming aware of any unauthorized access, use or disclosure. The contractor will take steps necessary to mitigate any known harmful effects of such unauthorized access including, but not limited to sanctioning employees, notifying subjects, and taking steps necessary to stop further unauthorized access. The Contractor agrees to indemnify and hold harmless College for any damages related to unauthorized use or disclosure by the Contractor, its officers, directors, employees, Subcontractors or agents.

Any breach of this clause may result in termination of the contract and the demand for return of all Personal Information.

SAVINGS - In the event funding from state, federal, or other sources is withdrawn, reduced, or limited in any way after the effective date of this contract and prior to normal completion, the College may terminate the contract under the "Termination for Convenience" clause, without the ten day notice requirement, subject to renegotiation at the College's discretion under those new funding limitations and conditions.

SEVERABILITY - The provisions of this contract are intended to be severable. If any term or provision is illegal or invalid for any reason whatsoever, such illegality or invalidity shall not affect the validity of the remainder of the contract.

SITE SECURITY - While on College premises, Contractor, its agents, employees, or subcontractors shall conform in all respects with physical, fire or other security policies or regulations.

SUBCONTRACTING - Neither the Contractor nor any Subcontractor shall enter into subcontracts for any of the work contemplated under this contract without obtaining prior written approval of the College. In no event shall the existence of the subcontract operate to release or reduce the liability of the Contractor to the College for any breach in the
REQUEST FOR PROPOSAL (CONTINUED)
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performance of the contractor’s duties. This clause does not include contracts of employment between the contractor and personnel assigned to work under this contract.

Additionally, the Contractor is responsible for ensuring that all terms, conditions, assurances and certifications set forth in this agreement are carried forward to any subcontracts. Contractor and its subcontractors agree not to release, divulge, publish, transfer, sell or otherwise make known to unauthorized persons personal information without the express written consent of the College or as provided by law.

TAXES - All payments accrued on account of payroll taxes, unemployment contributions, any other taxes, insurance or other expenses for the Contractor or its staff shall be the sole responsibility of the Contractor.

TERMINATION FOR CAUSE - In the event the College determines the Contractor has failed to comply with the conditions of this Contract in a timely manner, the College has the right to suspend or terminate this Contract. Before suspending or terminating the Contract, the College shall notify the Contractor in writing of the need to take corrective action. If corrective action is not taken within 30 days, the Contract may be terminated or suspended. In the event of termination or suspension, the Contractor shall be liable for damages as authorized by law including, but not limited to, any cost difference between the original Contract and the replacement or cover Contract and all administrative costs directly related to the replacement Contract, e.g., cost of the competitive bidding, mailing, advertising and staff time. The College reserves the right to suspend all or part of the Contract, withhold further payments, or prohibit the Contractor from incurring additional obligations of funds during investigation of the alleged compliance breach and pending corrective action by the Contractor or a decision by the College to terminate the Contract. A termination shall be deemed to be a “Termination for Convenience” if it is determined that the Contractor: (21) was not in default; or (2) failure to perform was outside of his or her control, fault or negligence. The rights and remedies of the College provided in this Contract are not exclusive and are in addition to any other rights and remedies provided by law.

TERMINATION FOR CONVENIENCE - Except as otherwise provided in this contract, the College may, by 10 days written notice, beginning on the second day after the mailing, terminate this contract, in whole or in part. If this contract is so terminated, the College shall be liable only for payment required under the terms of this contract for services rendered or goods delivered prior to the effective date of termination.

TERMINATION PROCEDURES - Upon termination of this contract, the College, in addition to any other rights provided in this contract, may require the Contractor to deliver to the College any property specifically produced or acquired for the performance of such part of this contract as has been terminated. The provisions of the "Treatment of Assets" clause shall apply in such property transfer.

The College shall pay to the Contractor the agreed upon price, if separately stated, for completed work and services accepted by the College, and the amount agreed upon by the Contractor and the College for (i) completed work and services for which no separate price is stated, (ii) partially completed work and services, (iii) other property or services which are accepted by the College, and (iv) the protection and preservation of property, unless the termination is for default, in which case the Agent shall determine the extent of the liability of the College. Failure to agree with such determination shall be a dispute within the meaning of the "Disputes" clause of this contract. The College may withhold from any amounts due the Contractor such sum as the Agent determines to be necessary to protect the College against potential loss or liability.

