



DIVISION OF FINANCE – PURCHASING DEPARTMENT

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ADDENDUM #1 RFP #26-0011 ELECTRONIC WAIT LINE MANAGEMENT SYSTEM

April 14, 2026

The following is to ensure that vendors have complete information prior to submitting a *Request for Proposal*. Here are some clarifications regarding the electronic wait line management system:

Questions and/or statements of clarification are in **bold** font, and answers to specific questions are *italicized*.

- 1. Given the detailed workflow and configurability requirements outlined in the RFP, would the county consider a configurable platform tailored to its operational processes or is the preference for a prebuilt, off-the-shelf queue management solution?**

Yes, we are open to either type of solution, configurable or off-the shelf.

- 2. The RFP notes that hardware may be procured separately by the county. Should vendors assume responsibility for integrating with third-party kiosks, ticket printers, and display systems or will those components be managed independently?**

No, there should be no third-party involvement.

- 3. For customer notifications (e.g., SMS/email alerts) and in-office queue displays (audio/visual calling), does the county have existing tools or infrastructure that should be leveraged or should vendors propose a complete solution?**

Vendor should propose a complete solution.

- 4. Whether companies from Outside USA can apply for this (like from India or Canada)?**

No.

- 5. Whether we need to come over there for meetings?**

Initially we would like to have the vendor on-site to get set up and running as intended.

- 6. Can we perform the tasks (related to RFP) outside USA (like, from India or Canada)?**

No.

7. Can we submit the proposals via email?

Yes. See Section IV. Submittals of the RFP.

Firms interested in submitting a ***Request for Proposal***, must respond with complete information and **deliver on or before 1:45 pm CDT, April 28, 2026**. Late responses will not be accepted and will not receive consideration for final award.

“PLEASE ACKNOWLEDGE RECEIPT OF THIS ADDENDUM ON THE RFI RESPONSE PAGE.”



Tammy Culley
Purchasing Agent

TC/ch