

# STATE OF ALASKA

Department of Administration  
Office of Procurement and Property  
Management



## CUSTOMER SERVICE QUEUE MANAGEMENT SYSTEM

RFP 02-105-23

Amendment One

October 27, 2022

**This amendment is being issued to address Questions and provide Answers.**

**Important Note to Offerors:** You must sign and return this page of the amendment document with your proposal. Failure to do so may result in the rejection of your proposal. Only the RFP terms and conditions referenced in this amendment are being changed. All other terms and conditions of the RFP remain the same.

Lisa Trombi  
Procurement Specialist III  
Email: [doa.oppm.procurement@alaska.gov](mailto:doa.oppm.procurement@alaska.gov)

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COMPANY SUBMITTING PROPOSAL

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AUTHORIZED SIGNATURE

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DATE

## Questions submitted by potential offerors and answers from the state:

**Question 1:** The solicitation asks for “20 self contained ADA compliant, cloud based, queue management systems”. Can you please clarify if you are asking for 20 separate Queuing systems, one for each branch, or if you need one Enterprise Queue System that can support 20 branches, with 20 ADA Compliant Kiosks (1 for each branch)? The way this is written in the RFP, it does imply you want 20 separate Queuing systems.

**Answer:** One Enterprise Queue System that can support 16 branches, with 20 ADA Compliant Kiosks.

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**Question 2:** How many Users/Staff Members will be using the system (for licensing purposes)?

**Answer:** Minimum of 125 users.

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**Question 3:** How many Appointments are you currently booking per day?

**Answer:** Depends on the branch and staffing levels, appointments are 10-minute blocks 20% appointment based.

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**Question 4:** Will the Vendor need to provide installation of Kiosks at all of the sites, including the remote locations?

**Answer:** Yes.

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**Question 5:** Will Kiosks need to be shipped to all individual locations or to one central site?

**Answer:** Individual locations as detailed in Section 3.03 DELIVERABLES.

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**Question 6:** Is the budget cap of \$235k the 1st year cap or the total 3-year contract cap?

Is there a cap for annual renewal fees?

**Answer:** The estimated contract budget of \$235,000.00 is for the full contract term as detailed in Section 3.02 CONTRACT TERM AND WORK SCHEDULE. The term includes the initial contract period and the two one-year renewal options which are at the state’s discretion.

No, there is not a cap for annual renewal fees. Proposal priced at more than \$235,000.00 will be considered non-responsive.

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**Question 7:** Do you have any requirements for reporting and/or business intelligence?

**Answer:** DMV will need reporting capability for all office wait times, staff processing times, overview per time periods, transactions by type, service point performance, ticket history, and queue summary.

The successful offeror will be expected to provide reporting capabilities for individual hours/days/weeks/months and annual reports.

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**Question 8:** For “estimated wait times in lobby”, will the State be providing digital signage to post this information?

**Answer:** See Question 14 and Answer.

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**Question 9:** Is there any requirement to integrate with your current Motor Vehicle Network signage solution?  
a. If so, is there a minimum requirement of experience working with MVN?

**Answer:** Yes, numbers need to be displayed on the MVN screens along with a voice calling out the number being served.  
a. No.

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**Question 10:** Regarding “Check-in Display” described on p.8 – is it required that the vendor securely bolt them to the floor?

**Answer:** No, they do however need to be stable.

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**Question 11:** Will the DOT be responsible for providing power to each of the units selected?

**Answer:** DMV already has offices and existing equipment with electricity/power, and our utility vendors are already in place. We do not believe there would be any reason DOT would need to be involved.

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**Question 12:** Will the DOT be responsible for providing internet hard wire to each of the units selected?

**Answer:** DMV already has offices and existing equipment with electricity/power, and our utility vendors are already in place. We do not believe there would be any reason DOT would need to be involved.

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**Question 13:** Is there a desired Screen size for the Check-in Displays?

**Answer:** Screens must be a minimum of 21”.

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**Question 14:** Regarding the “Ability for the DMV to display current wait times”  
a. Is this requirement referring to Broadcast Queue Status Screens?  
b. If so – what is the preferred screen size for these screens?  
c. How many Broadcast Queue Status screens are required?

**Answer:** a. Yes, DMV customers must be able to see all wait times for the category of ticket they are pulling. This information must be displayed on DMV lobby televisions, as well as, pushed to our website for each office statewide.  
b. The kiosk’s screens must be a minimum of 21”.  
c. DMV currently has 22 MVN TV’s: Anchorage and Palmer have three each, Fairbanks and Eagle River have two each, the other 12 offices have one each.

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**Question 15:** Regarding DMV Agents

- a. Will you require Agents to be able to “accept” next in line visitor from the Agent Station?
  - i. What is the total number of Agents that will require access into the system?
- b. Will you require Agents to have this access to the system installed on their current computers?
- c. Or would you like for vendor to provide a separate “Control Pad” to enable Agents to do this?
- d. If you would like these Control Pads, how many should be included?

**Answer:**

- a. Yes.
  - i. Minimum of 125 users.
- b. Yes.
- c. No.
- d. See Answer c.

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**Question 16:** What is the total number of internal users that would concurrently be using the system?

**Answer:** Up to 125 users.

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**Question 17:** Will the DMV provide power and network drops where hardware (kiosk, televisions, etc.) are to be located or is this to be included in the bid?

**Answer:** Yes, DMV will provide power and network drops.

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**Question 18:** Pertaining to the question above, if it should be included, can you provide floorplan layouts for the offices?