The rights and remedies of the College provided in this section shall not be exclusive and are in addition to any other rights and remedies provided by law or under this contract.

After receipt of a notice of termination, and except as otherwise directed by the Agent, the Contractor shall:

1. Stop work under the contract on the date, and to the extent specified, in the notice;
2. Place no further orders or subcontracts for materials, services, or facilities except as may be necessary for completion of such portion of the work under the contract that is not terminated;
3. Assign to the College, in the manner, at the times, and to the extent directed by the Agent, all of the rights, title, and interest of the Contractor under the orders and subcontracts so terminated, in which case the College has the right, at its discretion, to settle or pay any or all claims arising out of the termination of such orders and subcontracts.
4. Settle all outstanding liabilities and all claims arising out of such termination of orders and subcontracts, with the approval or ratification of the Agent to the extent Agent may require, which approval or ratification shall be final for all the purposes of this clause;
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5. Transfer title to the College and deliver in the manner, at the times, and to the extent directed by the Agent any property which, if the contract had been completed, would have been required to be furnished to the College;

6. Complete performance of such part of the work as shall not have been terminated by the Agent; and

7. Take such action as may be necessary, or as the Agent may direct, for the protection and preservation of the property related to this contract which is in the possession of the Contractor and in which the College has or may acquire an interest.

TREATMENT OF ASSETS -

A. Title to all property furnished by the College shall remain in the College. Title to all property furnished by the Contractor, for the cost of which the Contractor is entitled to be reimbursed as a direct item of cost under this contract, shall pass to and vest in the College upon delivery of such property by the Contractor. Title to other property, the cost of which is reimbursable to the Contractor under this contract, shall pass to and vest in the College upon (i) issuance for use of such property in the performance of this contract, or (ii) commencement of use of such property in the performance of this contract, or (iii) reimbursement of the cost thereof by the College in whole or in part, whichever first occurs.

B. Any property of the College furnished to the Contractor shall, unless otherwise provided herein or approved by the College, be used only for the performance of this contract.

C. The Contractor shall be responsible for any loss or damage to property of the College which results from the negligence of the Contractor or which results from the failure on the part of the Contractor to maintain and administer that property in accordance with sound management practices.

D. If any College property is lost, destroyed or damaged, the Contractor shall immediately notify the College and shall take all reasonable steps to protect the property from further damage.

E. The Contractor shall surrender to the College all property of the College prior to settlement upon completion, termination or cancellation of this contract.

F. All reference to the Contractor under this clause shall also include Contractor's employees, agents or Subcontractors.

U.S. DEPARTMENT OF TREASURY, OFFICE OF FOREIGN ASSETS CONTROL- The College complies with U.S. Department of the Treasury, Office of Foreign Assets Control (OFAC) payment rules. OFAC prohibits financial transactions with individuals or organizations, which have been placed on the OFAC Specially Designated Nationals (SDN) and Blocked Persons sanctions list located at http://www.treas.gov/offices/enforcement/ofac/index.html. Compliance with OFAC payment rules ensures that the College does not conduct business with individuals or organizations that have been determined to be supporters of terrorism and international drug dealing or that pose other dangers to the United States.

Prior to making payment to individuals or organizations, the College will download the current OFAC SDN file and compare it to College and statewide vendor files. In the event of a positive match, the College reserves the right to: (1) make a determination of “reasonability” before taking the positive match to a higher authority, (2) seek assistance from the Washington State Office of the State Treasurer (OST) for advanced assistance in resolving the positive match, (3) comply with an OFAC investigation, if required, and/or (4) if the positive match is substantiated, notify the contractor in writing and terminate the contract according to the Termination for Convenience provision without making payment. The College will not be liable for any late payment fees or missed discounts that are the result of time required to address the issue of an OFAC match.

