

Simple Brands, LP.
SUBMITTAL RESPONSE TO RFP 20080318 WINE
KIOSKS II-5
April 14th, 2008

Abstract

This paper provides a technical response to Sections II-1 through II-12 of RFP 20080318. This document is based on the information gathered from the RFP 20080318 Wine Kiosks, the April 16th Mandatory Proposes Meeting & the published responses to those questions submitted April 8th 2008.

Authorized Representative of Simple Brands, LP.

James D. Lesser,
President, Simple Brands, LP.

II-5 PERSONNEL DATA

❖ II-5 PERSONAL DATA RESPONSE: SIMPLE BRANDS, LP

- **James D. Lesser:** CEO/ President
 - Location: Bala Cynwyd, PA.
 - Term of Service with Simple Brands: 2 years
 - Dedicated Time: 100% of Productive Time
 - Tenure / Experience: (See below)
- **Michael T. Fiore:** Chief Technology Consultant
 - ***Project Manager***
 - Location: Orelan, PA.
 - Term of Service with Simple Brands: 16 months
 - Dedicated Time: 50% of Productive Time or as needed
 - Tenure / Experience: (See below)
- **Scott Weintraub:** CFO
 - Location: Bala Cynwyd, PA.
 - Term of Service with Simple Brands: 2 years
 - Dedicated Time: 100% of Productive Time
 - Tenure / Experience: (See below)
- **Thomas Myers:** Operations Manager
 - Location: Bala Cynwyd, PA.
 - Term of Service with Simple Brands: 2 years
 - Dedicated Time: 100% of Productive Time
 - Tenure / Experience: (See below)

NON-MANAGERIAL / CONSULTANTS

- **Fran O'Brien:** PA Liquor Counsel
 - Location: Bala Cynwyd, PA.
 - Term of Service with Simple Brands: 2 years
 - Dedicated Time: As for hire
 - Tenure / Experience: (See below)
- **Steve Goodman (Morgan Lewis):** Corporate Counsel
 - Location: Philadelphia, PA
 - Term of Service with Simple Brands: 2 years
 - Dedicated Time: As for hire
 - Tenure / Experience: (See below)
- **Vito Petretti (Morgan Lewis):** Corporate Counsel
 - Location: Philadelphia, PA.
 - Term of Service with Simple Brands: 2 years
 - Dedicated Time: As for hire
 - Tenure / Experience: (See below)
- **Richard Blau:** Federal ATF Attorney
 - Location: Philadelphia, PA

- Term of Service with Simple Brands: 2 years
- Dedicated Time: As for hire
- Tenure / Experience: (See below)

Simple Brands, LP. Total Employees: 5

Simple Brands, LP. Turnover Rate of Employees: 0%

Simple Brands, LP. Union Association: NONE

A. SIMPLE BRANDS: PROJECT MANAGER:

Michael T. Fiore

Michael T. Fiore, Chief Technology Consultant – The Company has retained Mike Fiore on an independent contractor basis to oversee the prototyping, beta-testing and first-round deployment (estimated for June/July 2009) of ADAM units in Pennsylvania. He will be responsible for managing and coordinating the efforts of the various professional service providers and component technology developers retained by the Company. He will also be responsible for managing day-to-day communications with the PLCB's technical staff throughout the ADAM network design and development process.

Mike currently serves as President and Founder of M. T. Fiore & Associates, LLC, a management consulting firm that focuses on the use of information technology to increase business operating efficiencies and productivity. From 1999 until 2006, Mike held various positions, including Chairman, President and Chief Executive Officer, at Help-Now Consulting (formerly Help-Now.com), a company which he founded. Help-Now is a provider of network technology consulting, design, implementation and management services. Clients of Help-Now have included Air Products and Chemicals, Arthur Andersen, BellSouth, GlaxoSmithKline, Lucent Technologies, Nortel, Pfizer, Raytheon, Sunoco and Xerox, among many others. In 2005 and 2006, Mike also held various positions at Mall Ball, LLC, an operator of basketball-themed entertainment kiosks in malls throughout the U.S. In his first position at Mall Ball, Mike was responsible for the design, development, testing and implementation of the company's enterprise management system. Mike later served as President of Mall Ball, and was responsible for managing the daily operations of the company, including new kiosk deployments and maintaining the company's proprietary kiosk network management platform. Prior to this, Mike held various sales and marketing positions at leading technology and information marketing companies such as Docucon Imaging Services, Parametric Technology Corp., and United States Surgical Corp.

-----Experience-----

Michael ("Mike") T. Fiore brings more than 18 years of sales and marketing experience plus over 9 years of operation experience to M.T. Fiore & Associates, LLC. Mr. Fiore has served in several highly respected companies in a variety of industries, including product development, surgical equipment, publishing, and technology. Throughout his career, Mr. Fiore has been awarded numerous merits for his achievements in sales and business development.

On March 27th 1999 Mike Fiore founded Help-Now.com, Inc, an IT company offering managed IT services for medium sized businesses. Mr. Fiore served as President and CEO of Help-Now.com, Inc. from March 1999 to May 2002. In May of 2002 Mr. Fiore stepped down as President although remained Chairman of the Board until January 1st 2006. Mike Fiore became VP in May of 2002 and remained in that position through the transition of Help-Now.com, Inc. to Help-Now, LLC. in January 2006. At which time Mike Fiore also became a Managing member of Help-Now, LLC. while still holding the title of corporate Vice President until April 2008. In 9 years at Help-Now Mr. Fiore developed the following protocols and procedures:

- ❖ Inventory tracking system
- ❖ Resource Management processes
- ❖ Managed Services Protocol (Sales & Operations)
- ❖ Hiring and Training procedures & testing
- ❖ Reseller Program and Resource Deployment Process
- ❖ Current State Assessments

In February 2000 Mr. Fiore developed and implemented an outsourced offering for growing software companies called Help-Now Certified Implementation Team. Help-Now became the implementation & Professional Services arm of companies growing past their current infrastructure. Help-Now allowed companies to outsource the roll-out planning, implementation, and integration of their Software products and accompanying hardware.

In January 2005 Mr. Fiore was put on retainer by Mall Ball, LLC. to manage the vendor selection, specification requirement, development process, testing, and implementation of their proprietary enterprise management system. From July 2005 to April 2006 Mr. Fiore served as interim President of Mall Ball, LLC.

As President of Mall Ball, LLC. Mr. Fiore managed the daily operations of the company, including rollouts of new Arenas, maintenance of the company's proprietary technology network, and preservation of the company's client-centric business model. From July 4th 2005 to February 16th 2006 Mall Ball, LLC. opened 18 retail locations in 16 states. Mr. Fiore also coordinated and managed the training of 132 employees in 7 months. Mr. Fiore was responsible for creating 25% of the training material, developing the logistics plan and scheduling for recruitment and training at all sites. Mr. Fiore personally managed:

- ❖ Developing Application Specification requirements for Retail Management System proprietary enterprise application that provided:
 - Inventory Management
 - Time Management & Personnel Clocking system
 - Internal Application Email Alert System
 - POS Functionality
 - Integration of 3rd party POS products (IE. Bar Code Scanner, Touch Screen, Bill Acceptor, Magnetic Stripe reader & Keypad, etc.)
 - Reporting Modules
 - Network Integration and Secure Access
 - Remote Management and logging
 - Real-Time browser based interface with full transaction reporting
- ❖ Implementation of proprietary Retail Management Systems at the Network Operating Center with 99.999% uptime and real-time clustered failover with redundant fiber, power, and data connections.
- ❖ Implementation of secure 3DES WAN network connecting all 18 sites, Corporate Offices, and Network Operating Center with 25 encrypted remote client access.
- ❖ Product selection and BOM creation and approval
- ❖ IP Camera network and real-time Audio feed to all retail personnel
- ❖ Provisioning, deployment, and configuration of all Telecom / Fiber Connections
- ❖ Vendor Selection and Management
- ❖ Rollout Scheduling, Management, Logistics, and installation
- ❖ Development of Knowledge Transfer Documentation

Education/Affiliations

Mr. Fiore earned his B.A. from University of Scranton in 1991.

B. SIMPLE BRANDS: PRESIDENT: James D. Lesser

James Lesser is a veteran entrepreneur with fifteen years of experience in the Gaming/Software/Vending Industry. In 1993 Mr. Lesser launched JDL Management an interactive sports based marketing and event coordination company. JDL Management was formed specifically to develop and manage the "EA SPORTS Madden Challenge", a 25 city video game tournament that has grown to become the largest electronic sporting event in the world. Since its inception over 1 million competitors from around the world have participated at venues across the country. In 1995 (after selling out in 50 consecutive cities) Mr. Lesser sold JDL Management to Electronic Arts, the publisher of the MADDEN series. In 1996 Mr. Lesser founded JDL Ventures, a developer and operator of unique sports related coin

) operated game attractions. Unlike traditional game developers that manufacture and sell the games they develop and build, JDL placed games on location utilizing a revenue sharing model. JDL successfully placed attractions in North America's top entertainment properties including Six Flags Theme Parks, Dave and Busters, TGI FRIDAYS, Jillian's, Game Works, Universal and Disney Properties. All games developed by JDL integrate in to a wide area network in order to accommodate nationwide tournaments and real time reporting of accounting functions, video surveillance, and attraction diagnostics. In 2002-2003 JDL developed 4 of the 10 highest grossing games in the U.S. market. Mr. Lesser is a past member of AMOA and IAAPA and has been recognized in vending and game publications including Vending Times, Replay, Play Meter, and Amusements Today as well as The Philadelphia Inquirer, Philadelphia Daily News, Philadelphia Magazine, Philadelphia business Journal, Entrepreneur Magazine, and Inc. Magazine.

C. SIMPLE BRANDS: CFO: Scott Weintraub

) Mr. Weintraub has 20 plus years of business, accounting, and management experience. Prior to joining Simple Brands, from 1996 to 2000, Mr. Weintraub served as Director of Finance for Public Communications Associates, a New Jersey-based telecommunications company. Before that, he was Comptroller for a Washington, DC-based publicly traded real estate development and management company, Bresler & Reiner, Inc., for eight years. From 1985 until 1988, Mr. Weintraub served as Accounting Manager for Sterling Software, Inc., having begun his career with Informatics General Corporation; a company that was acquired by Sterling Software, Inc. in 1985. Mr. Weintraub earned his B.S. degree in business administration from the University of Maryland.

D. SIMPLE BRANDS: OPERATIONS MANAGER:

Thomas B. Myers

) Tom has worked in the technology sector for over 13 years providing electronic repair, LAN/WAN infrastructure management, hardware repair, software installation and field training for such companies as MEI (a Mars/M&M division) and Decision One (the largest independent IT service provider in North America). Tom also worked as Operations Director for Mall Ball LLC, providing tech support and inventory management for amusement attractions across the United States, as well as day to day support for company operations. Tom provided tech support and Customer Service Management for JDL LLC, which was responsible for approximately 2225 amusement games across the country.

) Tom previously served as a Sr. field engineer for Dell Computer, providing next-day support for consumer and business customers in the Mid Atlantic States. At Dell Tom oversees a department of over 40 Dell service technicians.

E. SIMPLE BRANDS: PA Liquor Counsel:

FRANCIS X. O'BRIEN

Mr. O'Brien is the principal in F.X. O'Brien Associates LLC in Harrisburg, a law and government relations practice limited to matters involving the beverage alcohol industry. From suppliers to distributors to on- and off-premise retailers, developers, lenders and governmental entities, his practice includes regulatory compliance, consulting, licensing, transactions and enforcement. Mr. O'Brien has spoken about the liquor laws to innumerable citizen groups and licensee groups, as well as government regulators from many states.

Mr. O'Brien enjoyed great government experience before opening his own office. For nearly eight years he served as Chief Counsel to the Pennsylvania Liquor Control Board. He also served as an Assistant Attorney General for the Commonwealth of Pennsylvania and Chief Counsel to the Pennsylvania State Police. He received his A.B. and J.D. from Villanova University.

F. SIMPLE BRANDS: FEDERAL ATF Counsel:

RICHAED BLAU

Mr. Blau is the chair of Gray Robinson's Alcohol Beverage & Food Department, and presides over the firm's Alcohol Industry Team. Mr. Blau and his colleagues focus on the rules, regulations, and business practices that govern the marketing, sale, and consumption of distilled spirits, wine, beer, and other licensed beverages.

Awarded the highest rating assigned by Martindale-Hubbell Law Directory (AV), Mr. Blau devotes a substantial portion of his practice to trade regulation, litigation and dispute resolution involving the hospitality industry. He has industry-specific experience in the areas of administrative practice and regulatory compliance, advertising and promotional law, intellectual property rights, importation matters, supplier/distribution relations, and alcohol industry business practices.

