



**SEDGWICK COUNTY, KANSAS**  
***DIVISION OF FINANCE***  
**PURCHASING DEPARTMENT**

525 N. Main, Suite 823 ~ Wichita, KS 67203

Phone: 316 660-7255 Fax: 316 383-7055

[www.sedgwickcounty.org/finance/purchasing.asp](http://www.sedgwickcounty.org/finance/purchasing.asp)

**Request for Proposal #15-0066**  
**Electronic Wait Line Management System**  
**Addendum #1**

Questions are in bold, *answers are in italics.*

1. **Item 12- The system shall direct customers to the correct cashier when they are called using audio and/or visual indicators. Please clarify this requirement.**
  - **Which languages are required?**  
*At this time only English ... future consideration is being given to Spanish and Vietnamese if the need arises.*
  - **Which types of visual indicators do you require? In general there are 2 types, TV monitors and LED displays. Which type (or mix of types) does Sedgwick County prefer?**  
*Either*
2. **Item 25- The system shall have the ability to allow the customer to enter additional information based on the transaction chosen. What data, how will it be used by the queuing system?**  
*The customer could enter their name, or a cell number, in addition, if they do not speak English or if they are an ADA customer would be helpful in getting them directed to the right customer service work station.*
3. **Item 28- The system shall be capable of generating ad hoc reports based on any of the wait line statistics within the system. Should the system be capable of generating ad hoc reports including data for the current day?**  
*Previous day will suffice*
4. **Section 1. Purpose and Objectives-It is stated that the county is seeking a hosted environment. This would imply that the county wishes to own the software and have it hosted in a vendor provided environment. Is this correctly understood?**  
*Preferably the vendor would provide the software and the hosting in their environment. If your solution is selling us the software and we provide our own servers, then bid it that way. Sedgwick County has the capability of hosting our own environment.*
5. **How many concurrent user licenses does Sedgwick County require?**  
*As of today, if fully staffed, there would be 13 supervisors, and 33 clerks. In addition, there would be 5 management staff accessing reports, and 2 system administrators*

6. **Is there a requirement to be flexible with user license assignments, i.e., customer service representatives, managers/supervisors, system administrators?**

*Ideally, a person's log-in would assign their level of access and permissions.*

7. **Section VII.11 – Signed Non-Employee IT Usage Agreement. Does the County want a single signed document binding all vendor employees, or multiple documents signed by all proposed personnel?**

*It is the preference of the county to have each employee that would be logging into the system have a signed agreement on file.*

8. **Would the County consider utilizing proprietary designed and engineered for public use for hardware including kiosks? Tensator understands that since our solutions are in the public space that the hardware needs to be designed & engineered to withstand and handle the normal wear and tear and abuse from the public. Most off the shelf products are not built for public use resulting in higher replacement costs. We can certainly provide non-proprietary hardware however suggest a kiosk built for public use. Is this acceptable to the county?**

*The County has contracts with technology vendors for PC's, monitors, etc. The preferred method would be for the vendor to provide the necessary specifications. It is acceptable bid the job with your company providing the technology and another bid with the County providing the technology.*

9. **Would the county consider using reporting data to integrate into the back end system? If so, what back end system specifications does the county use. Can the county provide a system architecture diagram?**

*This is not required.*

10. **Would the county consider utilizing configurable ticket options like adding the County Logo, Alpha-Numeric Ticket number, utilizing Separate ticket sequences for Appointments vs. Regular walk-in ticket numbers, posting avg wait time, # of customers in queue etc...?**

*Yes, the County will consider the configurable ticket option.*

11. **Will the County consider using LED Counter Display Units (CDU) to clearly identify the work station number that is calling the customer # to reduce walk time? If not, are static placard signs satisfactory? LED CDU's are in addition to a main TV monitor display enhancing the customer experience.**

*We will be using static placards to identify the work stations.*

12. **Where does the county envision the message displaying? At the kiosk only? Are there other points of entry into the system that this requirement is relevant? Please clarify.**

*Messages of this sort will display on overhead wall mounted monitors or TV screens. A message could be sent to a customer's enrolment device (cell, tablet, email, etc.)*

13. **Will the County consider to have the customer check in first before they are allowed to be called I.E. a kiosk check in process once there ticket is issued remotely? This eliminates the need for such a configuration. A queueing theory methodology should have the customer checked in prior to eliminate staff idle time.**

*Yes, the County will consider this approach.*

14. **Will the county consider the use of a simple configurable “Transfer” feature to allow the customer number to be transferred to the Vehicle inspections queue alleviating the need for management to have to interact with the system? For example: Customer is issued a ticket for Renewal, customer is called to counter, and CSR determines customer needs a vehicle inspection. CSR transfers the same customer # to the Vehicle Inspections queue. Customer is called in order of either wait time or transfer time (configurable) by the Vehicle inspection CSR staff member? This allows for complete tracking of wait time #1, Transaction time #1, Wait Time #2 and Transaction time #2 and so on.**

*Vehicle inspections are done by the Kansas Highway Patrol. They are a separate entity. We have no control over their operations.*

15. **Can the County clarify why they would need this functionality? It is our belief in Queuing Methodology theory to “NOT” allow customers to enter themselves into more than one queue. Technically under this scenario, one customer or a group of customers/hackers could bog down the system with erroneous transactions. Tensator believes it is best to implement a Queuing Theory Methodology to have the customer check in “On Premise” closest to their booked ticket number. Giving the customer a system algorithmic advantage to being on time. Would the county consider this as an alternate proposal?**

*If this is your solution then please bid it this way.*

16. **Is this a free text area up to a certain amount of characters? If so, how many? Also, is this information only to be shown at the CSR computer when called?**

*The customer could enter their name, or a cell number, in addition, if they do not speak English or if they are an ADA customer would be helpful in getting them directed to the right customer service work station.*

17. **Please clarify definition of ad-hoc report? Is this just a way to export a business answer to a question into Excel format and have to email the raw data for analysis or does the county want a true Ad-Hoc analysis tool?**

*Export to Excel of raw data is acceptable.*

18. **Can the county please provide a Sedgwick County standard for remote access?**

*GoToMeeting is the preferred standard, however other options can be discussed.*

19. **Can the County provide floorplans for the locations that are affected by this RFP?**

*For obvious security reasons, floorplans will only be provided to the successful vendor.*

**There is no item 33 on listed on the table.**

**Anyone wishing to view layout of the Tag Office locations may do so between 8am and 5pm Monday-Friday. Addresses are as follows:**

Main Tag Office-200 W. Murdock  
Chadsworth Tag Office 2330 N. Maize Road, Suite 1100  
Derby Tag Office 206 W. Greenway  
Brittany Tag Office 2120 N. Woodlawn, Suite 370

A handwritten signature in black ink that reads "Kimberly Evans". The signature is written in a cursive style with a blue horizontal line above the text.

Kimberly Evans  
Purchasing Agent