WAIVER – Waiver of any default or breach shall not be deemed to be a waiver of any subsequent default or breach. Any waiver shall not be construed to be a modification of the terms of this Contract unless stated to be such in writing and signed by authorized representative of the College.
Sample Support and Maintenance Agreement

The following pages contain Qmatic’s Sample Support and Maintenance Agreement. Qmatic offers this sample agreement in response to support and maintenance requirements in the Scope of Work and Requirements (Scored) sections.
Q-MATIC CORPORATION

AND

[       ]

SUPPORT AND MAINTENANCE / SERVICE LEVEL AGREEMENT
CUSTOMER FLOW MANAGEMENT SYSTEM
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APPENDICES:

Appendix 2.1 Services included
Appendix 2.2 The CFM System, the Applications and the locations of the Client
Appendix 5.2 Consultancy Rates
Appendix 5.3 Service Hours, Service Levels and Priority Definitions
SUPPORT AND MAINTENANCE AGREEMENT

This agreement (this “Agreement”) is entered into [date], between

(1) Q-Matic Corporation, a company duly incorporated and organized under the laws of Illinois, having its registered address at 2400 Commerce Avenue, Bldg. 1100, Ste. 100, Duluth, GA 30096 (“Qmatic”) and

(2) [ ], Reg. No. [ ], a company duly incorporated and organized under the laws of [ ], having its registered address at [ ] (the “Client”).

BACKGROUND

This Agreement concerns Support and Maintenance for software developed by Q-Matic AB, Reg. No. 556212-7497, a company duly incorporated and organized under the laws of Sweden, having its registered address at P.O. Box 198, 431 23 Mölndal, Sweden, (“Qmatic AB”).

(A) Qmatic AB has developed software for customer flow management systems (the “CFM System”). Qmatic has received permission by Qmatic AB to maintain and support the CFM System, which thus shall be supported and maintained by Qmatic in respect to the Client according to this Agreement.

(B) It is noted that Qmatic AB, shall provide Qmatic with off-site support, in those cases where the Client’s problem cannot be solved by Qmatic via first line support, in order to ensure that the Client always has available expertise from the developer of the CFM System through Qmatic.

1 Definitions

In this Agreement, the following definitions are used.

“Agreement” means this Agreement as well as the Appendices listed and attached hereto. Conflicts between the body of this Agreement and the Appendices shall be resolved as follows. The clauses of this Agreement shall prevail over the Appendices unless otherwise stated; Appendices shall prevail over other Appendices in numerical order.

“Application” means a single program of the supported software in this Agreement, listed in Appendix 2.2.

“Bug” means a condition where the CFM System does not perform to its specifications, e.g. by an error in the CFM System design, code or conflicts between Applications, which may lead to an Error.

“Case” means the reporting and logging of an Error by the Client to Qmatic.
“CFM System” means all the software (i.e. all the Applications) provided by Qmatic and licensed to the Client, listed in Appendix 2.2.

“Client” means the company that has purchased the CFM system and optional hardware warranty, and/or software maintenance & Help Desk Support.

“Effective Date” means the date this Agreement is entered into, as set out above.

“Error” means any event which is not part of the standard operation of the CFM System and which causes, or may cause, an interruption or a reduction in, the quality or the usability of the CFM System, such as identification of a Bug.

“Maintenance Service” means access to software patches and software upgrades as set out in clause 4.

“Party” means the Client or Qmatic, and “Parties” means the Client and Qmatic.

“Service” means the services provided by Qmatic under this Agreement, which includes Support Service and Maintenance Service.

“Service Hours” means the times which Qmatic is able to provide the Support Service, as set out in Appendix 5.2.

“Service Levels” means the time within Qmatic shall respond to a Case.

“Support Service” means off-site, and where applicable on-site, support as set out in clause 5.

“Qmatic” means the company which has developed the CFM System.

2  Qmatic’s general obligations

2.1 Qmatic will, from the Effective Date, provide the Services as set out in this Agreement provided that these are marked “included” in Appendix 2.1.

2.2 The Service will be performed regarding the CFM System and the Applications as listed in Appendix 2.2, installed at the premises of the Client as listed in Appendix 2.2.

2.3 Qmatic will provide the Services in a professional manner with personnel who are suitable, qualified and skilled for the purpose.

3  The Client’s general obligations

3.1 The Client is responsible for the following in order to obtain the Services agreed in this Agreement

(a) CFM System versions deployed by Client must match Service Provider’s list of supported versions.
(b) Qmatic, in its reasonable opinion and supported by manufacturer information, may designate certain equipment as obsolete or defective, and therefore exclude it from coverage under this Agreement.