Mr. Blau is a member of The Florida Bar, The District of Columbia Bar, the American Bar Association, the Federal Bar Association, and the American Trial Lawyers Association. He currently serves as the Chairman of the American Bar Association's Committee on Beverage Alcohol Practice, and is a member of the Academy of Hospitality Industry Attorneys. He also is an Industry Member of the National Conference of State Liquor Administrators (NCSLA) as well as the National Alcohol Beverage Control Association (NABCA), and lectures on Twenty-First Amendment issues before regulators at annual meetings of both organizations. Mr. Blau is admitted to practice law in the following courts: United States Supreme Court; United States Court of International Trade; United States Courts of Appeals for the Eleventh and Federal Circuits; United States District Courts for the Middle and Southern Districts of Florida; United States Court of Military Appeals; the

Florida Supreme Court; and The District of Columbia Court of Appeals.

Additionally, he is an elected member of the American Law Institute.

Mr. Blau has litigated jury and bench trials in state and federal courts. In the area of Alcohol Beverage regulation, Mr. Blau successfully litigated on behalf of manufacturers, setting important precedents for the industry in *Geary Distributing Company v. All Brand Importers, Inc.*, (imposing constitutional limits on the application of a state beer franchise law) and in *Jim Taylor Corporation v. Guinness Import Company* (defining "brand extension" under Florida law).

Mr. Blau has experience representing all three tiers of the alcohol beverage industry. He has worked with international importers and domestic manufacturers, statewide wholesaler trade groups and regional distributors, and retailers (including multistate restaurant and hotel chains) from across the United States. Mr. Blau and the firm's Alcohol Industry Team service retail licensees in a variety of ways, including: liquor, tobacco, and lottery licensing; health and food service inspection compliance; responsible vendor and employee training; representation in administrative proceedings; and litigation/dispute resolution.

Mr. Blau also works closely with representatives of state and federal government, drafting administrative rules and proposed legislation - both on behalf of clients, as well as at the request of regulators. For example, Mr. Blau prepared an administrative regulation and statutory amendment at the request of the Florida Division of Alcoholic Beverages and Tobacco, to codify the impact of a judicial decision that he successfully obtained on behalf of a client. He has testified before governmental bodies, such as the New York State Assembly, regarding alcohol laws and related issues. Mr. Blau recently testified before legislative committees of both the Florida Senate and the House of Representatives regarding issues relating to the direct shipment of wine.

For the past ten years, Mr. Blau annually has edited the nationwide Survey of Reported Judicial Decisions Addressing the 21st Amendment and Related Alcohol Laws for the American Bar Association and the National Conference of State Liquor Administrators. Other publications by Mr. Blau include: an article co-authored with U.S. Senator Connie Mack (R Fla.) entitled "The Need for Fair Play: Repealing the Federal Baseball Antitrust Exemption," which was published by the Florida Law Review of the University of Florida's College of Law; a paper, "The Competency and Credibility of Children as Witnesses," which was delivered to the World Conference on Police Psychology at the FBI Academy in Quantico, Virginia; as well as "Speedy Trial: Pre-accusation Delay, Post-accusation Delay, and the Speedy Trial Act of 1975" which was published in the Georgetown Law Journal. Articles related specifically to alcohol industry issues that Mr. Blau has authored are listed below. Mr. Blau earned his B.A. in 1979 from Brandeis University and his J.D. in 1982 from the Georgetown University Law Center, where he served as Associate Editor for Topics of the Georgetown Law Journal. Prior to joining Gray Robinson, Mr. Blau was a partner at Holland & Knight LLP, where he originated that firm's Alcohol Beverage law practice.

Education:

Brandeis University, B.A. (1979)

Georgetown Law Center, J.D. (1982)

Professional:

- American Bar Association (Chairman, ABA Committee on Beverage Alcohol Practice, 1996-2000, 2001-Present)
- The Florida Bar (Chairman, Grievance Committee 13-A, 1990-1992)
- Hillsborough County Bar Association
- The American Law Institute (Elected Member, 1995 - Present)
- The National Conference of State Liquor Administrators (Industry Member, 1989 - Present; Executive Committee Member, 2003 - Present)
- The Academy of Hospitality Industry Attorneys (2001 - Present)
- Selected as top attorney by Super Lawyers 2006
- Selected as Florida's Legal Elite by Florida Trend Magazine 2006
- Florida Trend's "Legal Elite", 2007 - Listing of Florida's top attorneys as determined by a vote of Florida lawyers

Court Admissions:

- Florida
- District of Columbia
- United States Supreme Court
- United States Court of International Trade
- United States Courts of Appeals for the Eleventh and Federal Circuits
- United States Court for the Middle and Southern Districts of Florida
- United States Court of Military Appeals
- The Florida Supreme Court
- The District of Columbia Court of Appeals

G. SIMPLE BRANDS: Corporate Counsel:

STEVE GOODMAN

Stephen M. Goodman is a partner in Morgan Lewis's Business and Finance Practice. Mr. Goodman is co-chairman of the firm's Global Emerging Technology and Life Sciences Practice. His practice focuses on representing emerging growth companies in the technology and life sciences sectors. He has nurtured startup companies such as CDnow, VerticalNet, ICG Commerce, AirClic, ExcellerRx, and AANet.com. Using the firm's vast resources, he coordinates all aspects of the representation of such companies and concentrates his practice on legal aspects of corporate finance and acquisitions.

Prior to joining Morgan Lewis, Mr. Goodman was a senior partner at Wolf Block, Schorr & Solis-Cohen. While there, he served as chairman of the Corporate Law Department, chairman of the Hiring Committee, as a member of the Executive Committee and as chairman of the Venture Development Group. Mr. Goodman is admitted to practice in Pennsylvania.

Education

- University of Pennsylvania Law School, 1965, LL.B.
- University of Pennsylvania, 1962, B.S.

Practice Areas

- Business and Finance
- Private Equity
- Private Offerings
- Public Offerings
- Life Sciences
- Technology
- Life Sciences Transactions
- Emerging Growth
- Private Equity M&A

Honors + Affiliations

- Editor-in-Chief, *University of Pennsylvania Law Review*
- Adjunct Professor, University of Pennsylvania Law School - Course in Legal Aspects of Entrepreneurship
- Former Member, U.S. Senate Judiciary Committee, Advisory Board to the Chairman
- Former Adjunct Professor of Law, Georgetown University, University of Pennsylvania and Rutgers University Law Schools
- Former Law Clerk, U.S. Supreme Court Justice William J. Brennan Jr. and Chief Judge David L. Bazelon of the U.S. Court of Appeals for the District of Columbia Circuit
- Listed, *Chambers USA: America's Leading Lawyers for Business* (2002–2008)
- Listed, *The Best Lawyers in America* (2006–2008)
- Listed as Leading, Corporate M&A, *PLC Which Lawyer? Yearbook 2008*

Bar Admissions

- Pennsylvania

H. SIMPLE BRANDS: Corporate Counsel:

VITO PETRETTI

Vito Petretti is an associate in Morgan Lewis's Global Outsourcing Practice. Mr. Petretti's practice focuses on technology and outsourcing matters. He also handles software licensing and development, Web and application hosting, privacy, e-commerce and other general technology matters. Mr. Petretti earned his J.D., magna cum laude, from Villanova University School of Law in 1999, where he was named to the Order of the Coif. While in law school, he was a member of the *Villanova Law Review*, serving as associate editor from 1997 to 1998 and managing editor from 1998 to 1999. While there he authored "*Matthew Bender & Co. v. West Publishing Co.: The End of West's Publishing Empire?*" in the *Villanova Law Review*. He received his M.A. in social science from Montclair State University in 1996, and his B.A. in history from Rutgers University in 1994.

Other articles Mr. Petretti has written or co-authored include: "New Federal Laws Expanding Online Privacy Protection," appearing in the September 2000 issue of *Cable TV and News Media*; "Records Retention: What Banks Don't Know Can and Likely Will Hurt," appearing in the April 2002 issue of *The Banking Law Journal*; and a section of the American Bar Association's *Annual Review of Developments in Business and Corporate Litigation* regarding recent developments in the Third Circuit.

Mr. Petretti is admitted to practice in Pennsylvania and New Jersey.

Education

- Villanova University School of Law, 1999, J.D., Magna Cum Laude, Order of the Coif
- Montclair State University, 1996, M.A.
- Rutgers University, 1994, B.A.

Practice Areas

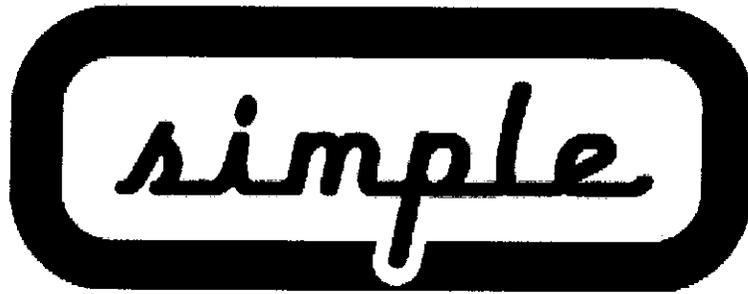
- Business and Finance
- Technology Transactions
- Information Technology Outsourcing
- Outsourcing in Life Sciences
- Human Resources Outsourcing
- Business Process Outsourcing
- Outsourcing in Financial Services
- Outsourcing

Honors + Affiliations

- Managing Editor, *Villanova Law Review*
- Associate Editor, *Villanova Law Review*

Bar Admissions

- Pennsylvania
- New Jersey



Simple Brands, LP.
SUBMITTAL RESPONSE TO RFP 20080318 WINE
KIOSKS II-6
April 14th, 2008

Abstract

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Authorized Representative of Simple Brands, LP.

James D. Lesser,
President, Simple Brands, LP.

II-6 SUBCONTRACTOR(S)

1. **Help-Now Consulting**
 - Location: Exton, PA.
 - Services Provided: LAN / WAN / Infrastructure Consulting
 - EIN: [REDACTED]
 - Tenure / Experience: (See following pages)
2. **M.T. Fiore & Associates**
 - Location: Orelan, PA.
 - Services Provided: Project Management & Operation Consulting
 - EIN: [REDACTED]
 - Tenure / Experience: (See following pages)
3. **Transfer Technology**
 - Location: Harrisburg, PA.
 - Services Provided: Project Deployment & Technical Integration
 - EIN: [REDACTED]
 - Tenure / Experience: (See following pages)
4. **Bressler Group**
 - Location: Philadelphia, PA.
 - Services Provided: Engineering / Product Design / Software Development
 - EIN: [REDACTED]
 - Tenure / Experience: (See following pages)
5. **TruTouch Technologies**
 - Location: Albuquerque, NM
 - Services Provided: 100% noninvasive, touch-based alcohol measurement product customization and design
 - EIN: [REDACTED]
 - Tenure / Experience: (See following pages)
6. **Mark Moyer Consulting**
 - Location: Barto PA Albuquerque, NM
 - Services Provided: System developer and Network Application designer in the software industry
 - EIN: [REDACTED]
 - Tenure / Experience: (See following pages)

In the pages to follow please find summary of each subcontractor's relevant experience and size of projects and a list of executive and professional personnel, & their resumes, who will be involved in performing required tasks for this proposal.

1. Help-Now Consulting: About Help-Now Consulting

- 102 Pickering Way
Suite 200
Exton, PA 19341
888.HELP.678

Help-Now Consulting consult with the clients' staff to design the best networking solution that meets their business needs. Our dedication to staying at the forefront of the latest product and technology trends makes Help-Now Consulting the perfect choice in evaluating and designing our clients local or wide area network.

- Applies proven "Best Practice" methodologies for cost effective business initiatives.
- Offers comprehensive, end-to-end multi-vendor network, security and infrastructure solutions.
- Addresses network performance and availability issues.
- Aligns your network strategy with business goals and objectives.
- Implements a network that helps support future business and technology requirements.

DESIGN

An understanding of our clients' business and computing needs is the basis by which the ideal network is designed. Our experienced network design engineers select the Network Architecture, Operating System, Hardware, Software and Wiring configurations to enhance business through advanced networking technology. Our networking solutions are designed to give clients the tools to streamline operations, increase employee productivity and reduce the cost of doing business.

INSTALLATION

Installation and configuration services by our staff of MCSE's and CCIE's include Network Operating Systems and applications (E-mail, remote access, etc), file servers, workstations, network drives, printers, tape backups, power supplies, hubs, VPN concentrators, network interface cards, etc.

