

STATE OF NEW HAMPSHIRE
BUREAU OF PURCHASE AND PROPERTY
STATE HOUSE ANNEX
25 CAPITOL STREET
CONCORD, NEW HAMPSHIRE 03301-6398

ADDENDUM #3 TO BID INVITATION # 289-16

DATE OF BID OPENING: June 14, 2016

TIME OF BID CLOSING: 1:30 PM (EST)

FOR: COMPUTER EQUIPMENT

CLARIFICATIONS:

Q1: Can the State of NH extend the response date by at least a week?

A1: No

Q2: Can the State of NH please provide a Word doc of the bid so it is easier to create the RFP response?

A2: Yes

Q3: Has the State seen product demonstrations from any Customer Flow Management vendors in the past 12 months, and if so, which companies?

A3: A presentation was given by QMatic to members of the DMV. No other presentations or demos have been conducted.

Q4: In Section 2.7 System shall visually notify the customer through electronic wall displays at easily viewable locations. Would State of NH like wait-time stats, and other information in addition to the numbers? What size displays are needed based on the distance from the display to the lobby chairs? Are floor plans available for the offices?

A4: Wait times not required

Vendor can offer options

Vendor may visit each location

Q5: Please clarify the full functionality for the self-service ticket printer/kiosk?

A5: Not required

Q6: Would the State like the vendor to provide online training/videos to supplement train the trainer to provide office supervisors configuration instructions on how to optimize their offices?

A6: See Specifications

Q7: Does the state of NH want a COTS system that allows each office configuration "granularity"?

A7: See Specifications

Q8: Does the state want the new installation include an office queue configuration set up that is informed from 2 years of historical demand and transaction data, and with current office transactions and source's?

A8: No previous data transfer/conversion required

Q9: Does the State want in the future stages a remote queue join options for same day service as well as future appointment scheduling? If so, do you want it included as an option in the pricing response. And do you want the remote join/appointments to be available through the web site, text, and phone).

A9: See Specifications

Q10: Based on the question above, Do remote joining customers want to receive a predicted wait time (or an "appointment time") based upon all of the existing customers in queue for that service type?

A10: See Specifications

Q11: Regarding the 60 user licenses, can the State please specify the total number of System Admin licenses, Mgr/Supervision licenses & agent/CSR licenses?

A11: See Specifications

Q12: Referring to Questions 8 & 9, when joining queue remotely/online, does the state want the offices to be "clustered" and display wait times at multiple locations so customers can choose shortest wait time and is this feature included in the response pricing?

A12: See Specifications

Q13: On the ticket printers will the State of NH DMV please provide additional clarification regarding the self-service kiosk?

A13: See Specifications

Q14: Do the ticket printers need to be ADA compliance (speakers, braille, etc.) or do they only require wheelchair accessibility?

A14: See Specifications

Q15: Does the State want the vendors to provide a solution for customer survey and feedback?

A15: Not required

Q16: What services will the DMV customer have the option to complete at the self-serve transaction kiosk/ticket printers?

A16: See # 5

Q17: What other identifying information will the customer enter based on the nature of the check in? Name? DL numbers?

A17: See # 5

Q18: Does the state want the customers to be able to scan a driver's license at check in?

A18: See # 5

Q19: After the queuing check-in is complete will all personal information be removed from the queuing system?

A19: No personal data will be captured

Q20: Is the state seeking a turn-key non-proprietary self-service system that comes fully assembled and includes non-proprietary printer that does not require proprietary paper?

A20: See Specifications

Q21: Is the state interested in a hosted solution as an alternative?

A21: See Specifications

Q22: If hosted is the vendor required to provide internet service for state?

A22: See Specifications

Q23: Is the vendor required to provide cable TV service for a VA DMV hosted solution?

A23: No

Q24: If vendor is providing internet (network), please specify the network bandwidth expectation at each location?

A24: See Specifications

Q25: If solution requirements exceed existing bandwidth will the State provide the necessary infrastructure?

A25: See Specifications

Q26: Please specify if vendor will be required to install all necessary cabling (power and network) within each office? If so, can floor plans be provided.

A26: See Specifications

Q27: If yes, can the State provide floorplans and any current structural environments, cabling and wiring to each office building based upon floor plans for each branch?

A27: See Specifications

PURCHASING AGENT: Mark E Pierce
TEL. NO.: 603/271-2202

NOTE: IN THE EVENT THAT YOUR BID INVITATION HAS BEEN SENT TO THIS OFFICE PRIOR TO RECEIVING THIS ADDENDUM, RETURN ADDENDUM WITHIN THE SPECIFIED TIME WITH ANY CHANGES YOU MAY WISH TO MAKE AND MARK ON THE REMITTANCE ENVELOPE BID INVITATION NUMBER AND OPENING DATE. RETURNED ADDENDA WILL SUPERSEDE PREVIOUSLY SUBMITTED BID.

BIDDER _____ ADDRESS _____

BY _____
(this document must be signed)

_____ TEL. NO. _____
(please type or print name)

Please visit: <http://das.nh.gov/purchasing>
(click on "Bid, Proposals...") for complete bid and addendums.