(c) Anti-virus solution must be in place, updated, with valid update subscription.

(d) Power surge protection must be provided for all covered computers and devices.

(e) Qmatic must be provided with convenient and timely access to the equipment (if applicable) covered under this Agreement including remote access, adequate working space and facilities within a reasonable distance of the equipment, and access to and use of all information, internal resources, and facilities determined necessary to service the equipment.

(f) The Client will be required to conduct preliminary diagnostic steps or provide additional information related to a support request, prior to a technician being dispatched to the Client’s facilities.

(g) The Client must agree to assign one employee to be liaison or contact person to Service Provider in order to make communications between both parties effective.

4 The Maintenance Services

4.1 Access to software patches

4.1.1 The Maintenance Service includes releases of new minor CFM System versions (software patches).

4.1.2 A minor version is released to handle Bug fixes and/or to keep Applications up to date with new technology, e.g. support for new operating systems, new database versions or new browser applications or versions.

(a) Minor releases are identified as x.1, x.2.

(b) If not mentioned otherwise; the previous minor version is automatically withdrawn from the market when a new minor version is released.

(c) Minor versions are only released for the latest major version of a software Application.

(d) A minor version is compatible with the previous minor version and functionality in these remains. If a system has been customized for the Client then the compatibility cannot be guaranteed.

(e) Technically it is possible to update only from the previous minor version for which Qmatic will provide the necessary tool(s) and information to do so.

4.1.3 The Client may choose to install a new minor version. If a Client chooses not to install a new minor version as advised by Qmatic, Qmatic’s responsibility to support the Client in issues affected by that specific minor version ceases. If
Qmatic and the Client disagree whether an issue is affected by a specific minor version or not, then Qmatic’s view shall prevail.

4.2 Access to software upgrades

4.2.1 Maintenance Service includes releases of new major CFM System versions (software upgrades).

4.2.2 A major version is released when significant changes or and new features are added to the CFM System.

(a) Major versions are identified as 1.0, 2.0.

(b) Technically it is only possible to upgrade from the latest release of the previous major release for which Qmatic will provide the necessary tool(s) and information to do so.

4.2.3 A Client that decides to install a new major version may choose to utilize Qmatic’s services for installation. The cost of the installation (time and expenses) is then charged separately. If remote access can be used for installation then only the time will be charged.

4.3 Information about values and benefits of patches and upgrades

Information about values and benefits of patches and upgrades includes the following and is free of charge.

(a) Qmatic will inform the Client when new minor and/or major versions of significant value for the Client are available.

(b) Qmatic will inform the Client about the main values and benefits that the new minor and/or major versions offer.

4.4 Extended warranty for hardware

4.4.1 If an extension of the hardware warranty, as defined in the general agreement between Qmatic and the Client, is included in this Agreement, Qmatic will deliver the appropriate original manufacturer replacement system/parts for hardware replacement and labor (if necessary) once it is determined by Service Provider that the hardware component needs to be replaced or repaired. Prior to Qmatic sending an onsite technician, Client personnel must check all connections and attempt repair with the guidance of Help Desk technicians via telephone.

4.4.2 The Client shall notify Qmatic of product and serial number being replaced. Qmatic shall be responsible for the replacement of faulty hardware via UPS Express delivery from Qmatic. The Client must return faulty units to Service Provider within fifteen (15) days. Outside of the fifteen (15) day return period, the customer will be billed for the said faulty parts/components. Qmatic will pay for the return shipping cost of the faulty parts/components returned within fifteen (15) days by providing an authorized return label.
4.4.3 Qmatic does not provide any additional warranties, other than the original manufacturers warranty, for televisions. Qmatic reserves the right to change the list of third party eligible for coverage at any time.

5 The Support Service

5.1 The Support Service includes unlimited off-site support by telephone, e-mail or the Qmatic Portal during the Service Hours, and includes the following Services:

(a) Advice and guidance in response to Cases.
(b) Identification of Bugs.
(c) Diagnosis of Cases and problems.
(d) Interrogation of known fault information and provision of avoidance actions where applicable.
(e) Providing solutions (workarounds) to the extent possible.
(f) Responding to a Case according to its priority.