SUPPORT

Help-Now Consulting prides itself on high-quality service and support. Keeping network system running trouble-free is our goal. We have several tools in the Service Suite to facilitate that goal:

- Virtual IT On-Call Service
- Virtual IT Managed Solution.
- On-Site Support & Service
- Aligns your network strategy with business goals and objectives.
- Implements a network that helps support future business and technology requirements.

That goal is attained by streamlining the installation and configuration; training network administrative personnel in managing our clients systems (adding or moving users, changing security rights, etc.); and offering emergency response either remotely or on-site. Help-Now Consulting offers support contract options suited to all of our clients IT needs.

NETWORK OPTIMIZATION AND PERFORMANCE TUNING

By carefully monitoring and base-lining an existing network, Help-Now Consulting can isolate present and future bottlenecks in network performance. Once these bottlenecks have been identified, Help-Now Consulting can make suggestions, utilizing as much existing hardware and software as possible to eliminate the problems and tune networks for highest possible throughput and speed.

OUTSOURCING

Help-Now Consulting's Technical Services team will work with its clients to define outsourcing needs and design of their projects. We utilize our field experience and technical expertise, and we can serve as an extension of our clients' I.S. Department whether it is as a network administrator, technical support specialist, or Help Desk support provider.

HNC OUTSOURCED PRODUCT SUITE

DEFINE A METHOD OF HIGH-SPEED, RELIABLE AND HIGH-SECURITY (ENCRYPTED) ACCESS FROM ANY OF THE REMOTE SITES BACK TO THE MAIN SITE OR HELP-NOW CONSULTING INC. NETWORK OPERATING CENTER. ELIMINATE THE INSECURE ANALOG DIAL-UPS AND OTHER MEANS OF UNRELIABLE COMMUNICATIONS. REDEVELOP A NETWORK INFRASTRUCTURE (SERVERS, ROUTERS, VPN CONCENTRATORS, FIREWALLS, AND TCP/IP SCHEMA) TO SUPPORT A HIGH-SPEED, RELIABLE AND HIGHLY SECURE NETWORK FOR ANYWHERE ACCESS. DEVELOP A PROJECT PLAN TO TEST, PILOT, DOCUMENT AND IMPLEMENT UTILIZE HNC SECURITY METHODOLOGY TO ASSESS THE SECURITY POSTURE OF RESOURCES AFTER THE IMPLEMENTATION (DEPLOYMENT OF THE SOLUTION) TO TEST FOR ANY VULNERABILITIES AND SECURE AS NEEDED. PROVIDE 24/7/365 SUPPORT FOR THE DEPLOYED SOLUTION TO OUR CLIENTS:

OUTSOURCE OF CORPORATE SERVERS:

- o Email Server
- o Video Conferencing Server
- o Portal Server
- o File Server
- o Application Server

OUTSOURCE OF VPN & FIREWALL MANAGEMENT

- o Vulnerability Scanning
- o Firewall Management
- o 3DES VPN Management
- o Intrusion Detection Scanning & Resolution
- o 3DES Remote Access Dialers

PROJECT MANAGEMENT

From small network installations to mid-sized deployments, we are experienced in planning, implementation and support. Our teamwork approach allows us to provide full service during each stage of the project, from product procurement to hardware configuration to delivery and installation.

BUILT-TO-ORDER BUSINESS APPLICATION DEVELOPMENT

Help-Now Consulting Inc. successfully delivers customized applications for our clients using the same Project Management Methodology that has allowed us to successfully complete every project in the history of Help-Now Consulting Inc. ahead of scheduled deadlines. Our developers and engineers consistently deliver high-value, as-promised solutions to our clients. Our range of skills include

- Custom Interfaces to Enterprise Applications
- Custom Software Development
- Web Enabling of Applications
- Enterprise System Integration
- Collaborative Messaging Integration

RELEVANT EXPERIENCE

Aurigin Systems, Inc. was such a company. Help-Now implemented 64 new client installs in 9 months in 33 states and 3 countries. At the same time provided a professional service offering to upgrade 22 clients Aurigin Software in 45 DAYS. Mr. Fiore personally managed the scheduling, contracts deployment, hardware procurement, and sub-contractor relationships for all implementations and upgrades. Below are some of the clients Help-Now provided services for:

Air Products	Finnegan	Pfizer!
Armstrong	Glaxo	Pharmacia Upjohn
Arthur Anderson	Hercules	PPG
Bell South	Honeywell (Allied	Raytheon

	Signal)	
Dow	Lucent	Sony
Eastman Chemical	Millennium	Sunoco
Eveready	Nortel	Xerox

(Aurigin Systems comments on EXHIBIT "A")

In 2001 Mr. Fiore began to focus on the ROI aspects of Consulting Services within the IT industry. Mr. Fiore developed a methodology around IT Assessments and Audits that would become the Help-Now TER (Technical Evaluation and Review). It allowed companies to conduct an in-depth Current State Assessment targeted at a specific business driver. Essentially a comprehensive offering focused on justifying the cost of ownership of a project and risk variables. Many organizations found this methodology very helpful in guiding their internal IT budgets and work flow.

In June of 2001 Mr. Fiore was presented with an opportunity to showcase this product and show its functionality in an aggressive time constraint. Under Mr. Fiore guidance, Help-Now designed a detailed infrastructure to allow BTG International to redesign their entire multi-national 3 Platform environments in 2 WEEKS! The design and implementation went off flawlessly and a full integration was completed in 2 weeks. This involved the Microsoft Network Platform, Oracle Enterprise Suite, and Information Portal Platform spread over 2 countries and over 300 employees. Help-Now worked very closely with the Internal IT department at BTG to guaranty a successful implementation.

(BTG International's comments on EXHIBIT "A")

Between June 2001 and May 2003 Mr. Fiore developed a Managed VPN offering and Managed Remote Client offering with 8000+ aggregated points of presence involving the coordination of 17 telecom companies to a single point authentication RADIUS Server . This allowed Help-Now to retain such marquee clients as:

- ❖ Philadelphia- Camden HIDTA ¹
- ❖ New Jersey HIDTA ¹
- ❖ Yellow Book USA ²

This became the foundation of a suite of managed products that today include everything from Managed Support Services to Hosted Application Servers

(See PCHIDTA comments on EXHIBIT "A")

The follow pages are the personnel profile information for Help Now Consulting:

Joshua R Cook

Objective To obtain a position utilizing my extensive experience and technical training in a progressive organization that offers the opportunity for advancement and long-term employment.

Experience 2007 - Present Help Now Consulting Pennsylvania

Director of Operations

- Designed and implemented new LAN / WAN architecture consisting of even remote locations connected via Point-to-Point Internet connectivity using Cisco routers and firewalls.
- Maintain LAN environment from switching with VLAN support to workstation equipment – including approximately 80 workstations and printers, scanners and fax machines.
- Upgraded Windows 2000 & 2003 servers to utilize administration and security features of Active Directory
- Manage support staff and oversee their day-to-day operation and client interaction with 67 Managed Clients and over 4000 users.
- Designed and Implemented a new state-of-the-art integration of remote management system to internal support application

Experience 2004 - 2007 American Executive Centers Pennsylvania

IT Manager

- Designed and implemented new WAN architecture consisting of even remote locations connected via Point-to-Point Internet connectivity using Cisco routers and firewalls.
- Maintain LAN environment from switching with VLAN support to workstation equipment – including approximately 80 workstations and printers, scanners and fax machines.
- Upgraded Windows 2000 servers to utilize administration and security features of Active Directory.
- Development of custom, in-house applications – including a web-based ticket system to track client requests and a SMDR import/conversion telephone billing module – using Visual Basic, ASP and ASP.NET (C#).
- Developed and oversaw feature and marketing changes made to both the public “sales” and client support website
- Managed development of newest version of in-house CRM software that included full integration of phone system.
- Directed deployment of new Intertel phone systems at each location.
- Purchasing agent for all IT related equipment and service contracts.
- Manage support staff and oversee their day-to-day operation and client interaction.
- Act as IT Department Liaison between American Executive Centers and its clients.
- Increased IT revenue by 600%

**Experience
(Continued)**

1997-2004 InterActive Network Systems Blackwood, NJ

Senior Windows & Network Administrator / IT Manager

- As IT Manager managed a support staff ranging from Junior Systems Administrators and Sales Engineers to Level 1 Support Technicians. Main job priorities consist of policy and procedure creation, technology training, project management and planning for future network expansion. Monitor performance, availability and Quality of Service (QOS) for Core, Distribution and Access Layer devices.
- On call for advanced network and server support 24 hours a day, 7 days a week, for internal and customer emergencies.
- Developed experience and knowledge of Windows NT/2000/2003, Active Directory, Group Policies, all versions of IIS (IIS2, IIS3, IIS4, IIS5 and IIS6), Exchange 2000, MS Proxy 2, ISA Server and SQL Server 7/2000.
- Planned and implemented roll-out of multi-domain Windows 2000 network and web-server farms.
- Hands-on experience using Cisco routers (1751, 2610XM, 7509 series) and Cisco Catalyst switches (4507 and 5509 series) in both corporate network and ISP settings.
- Commanding knowledge IT security and security devices, such as the Cisco PIX firewall, Cisco VPN Concentrator and Intrusion Detection Systems.
- Fluent knowledge of the "building blocks" of networking, such as a solid understanding of the OSI model.
- Highly familiar with common network protocols and their implementations on Windows 2000, Windows NT and Unix/Linux. Such as: DNS, POP3, SMTP, MAPI, HTTP/HTTPS, NNTP, SNMP, DHCP, SSH, SQL
- Unix/Linux administration experience with most daemons, such as apache, bind and sendmail running on BSDI Unix and Debian Linux.
- Support end-users with Windows operating system and application issues. Application support typically consists of the Microsoft Office Suite plus other common software such as web browsers, printers and network connection settings.
- Web Technologies - such as Active Server Pages, ASP.NET and Cold Fusion - with the ability to learn new technologies quickly. Created company-wide Intranet and Internet website using Microsoft Active Server Pages (ASP), SQL and custom components created with Visual Basic. Assisted design/development department in creating ASP pages and/or complete websites for customers.
- Verizon and ILEC analog and digital circuit ordering, as well as provisioning and problem resolution.

**Experience
(Continued)**

1992-1997 Electronic World Glassboro, NJ

Salesperson

- Established customer service skills and business ethics.
- Top sales person for 4 out of the 5 years employed.
- Designed, installed and configured company LAN.

Education

1993-1995 Camden County College Blackwood, NJ

- Studied for Computer Science Degree

Certification

June 2000 Cisco Career Certification

- CCNA – Cisco Certified Network Associate

August 2000 Microsoft Certification

- MCP – Installing, Configuring, and Administering Microsoft Windows 2000 Professional
- MCP – Installing, Configuring, and Administering Microsoft Windows 2000 Server

June 2001 Cisco Career Certification

- Wireless LAN – System Engineer & Field Engineer

References

Available upon request.

Interests

Programming in web-based and client side programming languages (asp, asp.net, php, c#, html, perl, visual basic, and vbscript).

2. M.T. Fiore & Associates, LLC.: About M.T. F. A, LLC.

- Po Box 334
Oreland, PA. 19075
610-590-4356

Michael T. Fiore, Chief Technology Consultant – The Company has retained Mike Fiore on an independent contractor basis to oversee the prototyping, beta-testing and first-round deployment (estimated for June/July 2009) of ADAM units in Pennsylvania. He will be responsible for managing and coordinating the efforts of the various professional service providers and component technology developers retained by the Company. He will also be responsible for managing day-to-day communications with the PLCB's technical staff throughout the ADAM network design and development process.

Mike currently serves as President and Founder of M. T. Fiore & Associates, LLC, a management consulting firm that focuses on the use of information technology to increase business operating efficiencies and productivity. From 1999 until 2006, Mike held various positions, including Chairman, President and Chief Executive Officer, at Help-Now Consulting (formerly Help-Now.com), a company which he founded. Help-Now is a provider of network technology consulting, design, implementation and management services. Clients of Help-Now have included Air Products and Chemicals, Arthur Andersen, BellSouth, GlaxoSmithKline, Lucent Technologies, Nortel, Pfizer, Raytheon, Sunoco and Xerox, among many others. In 2005 and 2006, Mikes also held various positions at Mall Ball, LLC, an operator of basketball-themed entertainment kiosks in malls throughout the U.S. In his first position at Mall Ball, Mike was responsible for the design, development, testing and implementation of the company's enterprise management system. Mike later served as President of Mall Ball, and was responsible for managing the daily operations of the company, including new kiosk deployments and maintaining the company's

proprietary kiosk network management platform. Prior to this, Mike held various sales and marketing positions at leading technology and information marketing companies such as Docucon Imaging Services, Parametric Technology Corp., and United States Surgical Corp.