**Answer:** See Question 17 and Answer.

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**Question 19:** Are there any additional hardware requirements such as lobby displays, or audio equipment required?

**Answer:** Audio equipment that is compatible speaker system.

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**Question 20:** Will the state be requiring that all services offered at the driver’s license locations are scheduled by an appointment?

**Answer:** Yes.

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**Question 21:** Will the system allow the public to make online appointments for all DMV locations?

**Answer:** Yes.

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**Question 22:** Will the system allow the public to make video online appointments for certain service types?

**Answer:** No.

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**Question 23:** Will the system require the public to confirm their appointment?

**Answer:** No, this is not a requirement. This would be considered a Value Add Option on Submittal Form G – Cost Proposal.

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**Question 24:** Will the system require the system the provide a twostep verification process for making an online appointment?

**Answer:** No.

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**Question 25:** Will the system limit the number of appointments made per customer?

**Answer:** No.

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**Question 26:** Will the state require the system to verify credential numbers in order allow appointment scheduling for existing customers?

**Answer:** No.

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**Question 27:** When making an appointment, will the system allow the public to pick a branch through a map view and or a list view of all locations available?

**Answer:** Yes.

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**Question 28:** Will the system provide the ability to manage the lobby capacity of all DMV locations?

**Answer:** Yes.

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**Question 29:** Will the system provide the ability to allow the public to see their place in line while waiting remotely?

**Answer:** No, this is not a requirement. This would be considered a Value Add Option on Submittal Form G – Cost Proposal.

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**Question 30:** Will the system need to support multiple audio/visual languages? If so, which languages?

**Answer:** No, just English.

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**Question 31:** Will the system need to provide the ability to schedule resources for appointments? Such as a state employee, a room, a testing computer, a vehicle?

**Answer:** No.

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**Question 32:** Will the system provide the ability to allow a mobile staff member to check-in and issue tickets to customers waiting in line through a tablet and wireless printer?

**Answer:** No, this is not a requirement. This would be considered a Value Add Option on Submittal Form G – Cost Proposal.

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**Question 33:** Will the system require digital signage to indicate visitor status, wait times or show other promotional/informative content? Audible notifications?

**Answer:** Yes, this information is displayed through the MNV screens and speaker system within each DMV location.

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**Question 34:** Will the system require to send appointment notifications via email? SMS? Or both?

**Answer:** Only SMS notification is required.

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**Question 35:** Will the system require SMS or email notifications for people checking in and/or waiting to be seen?

**Answer:** Only SMS notification is required.

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**Question 36:** Will the system require that walk ins and same day check ins, get in online via a ticket?

**Answer:** Everyone who enters a DMV lobby is required to check in via the kiosk and receives a paper ticket.

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**Question 37:** Will the system require that walk ins and same day check ins, wait remotely if lobby is at max capacity?

**Answer:** No.

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**Question 38:** Besides the integration with the DMV website, will the queueing system integrate with other interfaces or a system of record?

**Answer:** No.

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**Question 39:** If integration is required, can the state provide a list of interfaces that the customer service queue management system will integrate with?

**Answer:** See Question 38 and Answer.

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**Question 40:** Will the state be taking appointments over the phone via a contact center besides the DMV locations? If so, about how many additional internal agents will be taking appointments on behalf of the customers?

**Answer:** Yes, the DMV call center makes appointments over the phone. These internal agents are included in the 125 user count provided in Question 16.

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**Question 41:** Will the system require satisfaction surveys to be sent to the customer electronically upon completion of service?

**Answer:** No, this is not a requirement. This would be considered a Value Add Option on Submittal Form G – Cost Proposal.

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**Question 42:** Can the state provide a list of reports and dashboards required?

**Answer:** See Question 7 and Answer.

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**Question 43:** Single sign-on (SSO) is an authentication method that enables agencies to securely authenticate with multiple applications and websites by using just one set of credentials. Some DMVs like to have this functionality available, so they can use the same credentials for their queuing application and their Microsoft environment. Would the state like the queuing application to support single sign-on (SSO)?

**Answer:** No.

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**Question 44:** Can the state provide the required forms in Word format to not re-create/alter the format as specified?

**Answer:** Yes, the Submittal Forms have been included as a .docx file on the state's Online Public Notice (OPN) system and can be found at <http://notice.alaska.gov/208499>.

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**Question 45:** Attachment Two: Submittal Form G states the various training periods as "12-month period" and the primary RFP document only makes mention of training at a high-level. Can the state clarify what the training expectations are?

**Answer:** The state expects training to be available on a manager level as well as the user level. With 16 installation locations, it is estimated that the project will require approximately 12-months of training.

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**Question 46:** Can you the state confirm that all functional requirements are listed in section 3.01 on page 8 or if there is a separate document?

**Answer:** There is not a separate document containing the functional requirements of the system. The functional requirements are detailed within the RFP and any RFP amendments issued.

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**Question 47:** Can the state provide an estimated timeframe of when the DMV would like to start this project?

**Answer:** The state estimates that a contract will be issued approximately the week of December 12, 2022. The project will start when the contract is fully executed by all parties. The new Customer Service Queue Management System will need to be in place beginning March 1, 2023.

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**Question 48:** For the RFP, does the state want 20 Kiosks (with computer touchscreens embedded inside the kiosks), or 20 kiosks (with touchscreens in each), plus 20 additional separate touchscreen computers that have nothing to do with the kiosks? If it is the second option, what will those 20 computer touchscreens be used for and by whom specifically?

**Answer:** A total of 20 kiosks with touchscreens in each kiosk.

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**End of Amendment One**