5.2 Consultation (i.e. services not based upon a Case and an Error) is subject to consultation fees according to the prices specified in Appendix 5.2.

5.3 Availability (Service Hours), Service Levels and priority definitions for the Support Service are specified in Appendix 5.3.

5.4 Qmatic shall strive to respond to a raised Case according to the time (response time) as set out in Appendix 5.3. Qmatic shall strive to have a solution (a workaround) in place within the time (target workaround times), in accordance to the Case priority, as set out in Appendix 5.3.

5.5 The Client understands and hereby acknowledges that Qmatic can not guarantee that it will provide a workable solution for every Case within the target time. Qmatic will, however, use its best efforts in order to achieve these targets.

5.6 The Client acknowledges and agrees that Services required due to failures and/or cases caused by any of the following circumstances are not considered normal maintenance or support and are not covered under the Services of this Agreement.

(a) Service and repair made necessary due to accidents, damage from fire originating outside of equipment, water, wind, earthquakes, lightning, terrorism, transporting equipment, vandalism, burglary, or similar circumstances.

(b) Service and repair made necessary by the alteration, modification or relocation of software and/or equipment other than that authorized by Qmatic.
(c) Service and repair made necessary by utilizing non-authorized supplies (i.e. tickets).

(d) Service and repair of damage or problems caused by neglect, malicious activity, or misuse including, without limitation, use of the CFM system.

(e) for purposes other than which it was designed, by the Client, its employees or third-party contractors.

(f) Service or repair due to electrical damage caused by electrical wiring at system location or resulting from electrical surges, sags, or spikes.

(g) Service and repair made necessary by bugs released by other software vendors, e.g. adverse effects from installing updates or service packs.

(h) Development work: All development work requested and approved by the Customer representative. Examples would include: writing reports, integration to third party applications, database maintenance, category and button name changes, Priority changes, Management screen changes, workstation script changes, script changes to include: ticket text, display text, e-mail text, pager text, video text, button script, calendar text, web text, staff text, alarm text, voice text, information display text, Q-Net script, card reader script, category script, multi-interface script.

(i) Development work required when migrating to a new minor or major release. This may include recreating custom development that exists in the current version.

(j) Resolving user generated input problems. (User inadvertently affects the data integrity which can only be resolved via technical intervention.)

(k) Training and documentation material.

(l) Training on any functionality within the application.

(m) Operating system and database level security.

(n) Disaster Recovery Service.

(o) Support for self-upgrades.

6 Process to create a Case

6.1 If the Client experiences an Error the Client may report a Case.

6.2 All communication between the Client and Qmatic shall be conducted in the language of Qmatic, as stated in Appendix 5.3.

6.3 If the Client is provided with a web-based system to log Cases then that system shall be used for raising a Case. A Case is considered raised if and when all information required by the web-based system has been submitted.
6.4 If the Client is not provided with a web-based system to raise Cases then e-mails shall be used for raising a Case. A Case is considered raised when an e-mail including the following details has been received by Qmatic at support.us@qmatic.com or speaking to a Qmatic Support Technician by calling (800) 852-6768.

(a) Name, company, department and contact details of originator.
(b) Service Provider’s internal reference number.
(c) Priority of the Case.
(d) Severity of the Case – number and type of end users impacted.
(e) The Case location - if applicable.
(f) The Case start time (date and time), i.e. when the Error was first noticed.
(g) Case description, with a history of the events leading up to the Case and any corrective measures already undertaken to resolve it – if applicable.
(h) Operating system used (for example, Windows XP, 7) if applicable.
(i) Whether the Case has occurred before.
(j) Any supporting documentation, such as screen shots, error logs, code listings, messages or other evidence of the fault.

7 **Force Majeure**

Neither Party shall be liable for a failure to perform any of its obligations under this Agreement due to any circumstance beyond its or its and subcontractors’ reasonable control, which impedes or delays any of the Services to be performed hereunder or the payment thereof, including, but not limited to, the failure by any third party to perform its obligations, labor disputes, fire, war, general mobilization or unforeseen military mobilizations, requisition, seizure, acts or decisions of governments or authorities to a similar extent, requisition, insurrection and civil commotion, general shortage of materials, restrictions in the use of power and interruption in the supply of power.