-----Experience-----

Michael ("Mike") T. Fiore brings more than 18 years of sales and marketing experience plus over 9 years of operation experience to M.T. Fiore & Associates, LLC. Mr. Fiore has served in several highly respected companies in a variety of industries, including product development, surgical equipment, publishing, and technology. Throughout his career, Mr. Fiore has been awarded numerous merits for his achievements in sales and business development.

On March 27th 1999 Mike Fiore founded Help-Now.com, Inc, an IT company offering managed IT services for medium sized businesses. Mr. Fiore served as President and CEO of Help-Now.com, Inc. from March 1999 to May 2002. In May of 2002 Mr. Fiore stepped down as President although remained Chairman of the Board until January 1st 2006. Mike Fiore became VP in May of 2002 and remained in that position through the transition of Help-Now.com, Inc. to Help-Now, LLC. in January 2006. At which time Mike Fiore also became a Managing member of Help-Now, LLC. while still holding the title of corporate Vice President until April 2008. In 9 years at Help-Now Mr. Fiore developed the following protocols and procedures:

- ❖ Inventory tracking system
- ❖ Resource Management processes
- ❖ Managed Services Protocol (Sales & Operations)
- ❖ Hiring and Training procedures & testing
- ❖ Reseller Program and Resource Deployment Process
- ❖ Current State Assessments

In February 2000 Mr. Fiore developed and implemented an outsourced offering for growing software companies called Help-Now Certified Implementation Team. Help-Now became the implementation & Professional Services arm of companies growing past their current infrastructure. Help-Now allowed companies to outsource the roll-out planning, implementation, and integration of their Software products and accompanying hardware.

In January 2005 Mr. Fiore was put on retainer by Mall Ball, LLC. to manage the vendor selection, specification requirement, development process, testing, and implementation of their proprietary enterprise management system. From July 2005 to April 2006 Mr. Fiore served as interim President of Mall Ball, LLC.

As President of Mall Ball, LLC. Mr. Fiore managed the daily operations of the company, including rollouts of new Arenas, maintenance of the company's

proprietary technology network, and preservation of the company's client-centric business model. From July 4th 2005 to February 16th 2006 Mall Ball, LLC. opened 18 retail locations in 16 states. Mr. Fiore also coordinated and managed the training of 132 employees in 7 months. Mr. Fiore was responsible for creating 25% of the training material, developing the logistics plan and scheduling for recruitment and training at all sites. Mr. Fiore personally managed:

- ❖ Developing Application Specification requirements for Retail Management System proprietary enterprise application that provided:
 - Inventory Management
 - Time Management & Personnel Clocking system
 - Internal Application Email Alert System
 - POS Functionality
 - Integration of 3rd party POS products (IE. Bar Code Scanner, Touch Screen, Bill Acceptor, Magnetic Stripe reader & Keypad, etc.)
 - Reporting Modules
 - Network Integration and Secure Access
 - Remote Management and logging
 - Real-Time browser based interface with full transaction reporting
- ❖ Implementation of proprietary Retail Management Systems at the Network Operating Center with 99.999% uptime and real-time clustered failover with redundant fiber, power, and data connections.
- ❖ Implementation of secure 3DES WAN network connecting all 18 sites, Corporate Offices, and Network Operating Center with 25 encrypted remote client access.
- ❖ Product selection and BOM creation and approval
- ❖ IP Camera network and real-time Audio feed to all retail personnel
- ❖ Provisioning, deployment, and configuration of all Telecom / Fiber Connections
- ❖ Vendor Selection and Management
- ❖ Rollout Scheduling, Management, Logistics, and installation
- ❖ Development of Knowledge Transfer Documentation

Education/Affiliations

Mr. Fiore earned his B.A. from University of Scranton in 1991.

3. Transfer Technology, Inc.: About Transfer Technology

- 423 Walnut St.
Harrisburg, PA. 17105
717-232-1245

BACKGROUND INFORMATION:

For the last 14 years, Transfer Technology/TeamPMO, has successfully delivered comprehensive consulting solutions to the Commonwealth of Pennsylvania (CWOPA). Our key areas of competency are: project management, system deployment services, all levels of technical support and help desk services, network support, business analysis and full life cycle application development, integration and support. For over 10 years, we have provided the highest quality of project management and system deployment services to numerous CWOPA customers in the areas of desktops, laptops, servers, printers, scanners and network devices. Specifically over the last 4 years, Transfer Technology/TeamPMO has been the single point of contact Project Management Office (PMO), located in downtown Harrisburg, for all desktop, laptops and peripherals for CWOPA contract 5850-01. In addition, we currently have in-place an entire infrastructure of (9) offices, (6) warehouses (85,000 sq ft in Harrisburg) and (6) deployment teams strategically located in all key geographic areas in Pennsylvania to deliver any type of system deployments across the Commonwealth. Through all of these experiences we have amassed well over 100 CWOPA executive and user project references, and provided direct project management and system deployment services to over 150,000 systems, in over 500 projects, to thousands of locations, in all 67 counties in PA for almost every individual CWOPA agency under the Executive Branch. The following are examples of our successful project profiles, project reference customers and customer contacts that will attest to our proven project management skills and our ability to deliver high quality application solutions and integrated systems. We have accomplished all of this while maintaining a 100% success rating on all projects, and have simultaneously meet all CWOPA customer expectations – Every time!

PROJECT PROFILES – Business Analysis & Application Development Projects:

Summary:

Specific to business analysis, scope definition, custom application development and integration, Transfer Technology has an extensive track record with Commonwealth agencies and eGovernment applications. Our technology experience is in Microsoft, Web (Internet/Intranet), Oracle, Java/J2EE, SAP/ImaginePA and Remedy. We have also designed, developed, implemented and supported major statewide applications for DEP, DCNR, PCCD, PCADV and DOH. Our senior team of application developers have delivered and supported literally hundreds of eGovernment applications at DEP and dozens at DCNR. In addition, our company has successfully delivered programming services to the following Commonwealth agencies: Health, SERS, Corrections, State Police, Revenue, Veterans & Military Affairs, Office of the Budget, State Civil Service Commission and DCED. As a valued subcontractor to a major systems integrator, we have also provided senior level architectural consulting, business analysis and development services for DPW.

Department of Environmental Protection (DEP)

Transfer Technology, functioning as the prime contractor for the DEP Operations, Help Desk and Application Development/Support Project, is responsible for delivering a wide range of technical expertise to the DEP user community of over 3300. Our current team is comprised of 17 consultants, of which 5 are help desk/operations and 12 are application development and support. The following is a brief listing of those areas: Project Management, Team Leadership, Level II Help Desk (On-site call center, face-to-face problem resolution), Level I Support (to systems coordinators – as required), Applications/Production Support, Statewide PC & Software Rollouts, New Product/Interface Evaluations/Pilots, Configuration Management, Level II Technical Support / Operations (Troubleshooting / Issue Resolution), Remedy ARS & RFS Process, Network/Telecom (Troubleshooting / Support), Server Support (Installations, Backups, Support), Acct Mgt, Security, Operational Support, Internet / Intranet (Development/Support), State-wide End User Support (3300+ users throughout PA, 30+ sites), Arch/Eng Applications, Application (Analysis / Design / Development / Testing / Implementation / Support) for Microsoft, Oracle and Java/J2EE environments, Documentation, Web Development/Support, Database Admin (Oracle & MS SQL Server), QA, Technical Training, CWOPA Transition, SAP/ImaginePA Dept Support, Asset/Inventory, Knowledge Transfer.

NOTE: There are literally hundreds of custom applications that Transfer Technology has delivered as prime contractor to DEP over the last 12 years. We have delivered custom solutions in all areas of Microsoft, Web, Oracle and Java. The following is just one example, eFACTS, which is DEP's largest application.

eFACTS (Environment, Facility, Application, Compliance Tracking System) Project

Transfer Technology has provided numerous Oracle application developers for the eFACTS project. We have specifically delivered programming and testing for Phase III and Phase IV. The eFACTS project is the largest custom application at DEP, and has been designed to achieve several basic objectives:

- ❑ To provide department-wide information on the multiple programs that regulates facilities.
- ❑ To provide information to the public on permits issued by DEP and the status of pending permit applications.
- ❑ To determine compliance rates for each of our programs so they can be tracked and compared year to year.
- ❑ To provide accurate, up-to-date information on compliance available for individual facilities so people know what is happening locally for the first time and as an incentive for facilities to keep in compliance.

- To document the steps taken to achieve compliance (environmental audits and management systems, permits, inspections, notices of violation, orders, etc.).
- To use this information as a management tool within DEP to identify noncompliance problems and how the agency plans to address them.
- To help document pollution prevention efforts as a strategy for compliance.

PA Coalition against Domestic Violence (PCADV)

Transfer Technology, functioning as prime contractor, was responsible for the requirements definition, prototyping, detailed design, functional specifications, coding, testing, implementation, and documentation for the Protection from Abuse database at PCADV. This a web based application using Microsoft technologies to automate the Protection From Abuse process for Pennsylvania’s courts, legal agencies, victim’s advocates, and the private bar. This application is mission critical to PCADV. Transfer Technology has provided application development and operational assistance to support this business function and 24/7 production class application.

Protection From Abuse Database (PFAD)

Transfer Technology was the primary architect and developer of this case management database application for PA civil courts, automating what had been an entirely manual process. Application access is provided to authorized users statewide via a web browser and digital certificates. The secure web site includes many helpful features that streamline the case management process, eliminate any redundant data entry, and provide statistical reporting for approximately 3000 users.

Packformer (interface between PFAD and PA State Police/CLEAN)

Primary developer of an automated system to input information from Protection From Abuse orders into the PA State Police CLEAN registry on a Unisys mainframe. The data comes from the in house PFAD database (SQL Server) or is imported from several counties via the JNET messaging infrastructure as GJXDM compliant XML documents.

COMPANY REFERENCES – Business Analysis & Application Development

Projects:

The following are company references of CWOPA customers and contacts that are directly responsible for all application development solution for their respective agencies. We have worked directly with each contact on one, or multiple, projects in assessing, developing and delivery of each of their application solutions. They are:

Department of Environmental Protection (DEP)

Contact: **Bob Rottet**, Director, Application Development
 Phone: 717-772-5887
 Email: rrottet@state.pa.us

PA Coalition against Domestic Violence (PLCB)

Contact: Ellen Adler, Director
Phone: 717-671-4767
Email: eka@pcadv.org

PROJECT PROFILES – Project Management & System Deployment Projects:
PA Liquor Control Board (PLCB)

Transfer Technology/TeamPMO, acting as the single point of contact - project management team, was responsible for consulting, planning and managing the most aggressive and logistically complex desktop rollout in PLCB's long history. The project scope was 622 PLCB stores, located in all 67 counties throughout PA, with varying hours of operation and delivery schedules. Our challenge was to completely understand how to plan out the most efficient installation schedule, around all of the operational issues that PLCB faced at their locations; and to them to manage it perfectly so that the project schedule would never slip, not even by one day, and to ensure that all expectations for all of the store managers would be met. All of this was compounded by having to simultaneously manage numerous deployment teams, throughout the State, and for the most part only installing one PC at each location, ensuring it was operational, and then moving to the next store, each day; and not to impact lunch time, store delivery schedules, changes in manager's shifts, and all between the operational hours of 9:00am to 5:00pm, without going over on any day. In the end we achieved complete project success, in every store; and received total satisfaction by the executives at PLCB and all their store managers.

Commonwealth of PA (CWOPA) Statewide Desktop Contract (5850-01) – Dell Prime Hardware Supplier

Starting May, 2004 to date, TeamPMO (a division of Transfer Technology), was awarded the lead project management team for the Commonwealth of PA (CWOPA) statewide desktop contract (5850-01), under the prime vendor contract of Dell, as the main hardware supplier for all desktop, laptops and peripheral devices. TeamPMO's role is to provide a single point of contact to Dell and CWOPA customers for the entire life cycle of their orders, project planning, project management, sub-contractor management for (deployments, installs/de-installs, lease-returns), customer acceptance and satisfaction, issue resolution, project QA and reporting. Over the last 4 years, TeamPMO has managed the deployments of well over 120,000 systems, to 1000+ locations in PA, and have fostered 75+ satisfied management and executive customers through this Commonwealth contract.

