



**SEDGWICK COUNTY, KANSAS
DIVISION OF FINANCE**

Purchasing Department

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[https://www.sedgwickcounty.org/finance/purchasing/
requests-for-bid-and-proposal/](https://www.sedgwickcounty.org/finance/purchasing/requests-for-bid-and-proposal/)

REQUEST FOR INFORMATION

RFI #22-2066

ELECTRONIC WAIT LINE MANAGEMENT SYSTEM AND MAINTENANCE SUPPORT

September 20, 2022

This is a **Request for Information (RFI)** and it is neither a Request for Bid (RFB) nor a Request for Proposal (RFP). This request is for information and planning purposes and shall not be construed as a solicitation or as any kind of obligation on the part of Sedgwick County. A solicitation for services has not been developed yet, so please do not request a copy of a solicitation at this time. This Request for Information (RFI) is intended to gain information from providers regarding the services described in this document. Providers may also be contacted to discuss their responses.

Any information collected through this RFI process may or may not be used in the future to develop a solicitation for proposals or bids. Providing a response to Sedgwick County does not in any way give an advantage to any particular provider.

Sedgwick County will not award a contract on the basis of responses nor otherwise pay for the preparation of any information submitted or the county's use of such information from this request. Sedgwick County will not critique responses and the RFI should not be used by interested parties to market their products/services. Proprietary information is not being solicited; however, if proprietary information is submitted it will be subject to open records statutes. Responses will be separated from and have no bearing on subsequent evaluations of proposals submitted in response to any resulting RFB or RFP process.

Firms interested in submitting an e-mail response should do so by or before **Monday, October 10, 2022 by 5:00 pm CDT** to Jaimee Witmer at Jaimee.Witmer@Sedgwick.gov. Late responses will not be accepted.

Sincerely,

JW/ch

RFI #22-2066

Sedgwick County... Working for you

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I. About this Document

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II. Background

Sedgwick County, located in south-central Kansas, is one of the most populous of Kansas' 105 counties with a population estimated at more than 508,000 persons. It is the sixteenth largest in area, with 1,008 square miles, and reportedly has the second highest per capita wealth among Kansas' counties. Organizationally, the county is a Commission/Manager entity, employs nearly 2,800 persons, and hosts or provides a full range of municipal services, e.g. – public safety, public works, criminal justice, recreation, entertainment, cultural, human/social, and education.

The Treasurer's Office currently utilizes the QLess system for summoning auto license tag customers. Due to inaccurate and unacceptable wait time forecasts, the Treasurer is requesting information regarding what other virtual wait line systems are available that have experience with daily, high customer volume in the auto license field.

III. Project Objectives

Sedgwick County, Kansas (hereinafter referred to as "county") is seeking a firm or firms to provide electronic wait line management system and maintenance support. The following objectives have been identified for this contract:

1. Acquire an electronic wait line management system and maintenance support meeting the parameters, conditions and mandatory requirements presented in the document.
2. Establish contract pricing for maintenance, support and professional service hours with the vendor that has the best proven "track-record" in performance, service and customer satisfaction.
3. Acquire an electronic wait line management system and maintenance support with the most advantageous overall cost to the county.

IV. Scope of Work

Items listed in this section are requirements to completion of services under this contract. Contractor shall furnish labor, parts, material, and equipment necessary to perform the following:

Mandatory Project Requirements

1. On-Line Access – Ability for a customer to go on-line from any PC/smart device to view the wait times for each type of transaction at the two (2) Tag Office locations.
2. On-Line Access – Ability for a customer to go on-line from any PC/smart device and place themselves in the wait line for a specific transaction at a specific location.
3. On-Line Access – Ability for a customer to indicate on-line from any PC/smart device any special accommodations they require, e.g. hearing impaired, foreign language, wheel chair accessible station only.
4. On-Line Access – Once the customer has been placed in line, they need to have the ability to enter their cell phone number, email address or other contact information which would be used to contact them indicating when they should return to the Tag Office.
5. The system shall offer a kiosk entry system that is placed strategically at the Tag Office (to be highly visible) for customers to use to begin their transaction.
6. The kiosk should be ADA compliant.
7. The system shall allow the customer to enter any special accommodations they require at the kiosk e.g. hearing impaired, foreign language, wheelchair accessible station only, etc.
8. The system shall indicate the wait times for each transaction type.
9. The system shall allow the customer or Tag Office employee to choose (reserve) the time of their appointment, up to 30-days in advance.
10. The system shall allow customers to enter their cell phone number, email address or other contact information (at the kiosk), which will be used to contact them and indicate when they should return to the Tag Office.
11. The system shall issue a ticket (from the kiosk) to each customer based on the transaction type selected. The ticket should include the date and time.
12. The system shall direct customers to the correct cashier when they are called using audio and/or visual indicators.
13. The system shall provide visible/audible feedback to customers regarding wait times, next customer to be called, which window/cashier to go to, directional arrows, and audible number calling indicating number and station/cashier number.
14. The system shall have the ability to initially configure unlimited transaction types.
15. The system shall be configurable to allow an administrator to enter messages that would be displayed based on transaction type, to give specific information to the customer(s). e.g. Customer chooses “Renewal” a message would display listing the required documentation the customer will need to supply for that transaction.
16. The system shall have the ability to configure special accommodation choices to present to the customer to include at a minimum; Spanish, TTY (hearing impaired), wheelchair accessible.
17. The system shall have the ability to tie the “wait line” number to the customer once they are at the station. This will allow tracking wait times at the customer level. (cashier should not need to manually enter the ticket number)
18. The system shall have the ability to configure the time frame to allow the customer to respond to his cell phone alert before he is placed back in line.
19. The system shall have the ability to dynamically insert customers that depart for vehicle inspections or additional requirements, into the queue based on management criteria.
20. The system shall be capable of dynamically re-assigning staff to different transaction types based on wait times as customers enter the queue.
21. The system shall allow the customer to indicate (via cell phone, email address, or other contact information) if they want to be placed farther back in line.
22. The system shall allow the customer to indicate (via cell phone, email address, or other contact information) if they want to be deleted from the wait line.
23. The system shall allow the customer to place themselves in more than one transaction line, e.g. renewals vs. title work.

24. The system shall have a “dashboard” for management to track wait/processing times, as well as allow managers to re-assign transaction types to individual cashiers/stations to support balanced wait times.
25. The system shall have the ability to allow the customer to enter additional information based on the transaction chosen.
26. The system shall archive wait time statistics for trend analysis.
27. The system shall be capable of tracking the following statistics, at a minimum, by transaction type or by total number: Peak times, Average times, and Station average.
28. The system shall be capable of generating ad hoc reports based on any of the wait line statistics within the system.
29. The system shall export report information into Microsoft applications: (Word, Excel).
30. The system shall allow management access to reporting information via the internet.
31. The system shall track wait times and processing times for customers at multiple Tag Office locations.
32. The system shall provide administrative functions that are secured from unauthorized access and have the ability to assign and modify security roles for the following groups: department administrators, management team, internal users (Tag Office Cashiers), and public users (On-line or at the kiosk).
33. Shall be compatible with current Windows desktop operating system (which is Windows 10 at the moment).
34. Shall be compatible with Microsoft Edge.
35. The system shall utilize industry best practices for IT Security and data protection.
36. All communications shall be over an encrypted connection.
37. Any vendor remote support connections will adhere to Sedgwick County standards for remote access.

Desirable Project Requirements

1. It is preferred any web based application be written to not need vulnerable add-ons such as Java, Flash, or Adobe Reader if possible.

A. [Request for Information Timeline](#)

The following dates are provided for information purposes and are subject to change without notice. Contact the Purchasing Agent, Jaimee Witmer at (316) 660-7267 or Jaimee.Witmer@Sedgwick.gov to confirm any and all dates.

Distribution of Request for Proposal to interested parties	September 20, 2022
Questions and Clarifications submitted in writing	September 27, 2022
Questions Answered	September 30, 2022
Request for Information due Date on or before	October 10, 2022

V. [Required Response Content](#)

Responses shall be submitted using the suggested format as follows:

Part A – Introduce Your Organization

Please tell us who you are and provide your contact information. Who owns your organization? What is your level of interest?

Part B – Capabilities and Experience

Does your organization have the appropriate experience and capabilities to address the county’s requirements?

Part C – Comments on the Scope of Services

Please provide details regarding all items listed and provide any additional information that would distinguish your organization in addressing the needs of the county in providing an electronic wait line management system and maintenance support.

Part D – Responses to the Following Questions

Please respond to the following questions and provide additional information pertinent to this RFI:

- What different approaches do you recommend besides what is listed in the Scope of Services that you have found to be effective?
- Do you have suggestions that would allow the county to gain the most innovative electronic wait line management system and maintenance support while minimizing the overall cost?
- How would you attract and maintain customers utilizing your product?
- What product options would you provide?
- What is your approach to problem solving?
- Provide references/examples of agencies or customers currently using your system in the auto licensing/DMV field.

SUBMITTALS are due NO LATER THAN Monday, October 10, 2022 by 5:00 pm CDT.