8 **Term and termination**

8.1 This Agreement shall enter into effect on the Effective Date and shall thereafter remain in force until terminated by either Party.

8.2 This Agreement may be terminated at the anniversary date each calendar year by providing three (3) months prior written notice by either Party. I.e. if a written notification has not been received by either party by the 90th day prior to the anniversary date this Agreement shall auto renew.

8.3 Notwithstanding the above, this Agreement may be terminated at any time by a Party in the event of a substantial breach by the other Party and the failure of the defaulting Party to remedy such breach (if possible to remedy) within thirty (30)
days after receipt of written notice from the non-defaulting Party requesting it to so remedy.

8.4 Notwithstanding the above, this Agreement may be terminated by Qmatic, at any time by observing a notice period of three (3) months if, due to a change in Qmatic’s business, method of doing business, sale of certain business or assets or otherwise, it is not longer desirable for Qmatic to provide the Service hereunder. If this Agreement is terminated according to this clause, a partial fee based upon the number of months remaining to the anniversary date shall be repaid to the Client.

9 Price and payment

9.1 The Client shall pay Qmatic a yearly set fee amounting to {xxx} for the term {xxx}. Qmatic shall have the right to adjust this fee and the prices listed in Appendix 5.2 on a yearly basis during the continuance of this Agreement.

9.2 The set fee shall be paid in advance each year.

10 Liability

10.1 In the event that liability for damages arises, provided that neither intentional conduct nor gross negligence has taken place, a Party shall not be liable for lost profits or other indirect damages or loss, including any liabilities in damages of the other Party to a third party.

10.2 Qmatic is not liable for any loss of data. The Client shall always ensure that relevant data is subject to adequate backup copies.

10.3 In any event, the liability of damages of a Party shall never exceed the total sum of the yearly fees paid under this Agreement.

10.4 By authorizing the purchase of a maintenance agreement, through either a purchase order or a credit card payment, you acknowledge that you have read and agree to be bound by its terms and conditions.
This Agreement has been duly executed in two (2) original copies, of which each of the Parties has taken one copy.

<table>
<thead>
<tr>
<th>CLIENT</th>
<th>QMATIC</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>Date</td>
<td>Date</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Authorized signature</td>
<td>Authorized signature</td>
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<tr>
<td>Authorized Signature name</td>
<td>Authorized Signature name</td>
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<tr>
<td>Authorized Signature Title</td>
<td>Authorized Signature Title</td>
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</tbody>
</table>
**APPENDIX 2.1 – SERVICES INCLUDED IN THIS AGREEMENT**

This Agreement covers the Services marked as “included” below.

<table>
<thead>
<tr>
<th>Maintenance Services</th>
<th>Described in chapter</th>
<th>Included / Not included</th>
</tr>
</thead>
<tbody>
<tr>
<td>Access to patches</td>
<td>4.1</td>
<td>Included</td>
</tr>
<tr>
<td>Access to upgrades</td>
<td>4.2</td>
<td>Included</td>
</tr>
<tr>
<td>Information about values and benefits of patches and upgrades</td>
<td>4.3</td>
<td>Included</td>
</tr>
<tr>
<td>Extended warranty for hardware</td>
<td>4.4</td>
<td>Included*</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Support Services</th>
<th>Described in chapter</th>
<th>Included / Not included</th>
</tr>
</thead>
<tbody>
<tr>
<td>Off-Site support</td>
<td>5</td>
<td>Included</td>
</tr>
<tr>
<td>On-Site support</td>
<td>5</td>
<td>Included</td>
</tr>
</tbody>
</table>

If the Client has chosen to include the extension for hardware, the hardware shall be listed below.

**Extended Warranty Hardware**
APPENDIX 2.2 - THE CFM SYSTEM, THE APPLICATIONS AND THE CLIENTS PREMISES

The table below lists the Client’s CFM System and the Applications covered by this Agreement.

Qmatic will keep track of all changes these under this Agreement.

Software Application and Licenses

<table>
<thead>
<tr>
<th>PART #</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</tr>
</tbody>
</table>

Client locations covered by this Agreement:

{Insert Location Information}

APPENDIX 5.2 - CONSULTANCY RATES

Qmatic will charge the following prices for consultation and on-site support where they apply.