Department of Public Welfare (DPW) – Statewide Desktop Rollout (11,000+ Desktops - 130 locations)

TeamPMO was the responsible project management team to ensure the success of the Commonwealth's single largest rollout/deployment of desktops – Dept of Public Welfare (DPW) / Office of Income Maintenance (OIM). Working closely with DPW management, we successfully planned, managed, deployed and received positive signoff of 11,000 desktop systems. This all occurred in over 130 locations in every county in PA in less than a four (4) month timeframe. In every area, we met or exceeded the customer's expectation for project success, and earned the reputation as perhaps the premier senior project management team working with the Commonwealth today.

Labor & Industry (L&I) – Numerous Bureau & Agency-wide Project Management and Desktop Rollouts

TeamPMO has been the project management single point of contact for Labor and Industry (one of the State's largest agencies), for the last four years, purchasing and deploying 5000+ systems. We have assisted L&I on an ongoing basis with orders as small as a single system, to deployments with well over 1000 systems across the State. We have consistently worked with L&I to customize reports and process, such as Remedy and on-site imaging, to meet their specific needs, which in turn, has led to continuously successful projects. L&I is a very unique customer that provides an ongoing need to make changes in the way we had to approach each of their projects. Even with these constant changes, we have had nothing but success due to the positive business relationship and cooperation between L&I and TeamPMO.

PA State Police (PSP) – Statewide Desktop Rollout (190 Locations) / with Servers

TeamPMO was the lead project management team for all desktops, for one the most aggressive and complicated deployments within CWOPA – PA State Police (PSP). This project involved not only the PCs, but their Servers, additional software and the removal of a third parties hardware. Our team installed over 3500 systems in 190 department locations in less than 8 weeks across the State. One of the key requirements was to complete each department in a single day, with some of the departments having over 150 systems. We also provided the customer and the Server Vendor with same day asset assignments and project updates throughout the entire deployment cycle. In addition to all of this, per PSP's request, our team installed additional software throughout the deployment, which involved over 500 hours of installation time. By the end of this complicated deployment, we were able to meet and exceed the customer's expectations in all facets of the project; making this PSP's most successful deployment to date.

Department of Health

TeamPMO assists the PA Department of Health (DOH) on an ongoing basis in the development and execution of projects to deploy desktops and notebooks throughout the Commonwealth of PA. DOH has several program areas that operate autonomously, procuring and installing systems throughout the course of each year. These projects are extremely challenging and require simultaneous installation of a few systems in many locations across the state. From a management perspective, these projects require very detailed planning and preparation, as well as the utilization of sophisticated management controls throughout the project delivery. To date, we have successfully completed a total of nine (9) projects for the Department of Health, deploying several thousand systems, in numerous program areas, while meeting all project timeline requirements, and producing a satisfied customer.

COMPANY REFERENCES – Project Management & System Deployments:

The following are company references of CWOPA customers and contacts that are directly responsible for all types of system purchases and deployment projects for their respective agencies. We have worked directly with each contact on one, or multiple projects in managing and deploying their projects. They are:

PA Liquor Control Board (PLCB)

Contact: **Steve Weinbrom**, CTO
Phone: 717-265-8431
Email: sweinbrom@state.pa.us

PA Liquor Control Board (PLCB)

Contact: **Greg (Paul) Staso**, Bureau of MIS
Phone: 717-787-3682
Email: pstaso@state.pa.us

Dept of Public Welfare (DPW)

Contact: **Jim Weaver**, Director, IT/BIS
Phone: 717-783-8477
Email: jamweaver@state.pa.us

Dept of Labor & Industry (L&I)

Contact: **Myrna Barnes**, Director
Phone: 717-787-5694
Email: mybarnes@state.pa.us

Dept of Health (DOH)

Contact: **Patty Hopple**, Manager
Phone: 717-703-2783
Email: phopple@state.pa.us

Dept of Revenue (DOR)

Contact: **Matt Hund**, Manager/Systems
Phone: 717-772-9734
Email: mhund@state.pa.us

PA State Police (PSP)

Contact: **Mike Ullrich**, Director
Phone: 717-705-7486
Email: mullrich@state.pa.us

COMPANY SATISFACTION SURVEYS:

Project Management Office (PMO)

Our most recent satisfaction survey of our customers has revealed that 100% found value in our PMO services. This relates directly to the scope of PMO and deployment services that we have provided over the last 4 years to all Commonwealth of PA customers (via the CWOPA Statewide Desktop Contract). In addition, they also believe these services have significant value for future projects within their agencies.

The customers who were surveyed include:

Welfare, Labor & Industry, State Police, Health, General Services/OA, Dept of State, Human Relations Comm, PennDOT, JNET/OA, Revenue, DEP, DCNR, Banking, Insurance, Civil Service Comm

CUSTOMER REFERENCE LIST:

Note: The following is an excellent list of customers for which we have successfully managed and delivered one, or multiple, system projects over the last 4 years.

Commonwealth of PA (CWOPA) Customers:

- Dept of Public Welfare (DPW)
 - Bureau of Information Technology (BIT) / Office of Income Maintenance (OIM)
 - Office of Medical Assistance Program (OMAP) / Hearing & Appeals
 - Office of Children, Youth & Families (OCYF) / Office of Mental Retardation (OMR)
 - PA Child Support Enforcement System (PACSES)

- Labor & Industry (L&I): PA State Police (PSP)
- OA/PA JNET :PennDOT
- Health: Dept of General Svs (DGS) / Office of Admin (OA)
- Revenue: Dept of Environmental Protection (DEP)
- Dept of Conservation & Natural Resources (DCNR): State Employee Retirement System (SERS)
- Public Utility Comm (PUC): Civil Service Comm (SCSC)
- PA Liquor Control Board (PLCB): Banking
- Insurance: Education
- PA Emergency Management Agency (PEMA) Dept of Community & Economic Development (DCED)
- Probation & Parole: Human Relations Comm (HRC)
- Turnpike Comm: Inspector General

Local Government Customers:

- City of Philadelphia
 - DA's Office
 - Human Services
 - Health Department
 - Water Revenue Bureau
 - Streets Dept
 - Personnel Dept
 - Pension Board

- Mayor's Office of IS
 - Bucks County
 - Lancaster County
 - Lebanon County

CUSTOMER TESTIMONIALS:

Dept of Public Welfare (DPW) / Office of Income Maintenance (OIM)

"To deliver the single largest PC deployment for a Commonwealth agency (almost 11,000 Dell PCs), to 130 locations in each of the 67 counties in Pennsylvania, all inside in a 3 month timeframe is a daunting task to say the least, but your PMO team did an outstanding job. I wanted to take a moment to provide you with my level of appreciation of the work your PMO has provided to DPW/OIM.

(continued)...As you have so many times in the past, your company has come through for me with flying colors. The PMO provides value throughout the entire life cycle of the project (and perhaps best of all – it's already included in the price). No Commonwealth agency should pass this up. Thank you again for a job well done".

Labor & Industry (L&I)

"Your PMO has been invaluable to our Department. As one of the Commonwealth's larger agencies, we have special needs and requirements that must be met.

(continued)...The PMO always comes through in delivering the best customer service possible.

(continued)...Your PMO has consistently had the same staff available to assist the customer. This is a huge plus for our agency".

Dept of General Services (DGS) / Office of Administration (OA)

"When the new contract came out, it contained new procedures so there was a huge learning curve. Your PMO team came to visit me to discuss your involvement, the process and to provide me with a level of comfort. A lot of vendors and contractors will send the people that say the right thing. I am happy to say that your PMO has always done the right thing.

(continued)...please forward this to anyone that needs to know they are in good hands selecting your PMO"!

Dept of Conservation & Natural Resources (DCNR)

"Your company has consistently provided value-added project management and deployment services under the 5850-01 contract. The PMO always represent Dell in the most professional and conscientious manner.

(continued)...The PMO offering is a welcome addition to the 5850-01 contract, and you are the perfect choice to deliver this service".

Dept of Environmental Protection (DEP)

"Your company has provided years of contractual services to our agency for asset management and PC rollouts at a much smaller scale than the Dell contract. However, you have attacked this larger-scale delivery to all agencies with the same attention to detail and implementation.

(continued)...Thanks for your continued efforts and multiple levels of support to Environmental Protection".

Dept of Insurance

"Your total arrangement of services and assurance of scheduled performance offer us valuable project management. It is in the Commonwealth's best interest to retain this resource for future PC asset management projects.

(continued)...You just simply take care of everything; nothing could be easier".

Dept of Banking

"I write to express my deep appreciation for your PMO and specifically Doug Evans. We are a very small agency and we recently rolled out new desktop computers to all office staff. Doug was instrumental in ensuring that rollout went smoothly.

(continued)...Doug constantly followed up with me and kept in touch to ensure things were going well.

(continued)...Thanks for a job well done"!

County of Bucks (PA)

"I have been with the County of Bucks for over 19 years and with all of my experience I have not come across an implementer such as Bill Lord. He demonstrated complete confidence in bringing the November Lease Replacement project to full success. The project involved the ordering, inventorying, disbursing and returning over 300 systems to and from the County of Bucks. Throughout the entire process Bill ran the project with nothing going astray".

**(THE FOLLOWING PAGES ARE THE PERSONNEL PROFILE
INFORMATION FOR TRANSFER TECHNOLOGY)**

PERSONNEL PROFILE

Name: Mark Kirsch
Company Title: President, TeamPMO (Division) / VP, Transfer Technology (Parent Company)
Role in PLCB Wine Kiosk: Sr. Executive – Customer Relationships and Customer Satisfaction
Daily management of PMO and deployment staff, customer relations and overall project success

Professional Experience (in years):

Business: 27 / IT Industry: 27 / CWOPA Projects: 18 / Executive/Project Mgt: 15 / CWOPA 5850-01: 4

Professional Summary / Resume:

TeamPMO, President, (1/0-Present), Harrisburg, PA

Responsible for the daily management of PMO staff, P&L, sales/marketing and overall customer relations and project success for all CWOPA projects.

Transfer Technology, Vice President, (3/98-12/07), Harrisburg, PA

Responsible for overall customer relations, sales/marketing and project success of all CWOPA projects in the areas of project management, application development and technical support

Acsys, Inc., Manager, (2/97-2/98), Lancaster, PA

Responsible for the daily management of a high performance personnel staffing company.

SCT Corporation, Sr. Account Manager, (10/96-1/97), Malvern, PA

Responsible for all sales in the NE and Mid-Atlantic for the Banner (ERP) solution to the higher education market vertical.

Keystone Medical Systems (KMS), Manager, National Accounts, (12/94-9/96), Lemoyne, PA

Responsible for all sales/marketing of an integrated practice management/healthcare solution to strategic clients nationally.

Digital Equipment Corporation (DEC), Sr. Sales Executive, (4/86-11/94), Middletown, PA

Responsible for sales/marketing of Digital's entire product line to CWOPA and various commercial customers in Central PA.

Xerox Corporation, Account Manager, (6/81-3/86), Camp Hill, PA

Responsible for sales/marketing of Xerox's entire product line to CWOPA.

Education: Millersville University, B.S. Business Administration, May 1981

Associations/Memberships: Technology Council of Central PA (TCCP) – Board of Advisors
Harrisburg Young Professionals (HYP)

Value Summary for PLCB Wine Kiosk Project:

Having worked with CWOPA customers for more than 18 years, Mr. Kirsch has an in-depth knowledge of CWOPA processes and expectations at all levels. Mr. Kirsch has worked directly with the State CIO, various agency CIOs, through to department directors, managers and end users to ensure all projects are delivered successfully - every time. He has been directly involved in the statewide PMO/Deployment project of all desktops under contract 5850-01 since the very first day of the initial contract start, in May of 2004. Mr. Kirsch is responsible for hiring and managing the successful PMO team that has been in place since the Desktop contract was initiated. Through this contract, the PMO has managed hundreds of CWOPA projects, to thousands of locations in all 67 counties in PA. Mr. Kirsch is fully committed to continuing this level of customer success over the life of the next contract period. The following are the CWOPA agencies that Mr. Kirsch has direct project experience over his career: OA, Budget, Civil Svs, PCCD, DCED, DCNR, DOC, DEP, DGS, Health, L&I, PLCB, MVA, HRC, SERS, PSP, Probation/Parole, PUC, DPW, Revenue, PennDOT, Turnpike, House of Reps, Senate, PASSHE

Professional References (CWOPA):

PLCB (L&I)

Contact: Steve Weinbrom, CTO
Director
Phone: 717-265-8431
Email: sweinbrom@state.pa.us
mybarnes@state.pa.us

Dept of Public Welfare (DPW)

Contact: Jim Weaver, Director, IT/BIS
Phone: 717-783-8477
Email: jimweaver@state.pa.us

Dept of Labor & Industry

Contact: Myrna Barnes,
Phone: 717-787-5694
Email:

PERSONNEL PROFILE

Name: Doug Evans

Company Title: Vice President, TeamPMO (Division) / Sr. Project Mgr, Transfer Technology

Role in PLCB Wine Kiosk: Sr. Project Manager (PMO), Daily Management of all Deployment Projects

Professional Experience (in years):

Business: 27 / IT Industry: 24 / CWOPA Projects: 21 / Executive/Project Mgt: 19 / CWOPA 5850-01: 4

Professional Summary:

TeamPMO/Transfer Technology, Vice President/Sr. Project Manager, (5/04-Present), Harrisburg, PA

Responsible for daily management of the Project Management Office (PMO) as well as daily management of CWOPA deployments of PCs and Laptops under the Dell CWOPA Contract 5850-01.

Halifax Corporation, Major Accounts Manager, (4/02-5/04), Harrisburg, PA

Responsible for major corporate accounts within the Mid Atlantic and Mid Western territories.

Halifax Corporation, District Manager, (7/93-4/02), Harrisburg, PA

Responsible for operations management of all CWOPA contracts, and established customer base located throughout the Mid Atlantic and Northeast Regions.

Halifax Corporation, Area Manager, (10/89-7/93), Harrisburg, PA

Responsible for the overall management of several large CWOPA service contracts, including Dept. of Health, Dept. of Education, Dept. of Transportation (PennDOT), and Dept. of Environmental Protection.

Halifax Corporation, Sr. Field Engineer, (10/87-10/89), Harrisburg, PA

Responsible for providing IBM mainframe support to PA Departments of Health and Education.

National Computer Maintenance, Field Engineer, (11/84-10/87), Baltimore, MD

Responsible for hardware support of IBM Finance Communication System for the Headquarters Building and all branches for a large regional bank.

Micro Media Systems, Production Supervisor (2/82 - 11/84), Columbia, MD

Responsible for supervising production of medical diagnostic panels, while adhering to strict guidelines of the Food and Drug Administration (FDA).

Education: Towson University, Computer Science, May 1980

Technical Training: Control Data Institute, Computer Technology, June 1984

Value Summary for PLCB Wine Kiosk Project:

Having worked with CWOPA customers for more than 21 years, Mr. Evans has worked with virtually every agency within the Executive Branch, as well as several independent agencies. His broad knowledge and understanding of the unique requirements of each agency has been invaluable to providing successful project management services under the CWOPA Desktop Contract #5850-01. Over the past four (4) years, Mr. Evans has provided Sr. level project management services for agencies ranging from just a few people at a single site, to agencies that employ several thousand people, located in all sixty seven (67) counties across the Commonwealth. Over the years, Mr. Evans has demonstrated his ability to complete each and every project on-time, resulting in the highest level of customer satisfaction. This track record of exceptional performance has enabled him to build trusted relationships with each of his customers.

Professional References (CWOPA):

PLCB

Contact: Steve Weinbrom, CTO

Phone: 717-265-8431

Email: sweinbrom@state.pa.us

Dept of Health

Contact: Patty Hopple, Supervisor

Phone: 717-703-2783

Email: phopple@state.pa.us

Dept of Revenue

Contact: Matt Hund, Manager

Phone: 717-772-9734

Email: mhund@state.pa.us

PERSONNEL PROFILE

Name: **William (Bill) Lord**

Company Title: Sr. Project Manager, TeamPMO/Transfer Technology

Role in **PLCB Wine Kiosk**: Sr Project Manager (PMO), Backup for Daily management of all Deployment Projects

Professional Experience (in years):

Business: 22 / IT Industry: 10 / CWOPA Projects: 10 / Project Management: 10 / CWOPA 5850-01: 4

Professional Summary / Resume:

TeamPMO/Transfer Technology, Sr. Project Manager, (01/05-Present), Harrisburg, PA

Responsible for the daily management of CWOPA Deployments of PCs/Laptops and the overall project success of these projects under the Dell CWOPA Contract 5850-01.

D&E Communications, Sr. Project Manager (Two Projects-10/03 - 12/04 & 02/02 -11/02), Mechanicsburg, PA

Responsible for developing and implementing Project Plans for 4000 PC's at 150 locations across Pennsylvania and managing 14 field installation teams. In addition, was responsible for progress reporting to the customer (Penn DOT) and the Prime Vendor (IBM).

Professional Office Installers, Project Manager/ Installer (11/02 - 10/03), New Cumberland, PA

Responsible for development and implementation of large scale office installations across Pennsylvania.

JHM Associates, Inc., Consultant/Technical Manager (10/00 - 02/02), Mechanicsburg, PA

Responsible for development, implementation and coordination of feasibility studies and capital fund campaigns. Researched software needs and upgrades to network and computers.

D&E Communications (CompuSpirit, Inc.) Project Manager (04/99 - 10/00), Mechanicsburg PA

Project management of Field Project Managers, warehouse operations, replication and installation teams.

Various Fitness Centers in Central PA, Fitness Center Management/Events Coordinator, (10/84-03/99)

Education: Pennsylvania State University, September 1984

Training:Project Management for IT Professionals

Value Summary for PLCB Wine Kiosk Project:

Having worked with CWOPA customers for more than 10 years, Mr. Lord has worked the entire range of agencies from small (Dept of Agriculture, PA Human Resources Commission) to the largest (PSP, L&I, DPW, Penn DOT). He has provided project management on deployments as small as a handful of systems at one site; to thousands of systems at hundreds of locations. Mr. Lord's working knowledge of most of the CWOPA agencies has enabled him to deliver each of his projects successfully - all of them on-time and with complete customer satisfaction. Mr. Lord has been able to customize many of the successful procedures that TeamPMO/Transfer Technology has developed for this project to meet the special and critical demands of numerous agencies. His enthusiasm and total customer satisfaction approach has enabled him to gain the confidence and trust of the agencies within the Commonwealth.

Professional References (CWOPA):

PLCB

(L&I)

Contact: Steve Weinbrom, CTO
Director

Phone: 717-265-8431

Email: sweinbrom@state.pa.us
mybarnes@state.pa.us

Dept of General Services (DGS)

Contact: Marcel Coleman, Manager

Phone: 717-787-5859

Email: mcoleman@state.pa.us

Dept of Labor & Industry

Contact: Myrna Barnes,

Phone: 717-787-5694

Email:

PERSONNEL PROFILE

Name: Kerry TenHuisen
Company Title: CIO/Sr. VP, Transfer Technology
Role in PLCB Project: Lead Technology & Integration Project Manager
Management of all technology and integration for the PLCB Wine Kiosk project across all of PA, customer relations and overall project success

Professional Experience (in years):

Business: 25 / IT Industry: 25 / CWOPA Projects: 18 / Executive/Project Mgt: 15 / CWOPA 5850-01: 4

Professional Summary / Resume:

Transfer Technology, CIO/Vice President, (4/96-12/07), Harrisburg, PA

Responsible for all technical aspects, resources and project success of all CWOPA projects in the areas of project management, application development and technical support

Computer Document Management Systems (CDMS), Inc., Architect/Project Manager, (9/94-4/96), Harrisburg, PA

Responsible for the design and successful deployment of document-based workflow systems across 4 client sites.

Independent Consultant, (6/94-9/94), Harrisburg, PA

Provided various IT services to several Commonwealth and manufacturing customers. Services provided included strategic planning, platform/infrastructure upgrades and migrations, operational support and troubleshooting services. The services focused on client/server environments and involved servers, network, applications and PC clients.

Digital Equipment Corporation (DEC), Technical/Sales Support, (3/90-6/94), Harrisburg, PA

Responsible for all technical services, including solution design and deployment across manufacturing, health care, education and public sector customers with a focus on PC integration and networking.

Digital Equipment Corporation (DEC), IC Designer/Product Support, (6/86-3/90), Hudson, MA

Project Leader responsible for several IC logical and layout design sections and management of design, manufacturing, testing, and packaging teams.

Motorola Semiconductor, IC Designer/Product Support, (7/83-6/86), Austin, TX

Worked as a remote team member with the design team, located in Japan, for a redesign project for a four-chip set of ICs. Technical lead for circuit design, development and implementation of test codes and programs, providing manufacturing trend analysis, defect troubleshooting and manufacturing process enhancements.

Education: Rochester Institute of Technology, B.S. Electrical Engineering, May 1983

Value Summary for PLCB Wine Kiosk Project:

Having worked with CWOPA customers for more than 18 years, Mr. TenHuisen has an in-depth knowledge of CWOPA processes, standards, policies and expectations at all levels. Mr. TenHuisen has worked directly with the Commonwealth CIO, various agency CIOs, PLCB's CTO, through to department directors, managers and end users to ensure all projects are designed and delivered successfully - every time. He has been directly involved in large-scale hardware/software deployments, establishing and designing the current CWOPA desktop contact 5850-01 PMO and the recruitment, management and successful delivery of projects within Central Pennsylvania. Mr. TenHuisen has architected, designed and managed the deployments of various hardware/software projects across the Commonwealth, including all 67 counties. Mr. TenHuisen specializes in complex, multi-tier projects and full customer satisfaction. Mr. TenHuisen's unique combination of technical expertise, customer relationships and project management skills allow him to successfully address and deliver large scale projects

Professional References (CWOPA):

<u>PLCB (DEP)</u>	<u>Dept of Public Welfare (DPW)</u>	<u>Dept of Environmental Protection</u>
Contact: Steve Weinbrom Chief	Contact: Jim Weaver, Dir, IT/BIS	Contact: Robert Rottet, App Dev,
Phone: 717-265-8431	Phone: 717-783-8477	Phone: 717-772-5887
Email: sweinbrom@state.pa.us	Email: jmweaver@state.pa.us	Email: rrotter@state.pa.us

PERSONNEL PROFILE

Name: Kathiresan (Kathir) Ramalingam

Company Title: Senior Technology Consultant, Transfer Technology

Role in PLCB Wine Kiosk: Senior Technology Consultant, Database Specialist

Management of the various phases of the IT project life cycle in application development and database technologies.

Professional Experience (in years):

Business: 13 / IT Industry: 13 / CWOPA Projects: 10 / Application Development & Database: 13 / Project Leader: 6

Professional Summary / Resume:

Transfer Technology, Project Leader/Senior Technology Consultant, Harrisburg, PA

Responsible for overall customer relations, consultant/design/develop/implement DEP, PA projects in the areas of application development and technical support

Hewlett Packard (Hp), Technology Consultant IV at the expert level, (8/98-4/25), USA

Responsible for various projects like SOA, Hp mobility architecture/framework, Oracle projects, JAVA/J2EE, ASP, design database architecture for the enterprise system. Performed Oracle (RSM) Applications DBA for the Hertz Corporation OKC, OK.

Calisys Inc, Technology Consultant, (10/95-5/98), Chennai, India

Responsible for the application development of South India Corporation Limited.

Developed online weighbridge system for the Madras Refiners Ltd. to weigh trucks on a weighbridge scale.

Education: Madras University, M.C.A. Masters in Computer Application, May 1995

Value Summary for PLCB Wine Kiosk Project:

Having worked in IT for more than 13 years, Mr. Kathir Ramalingam has an in-depth knowledge of technologies at all levels. Kathir has worked directly with CWOPA customers for over 9 years in developing various applications for mission critical needs, performed lead role in the DEP eFACTS architecture (complete life cycle), successfully implemented mobility architecture for DEP using JAVA and Oracle mobile Server technology to assist all the field officer to record and submit their inspection, enforcement data to the enterprise system, design integration bridge between PENNDOT and DEP application transfer through JAVA web services using XML technology. Implemented successfully the design/development of the mobility application for the Dauphin County Adult probation board for the probation officers to track their clients, this application uses ASP technology with the company of SQL Server 2005. Responsible in the development of HP mobility framework and architecture for the HP.

Professional References (CWOPA):

Dept of Environment Protection (DEP)

Contact: Bob Rottet, App Dev, Chief
Manager

Phone: 717-772-5877

Email: rrottet@state.pa.us

Hewlett Packard (HP)

Contact: Joan Laubmeier, Practice Principal

Phone: 610-812-4430

Email: joan.laubmeier@hp.com

PERSONNEL PROFILE

Name: Julie Snyder

Company Title: Senior Project Manager/Business Analyst, Transfer Technology

Role in PLCB Wine Kiosk: Business Analyst - Oversight and management of large enterprise level application development and implementation projects following the Project Management Methodologies from project initiation through deployment close out. Management of multifunctional teams in Application Development, Database Administration, Networking and third party vendors for successful and timely project execution.