<table>
<thead>
<tr>
<th>Activity</th>
<th>Hourly rate in USD per started hour</th>
</tr>
</thead>
<tbody>
<tr>
<td>Consultation</td>
<td>$150 /hour</td>
</tr>
<tr>
<td>Service provided for incidents not covered by</td>
<td>$175/hour during normal business hours; 7:00 am – 5:00 pm (hours billed = hours spent on site plus travel time)</td>
</tr>
<tr>
<td>maintenance agreement</td>
<td></td>
</tr>
<tr>
<td>After hours service provided for incidents</td>
<td>$225/hour (hours billed = hours spent on site plus travel time). After hours includes the hours of 5:01 pm – 6:59 am, weekends and local public holidays.</td>
</tr>
<tr>
<td>not covered by maintenance agreement</td>
<td></td>
</tr>
<tr>
<td>Development work</td>
<td>$175/hour</td>
</tr>
</tbody>
</table>

Expenses

Expenses are charged based on actual costs. This includes direct travelling costs related to on-site support.

Invoice

Qmatic will send to the Client, at the end of each month, a monthly invoice based on effective performed working hours during that month.
Reporting

Qmatic will provide to the Client a detailed list of work done, results and a time-sheet when the Client is invoiced for consulting services.

Payment Conditions

Thirty (30) days from invoice date.

APPENDIX 5.3 - SERVICE HOURS, SERVICE LEVELS AND PRIORITY DEFINITIONS

Qmatic will provide the Support Service for the CFM System during the Service Hours and according the Service Levels as defined below.

Service Hours

<table>
<thead>
<tr>
<th>Service Hours for help desk support (Eastern)*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday</td>
</tr>
<tr>
<td>Start</td>
</tr>
<tr>
<td>7:00 am</td>
</tr>
<tr>
<td>8:00 pm</td>
</tr>
<tr>
<td>7:00 am</td>
</tr>
<tr>
<td>8:00 pm</td>
</tr>
</tbody>
</table>

*Plus on-call personnel outside of specified times

Service Levels

<table>
<thead>
<tr>
<th>Service Support</th>
<th>Priority</th>
<th>Response Time (Service Hours)</th>
<th>Target Workaround Time (Service hours)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Critical</td>
<td>1 hour to confirm case reception</td>
<td>8h</td>
</tr>
<tr>
<td>2</td>
<td>Major</td>
<td>2 hour</td>
<td>16h</td>
</tr>
<tr>
<td>3</td>
<td>Normal</td>
<td>4 hour</td>
<td>24h</td>
</tr>
<tr>
<td>4</td>
<td>Minor</td>
<td>4 hour</td>
<td>48h</td>
</tr>
</tbody>
</table>
## Priority definitions for Cases

<table>
<thead>
<tr>
<th>Priority</th>
<th>Type</th>
<th>Description</th>
</tr>
</thead>
</table>
| 1        | Critical| All CFM System services come to a total halt or if the CFM Systems functionality is affected in such a way that the system is no longer usable or crucial processes cannot be executed.  
Examples:  
- CFM System services are not available for all branches  
- Data corrupted  
- System hangs indefinitely, causing unacceptable or indefinite delays for resources or response.  
- System repeatedly crashes |
| 2        | Major   | Any individual element of the CFM System service or infrastructure component failing. There is a partial workaround but the ability to maintain CFM Service is severely degraded.  
Examples:  
- Partial System or Application failure i.e. a severe fault or disturbance affecting an area of functionality, but not the CFM System service.  
- Severely downgraded performance due to failures in the CFM System hardware or software, for example, prolonged response times, poor performance in terms of email reaction and/or delivery time.  
- Case encountered with localized or isolated impact. |
| 3        | Normal  | Intermittent Cases encountered with minimal impact to CFM System service operations. These may be localized to individuals.  
There is a partial workaround but the ability to maintain CFM System services is slightly degraded.  
Examples:  
- End users are experiencing a technical problem with CFM System services.  
- Multiple attempts are required to use or access CFM System services. |
| 4        | Minor   | Consultation on particular functions or configuration.  
Requests for documentation or information. |