Professional Experience (in years):

Business: 19 / IT Industry: 8 / Project Mgt/Business Analysis: 16 / Project Mgt of App Dev & Integration Projects: 8

Professional Summary / Resume:

Transfer Technology, Senior Project Manager, (7/03-present), Harrisburg, PA

On-site project manager overseeing large projects, ensure project management methodologies are adhered to, facilitate project planning, project impact and risk assessments and management of third party vendors. Established policy and procedures for credit card processing with OA-OIT's ePay payment module and the merchant services provider.

Concurrent Technologies Corp., Senior Systems Engineer, (5/01-7/03), Harrisburg, PA

eCommerce Project Manager for the Department of Environmental Protection which established the Agency eGovernment portal and cutting edge technologies.

Payment Technologies Inc., Sr. Associate, Project Manager, (6/00-5/01), Mechanicsburg, PA

Coordinated back-end system integrations to provide on-line connectivity to debit networks in which to reduce expenses and improve quality for a major debit processor.

TYCO Electronics, Manager, Administration, (6/97-6/00), Harrisburg, PA

Managed global information system administrative processes in line with the CIO and corporate strategic initiatives. Acted in role of IT liaison with Finance, Human Resources, Communications and Facilities.

PHICO, Senior Analyst, (6/97-6/00), Harrisburg, PA

Supported growth and profitability of the company by analyzing financial data, insurance information and procedures to recommend and improve management of product lines and personnel.

Education: Shippensburg University, B.S.B.A Business Information Systems, Administration, 1989

Value Summary for PLCB Wine Kiosk Project:

Ms. Snyder has over 16 years experience as a results oriented business analyst/project manager skilled at applying management techniques and IT skills to systematically improve organizations results in both the Commonwealth of PA and private industry. Julie's skills range from mainframe database application re-engineering to web-based applications in on-line payment processing. Ms. Snyder has a clear understanding of the policies and procedures throughout her assignments, and has established various contacts to ensure all requirements are met in the areas of legal, financial, application development and IT quality assurance. She has excelled at capturing the both internal and external needs into each project, and coordinates those initiatives with the CIO's direction by assisting with strategic planning. Julie's attention to detail with each and every project enables her to support tasks for executive management, field staff and development needs by producing: project plans, functional requirements, Statements of Work (SOW), testing plans, meeting documentation and implementation releases.

Professional References (CWOPA):

Dept of Environmental Protection (DEP)

Contact: Robert Rottet, App Dev, Chief

Contact: Steve Socash, Division Chief

Phone: 717-772-5887

Phone: 717-787-6052

Email: rrottet@state.pa.us

Email: ssocash@state.pa.us

PERSONNEL PROFILE

Name: Don Good

Company Title: Senior Developer, Transfer Technology

Role in PLCB Wine Kiosk: Senior Developer & Integration Consultant

Design, build, test and deploy the software required for the integration of hardware devices with data stores for the deployment of wine kiosks.

Professional Experience (in years):

Business: 25 / IT Industry: 13 / CWOPA Projects: 11 / Application Development/Database/Integration: 12

Professional Summary / Resume:

Transfer Technology, Senior Developer, (7/97-present), Harrisburg, PA

Developed numerous web-based database applications for Commonwealth of Pennsylvania agencies including PA Department of Environmental Protection, Department of Conservation and Natural Resources, PA Commission on Crime and Delinquency, PA Department of Health, Department of Military and Veterans Affairs. Role in projects encompassed all parts of the lifecycle including but not limited to, requirements gathering, user interviews, documenting of requirements and functional specifications, data modeling and design, web-based application development using both Microsoft and Java technologies, testing, and acceptance review.

Pennsylvania Blue Shield (Highmark), Project Analyst, (9/95-7/97), Camp Hill, PA

Provided Technical Support, LAN Administration and Application Development services for the Medical Policy and Procedure Review Departments. Created desktop and file server based applications with Microsoft tools. Worked on VB-client mainframe-based policy document creation and revision system. Researched new and emerging technology, interacted with the Physician Professional Consultants in areas of specialty, and analyzed outcomes from trials documented in the peer review journals, and prepared recommendations for or against changing the investigational status of a procedure and allowing payment.

Education: Temple University, B.A. Communication, May 1982

Value Summary for PLCB Wine Kiosk Project:

Don Good is a full life cycle application developer and integration consultant: From requirements gathering to database and user interface design and construction, implementation and system maintenance. Mr. Good can take a project from vague concept to system rollout or pick up a project at any point in between. From thick client desktop applications to n-tier thin client enterprise-level distributed applications, Mr. Good applies best practices strategies providing the most appropriate solution for each specific situation. Working independently, as part of a team or as project lead, Mr. Good provides the highest quality deliverables and ensures customer satisfaction at every step of the way. He has had experience with the design and implementation of eGov and payment systems, using Commonwealth standards. Mr. Good has had 11 years experience working with Commonwealth of Pennsylvania agencies and 13 years total IT experience utilizing both Microsoft and Java technologies.

Professional References:

PA Commission on Crime and Delinquency

Contact: John Pfau, Manager

Phone: 717-265-8546

Email: jpgau@state.pa.us

Dept of Environmental Protection (DEP)

Contact: William Allen, Manager

Phone: 717-783-9580

Email: wallen@state.pa.us

4. Bressler Group, Inc. : About the Bressler Group

- 2400 Market St.
Suite 1-2
Philadelphia, PA. 19103

About Bresslergroup and Relevant Experience

Based in Philadelphia, Bresslergroup offers innovative product solutions via integrated user research, industrial design and production engineering. The consultancy serves consumer, medical, office and industrial goods manufacturers. Since its founding in 1970, Bresslergroup has won more than 80 major design awards including IDEA and iF Hanover, as well as authored more than 100 patents.

This team and the rest of our multidisciplinary staff of researchers, designers and engineers have developed hundreds of successful products. Directly relevant experience includes:

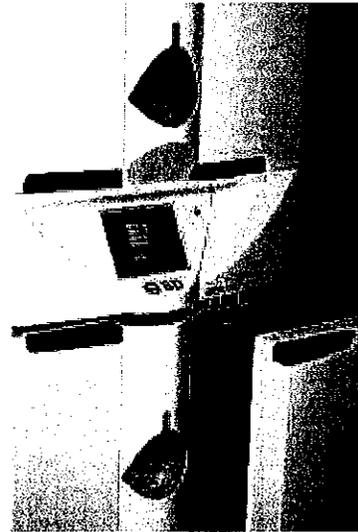
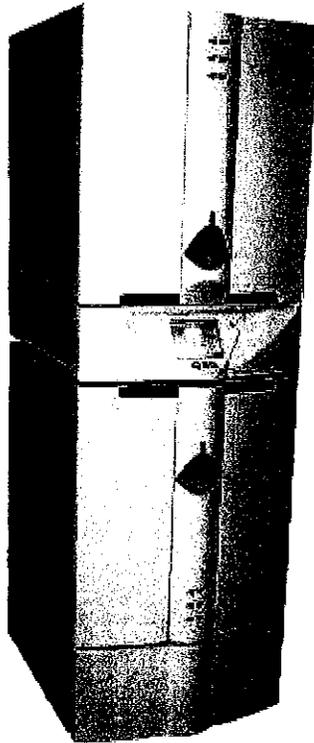
Intellifit Retail Body Scanner

Full body scanner has open and inviting feel. It uses microwave technology to map the body in ten seconds while fully



**BD
Bactec**

Hospital lab system
for screening staff
infection. Reduced
footprint by more than
50 percent from
previous unit while



**Pierson Capital
TrueCard E-Purse**

Miniature personal
finance device.
Ensure secure
credit / debit card
transactions
through biometrics
and encryption.



The follow pages are the personnel profile information for TruTouch Technologies, Inc. :

Key Team Members

Mathieu Turpault, Project Leader -- Mathieu joined the firm in 1996, relocating from Paris, France. Since joining Bresslergroup, Mathieu's areas of expertise and special interests are geared toward project management. He is a frequent Project Leader and has assumed Production Management responsibilities. Previously, Mathieu worked with Cebe International, designing fashion eyewear and with the Brandt Division of Elfi Corporation, working in the large appliance / white goods markets.

Andrew Weiman, Lead Engineer, ME - Andrew brings to Bresslergroup, an inventive mechanical design spirit which has led to several patents on unique mechanisms. His experience is in consumer products, instrumentation and commercial products with a need for unique mechanical solutions. Andrew received his BSME from Bucknell University.

Tom Nemeth, Senior Electrical Engineer, EE -- Tom has a broad background in electronic design and manufacturing, including consumer, commercial, military and medical products. Clients range from Fortune 500 companies to new start-ups. He has a BS in Applied Science from The University of Wisconsin, Parkside and has taken numerous graduate level courses in business.

Mike Flanagan, Director of Marketing - Mike joined Bresslergroup in 1997 to help inform the design and development process with practical marketing, branding and positioning input. His background includes strategic planning, research design and specification, public relations and product promotion. Mike's education is in marketing from West Chester University and is pursuing a degree in industrial design at Philadelphia University. He has written various trade articles and been invited to present at product development conferences sponsored by IDSA, PDMA, Wharton, Villanova University and others.

5. TruTouch Technology, Inc.: About TruTouch

○ 800 Bradbury DR SE #219
Albuquerque, NM 87106
505.272.7050

TruTouch Technologies, Inc., founded in January 2005, is a privately held C Corporation whose focus is the technical and business development of noninvasive alcohol testing products with a unique differentiator. Located in Albuquerque, NM, TruTouch ownership includes Verge Fund, Fort Washington Capital Partners, Flywheel Ventures, New Mexico Community Capital, InLight Solutions, and employees. TruTouch develops, manufactures and sells noninvasive alcohol testing systems into both existing and emerging alcohol testing markets. Our vision is a world freed from the devastating impact and costs of alcohol abuse thanks to improved testing technologies and innovative operating paradigms.

TruTouch has successfully leveraged equity investor dollars with other sources of non-diluting funding in excess of \$2.4M to fund advanced development and test of our proprietary technology (organizations including National Institutes of Health, Department of Defense, Department of Justice, and Bernalillo County Sheriff's Department). TruTouch was honored by TIME™ magazine as *One of the Best Inventions of 2006*.

TruTouch successfully launched its first product into the Community Corrections markets and achieved first product sales revenue in 2H07.

The follow pages are the personnel profile information for TruTouch Technologies, Inc. :

James J. McNally, President and CEO, TruTouch Technologies, Inc.

Dr. McNally is a high technology executive who has helped launch and grow numerous start-ups. Jim co-founded TruTouch and brings a successful blend of 31 years of operational experience in private industry and government as a leader at start-up companies, as well as, large organizations. Jim possesses a strong background for developing productive partnerships with private industry and government customers. He is an accomplished strategist, team and relationship builder – adept with senior members of business, Congress and government.

Jim is the former Vice President for InLight Solutions, Inc., and guided the formation of 2 other spinout companies. Before joining InLight, Jim was Vice President for SVS, repeatedly recognized as one of the fastest growing private companies in New Mexico. (Boeing acquired SVS in 2000). He retired from the US Air Force after a distinguished 20-year career having managed the development of the Defense Department's largest optical telescope system in Maui, HI – responsible for a \$130M budget. He also managed numerous airborne and advanced space technology programs, and was an Associate Professor of Physics.

Jim is Chairman of the Board for the *New Mexico Optics Industry Association*, serves on the University of New Mexico *Business and Industry Advisory Cabinet* and its Conflict of Interest Committee, the SPIE *Policy Committee*, and the CNM *Photonics Advisory Board*. Jim is the recipient of the Chamber of Commerce *2006 Innovate Albuquerque Entrepreneur Small*

Business Award and has been featured in numerous magazine and news articles about high tech entrepreneurs.

Dr. McNally received his PhD in Optical Sciences from University of New Mexico, MS from the University of California, and a BEE from Manhattan College. He was inducted into the **Sigma Xi** Research Honor Society, the **Tau Beta Pi** Honor Society, and the **Eta Kappa Nu** Honor Society. He is a graduate of the Defense Systems Management College, and was a Level III certified DoD Program Manager. He is the author of 2 book chapters, holds numerous patents, and has published over 30 peer-reviewed scientific papers. Jim was recognized for his research prowess being presented with the F. J. Seiler Award for Research Excellence, Numerous Air Force Scientific Achievement Award, Excellent Dissertation Award, School of Engineering General Excellence Medal, Manhattan College Alumni Society Medal and is listed in Who's Who in the West.

Ben Ver Steeg, Vice President of Engineering, TruTouch Technologies, Inc.

Ben co-founded TruTouch and has 9 years experience with the noninvasive alcohol technology platform. He is an expert in NIR spectroscopy and multivariate analysis – the fundamental science and technology for the noninvasive measurements. He has planned and directed all engineering and product development efforts for TruTouch. He led the planning and execution of the low volume manufacturing, as well as, supplier negotiations.

Prior to TruTouch, Ben led the 20-member multidisciplinary team at InLight Solutions, Inc. that successfully conceived and implemented major innovations in all key aspects of noninvasive instrumentation that resulted in improved measurement accuracy, significant cost reductions, and an order of magnitude improvement in the lifetime of critical components. Ben is an inventor on 3 patents and 10 patent applications, and co-authored 4 peer-reviewed scientific publications.

Ben received his BS in Engineering (*cum laude*) from Harvey Mudd College, is a Fellow of the Institute for the Advancement of Engineering (IAE), and worked in tissue optics research at the prestigious University of California's Beckman Laser Institute. He received the IAE College of Fellows Award for Outstanding Engineering Student in Academics and Leadership, the Davies Engineering Prize, and is listed in the Who's who in American Universities and Colleges. Ben was inducted into Tau Beta Pi, the Engineering Honor Society.

Trent Ridder, CTO, TruTouch Technologies, Inc.

Trent co-founded TruTouch in January 2005, and is the lead scientist on the TruTouch team. Trent, an expert in NIR spectroscopy and multivariate analysis, planned and directed the design and execution of all human clinical studies and algorithm developments leading to product improvements. He directs the formation and implementation of the intellectual property strategy for the company. He is an inventor on 3 patents and 10 patent applications, and has 5 peer-reviewed publications. Trent received his PhD in analytical chemistry from the University of Arizona and his BS in chemistry from Northern Arizona University.

James E. Dixon, Jr., CFO, TruTouch Technologies, Inc.

Jim joined TruTouch as Chief Financial Officer in early 2007. From 1995 until 2006 Jim held the positions of Executive Vice President, CFO and Treasurer of SBS Technologies, Inc., (NASDAQ, SBSE) a leading designer and manufacturer of embedded computer products. In addition, for two of these years, Jim was a member of the company's Board of Directors. In June 2006, Jim was part of the management team of SBS who successfully negotiated the acquisition of SBS by General Electric for approximately \$273M. During his tenure at SBS Jim played a key role in profitably growing the company from \$16M in 1995 to \$150M in 2005. This growth was accomplished organically and by means of eight domestic acquisitions and one international acquisition. Prior to joining SBS, Jim held the position of Director, Finance, Howden Group America, Inc., a wholly owned subsidiary of Howden Group PLC. Howden Group America's subsidiaries (combined annual revenue exceeded \$200 million), specialized in the design and manufacture of air and gas handling equipment, defense-related products and food processing equipment. Before that, Jim held various controller positions at Westinghouse Electric Corporation. Jim holds a Bachelor's Degree in Business Education from Indiana University of Pennsylvania.

Tim Tigner, Executive VP, TruTouch Technologies, Inc.

Tim brings TruTouch a wealth of management experience from the cutting edge of the medical device industry. He joined TruTouch from FoxHollow Technologies, the global leader in atherectomy, where he served as Vice President International through their acquisition by cv3 Inc. Prior to FoxHollow, Tim held numerous senior management positions within Johnson & Johnson's Medical Devices and Diagnostics division. As Vice President for Europe the Middle East and Africa at Cordis Endovascular, Tim took J&J from the #3 to the #1 position in the market, attaining record setting market share. As Managing Director for J&J Russia, Tim launched dozens of new medical devices while taking brands including Cordis, DePuy, Ethicon, and LifeScan to the top of their respective markets. Prior to J&J, Tim was with Eli Lilly and Boehringer Mannheim (now Roche), holding roles ranging from Foreign Exchange Trader to Managing Director. He is a former Green Berets having served as a Soviet Counterintelligence Specialist with the 11th Special Forces Group during the Cold War. Tim holds a Bachelors Degree in Philosophy and Mathematics from Hanover College, a Masters Degree in International Studies from the Lauder Institute of the University of Pennsylvania, and an MBA in Finance from the Wharton School.

6. Mark Moyer Consulting: About Mark Moyer Consulting

- 50 Harvest Drive
Barto PA 19504
610-547-4864

Mark Moyer is Owner and lead developer for Mark Moyer Consulting. He has worked as a system developer and network designer in the software industry since 1987. He has expertise in rapid development methodologies, project management, system integration and middleware development.

Mr. Moyer's professional experience as a developer and programmer is extensive and notable. Mr. Moyer has worked at such recognizable companies as:

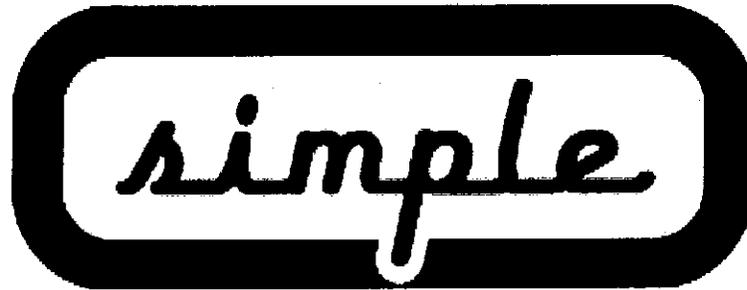
- **Quaker Chemical Corporation**
 - Role: Lead Programmer
 - One Quaker Park
901 Hector Street
Conshohocken, PA
19428-0809
1-610-832-4000.
- **Unisys Corporation**
 - Role: Lead Programmer
 - Unisys Way
Blue Bell, PA 19424
215-986-4011

Mark has extensive experience in development of interfaces to allow diverse systems to operate in the same environment. He has developed middleware systems for the:

- New Hampshire Liquor Control Board,
- West Chester County New York,
- Bloomsburg University
- City of Utica New York
- New Jersey Sports & Exhibition Authority

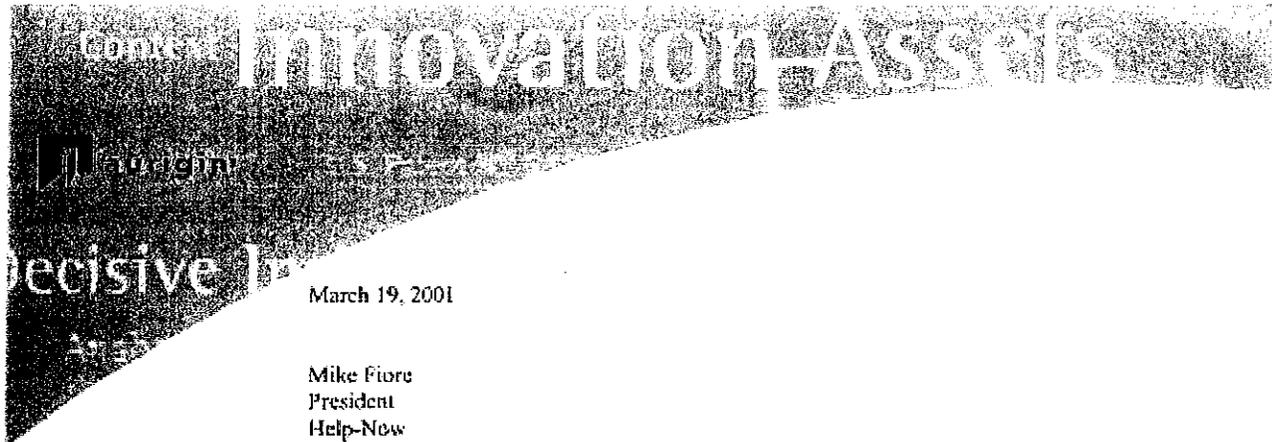
Most recently, Mark's focus has been in the area of ORACLE and SAP middleware development, providing custom software development for third party inventory and order management systems that interface to ORACLE and SAP ERP systems.

Mark has a BA in Science from the University of Scranton.



Simple Brands, LP.
SUBMITTAL RESPONSE TO RFP 20080318 WINE
KIOSKS
May 3, 2008

EXHIBIT "A"



decisive

March 19, 2001

Mike Fiore
President
Help-Now
1215 W. Baltimore Pike # 11
Media, PA 19063

Dear Mike:

I'd like to confirm our relationship and express my appreciation for your services. As you know, Aurigin's Intellectual Asset Management (IAM) solutions are implemented on large LAN/WAN enterprise-wide network infrastructures. Due to the complexity of many of the large networks, Aurigin Systems, Inc. joined forces with Help-Now.com Inc. to design and implement our Intellectual Property Software Solution.

We entered this relationship because Help-Now is a provider of product and services specifically used to design, build and manage computer network infrastructures. Although you were initially targeting the small to mid-tiered companies in the Northeast Region, Help-Now's methodology and best practices allowed Aurigin to utilize your services at all sizes of corporations across the nation. We were able to improve our customer's satisfaction via your Professional Services consulting expertise provided for our emerging technologies and products. We recognize that you also provide integrated solutions through comprehensive Life Cycle Management (LCM).

The Help-Now team, under your leadership, has been a tremendous asset to Aurigin Systems. Help-Now's team of Microsoft Certified Systems Engineers allowed Aurigin to deliver a level of technical support that is comparable to software companies five times our size. Specifically, your Help-Now team brought structure and precision to our installation procedures; your expertise in operating systems, relational databases, and networking infrastructure, allowed us to quickly identify and diagnose technical problems; your intimacy with hardware vendors enabled our sales team to offer turn-key intellectual property solutions. In addition to providing such value, your Help-Now team operates with an exceptional level of timeliness and professionalism. I can say, unequivocally, you are the most experienced and effective technical support organization I've had the pleasure to work with. Keep up the great work!

Best regards,

Paul Germeraad

Paul B. Germeraad
Chief Operating Officer
Aurigin Systems, Inc.

Aurigin Systems, Inc.

10219 South Eastern Avenue, Cupertino, California 95014 Tel: 408.351.0100 Fax: 408.297.9011 www.aurigin.com

June 15th 2001

Michael Fiore
Help-Now.Com Inc
1215 West Baltimore Pike
Media PA 19063



Dear Michael

I am writing this letter to congratulate Help-Now.com on the recent completion of the BTG Enterprise Current State Assessment (CSA). When presented with your product offering I was initially concerned with the Return On Investment (ROI) of such an aggressive undertaking. For a third party company unfamiliar with our current IT environment to accurately assess, analyze, and redesign a 3 Platform International IT environment in 2 weeks seemed too ambitious. However, if Help-Now.Com was able to successfully complete the objectives outlined in the CSA the investment would be more than justified.

I am pleased to say that Help-Now.Com Inc. not only met the ROI expectations but also exceeded them.

The 160+ page deliverable presented to our Board clearly defined the current environment and the issues related to that environment. The real return on the investment was obvious in the recommendation portion. The detail of the redesign was exceptional. Help-Now.Com's ability to cover all aspects of the redesign from hardware procurement to the actual architecture of the implementation guaranteed success.

I think the single biggest compliment to Help-Now.Com's CSA process is the fact that our existing IT department was able to flawlessly implement the recommended design by using the CSA Deliverable. This also speaks to the ROI success. Beside the modest CSA investment, there was no other outsourced investment made by the IT Department. Thankyou for your help.

Kind Regards

Yours Sincerely

Jim Inch
Global Vice President Information Technology & Knowledge Systems



Herr Foods Inc.
Herr's Visitor Center
P.O. Box 300
Nottingham, PA 19362
January 20, 2000

To Whom It May Concern:

In August 1999 we found out that we were not Y2K compliant with our cash registers, retail software and computers. I asked other Guest Relations Association members about their systems and followed their recommendations. I contacted Synchronics and met with Carol Miller, she could help us with software issues, but recommended Mike Fiore at Help-Now.com for our hardware needs.

We met with Mike Fiore and Brian Smith. I was immediately convinced that this was the company we needed to work with. They were able to help me understand what we needed and could easily work with our I.S. Department. We told them we needed to act fast. They did not let us down! Within two weeks of signing the contract our equipment was delivered. Brian, Travis and Tony who installed the equipment were professional, courteous and helpful! They helped us solve each issue we had, and understand what we needed to do. We had a problem with a monitor and a hard drive (manufacturing problem) and Help-Now made sure that new equipment was delivered. We had no stress at all! They are here when we need them and they are honest enough to tell us when we don't need them!

I respect these gentlemen. I would recommend Help-Now.com to anyone with computer needs. I trust that they will work as hard for you as they have for Herr Foods Inc. If anyone would like to call me to discuss Help-Now.com, please feel free to call me at 1-800-284-7488 ext. 6401.

Sincerely,

Jennifer Arrigo
Visitor Center Supervisor