

Superior Court of California, San Mateo County
400 County Center, 4th Floor; Redwood City, CA 94063
www.sanmateocourt.org

ADDENDUM 1

Addendum Issued: December 11, 2018

IFB Number	Title	RFP Issued	Due Date and Time
19-R001	Queue Management System	Nov 13, 2018	Dec 21, 2018 @ 2:00pm
Contract Officer		Contact Information	
Mary Treanor		procurement@sanmateocourt.org	

The following are questions that have been properly received and their respective answers:

- Q1. Does the Court require a hosted solution by the Vendor or will the Court provide the server infrastructure to host the solution?**
- A1. The court has no specific requirement and will evaluate all proposed solutions.
- Q2. Does the Court have any specific security standards for servers or compatibility requirements (ie: Windows Server 2016, SQL, etc)**
- A2. Any new servers for new court applications should be a minimum of Windows Server 2016. The court would prefer the database to be Microsoft SQL 2016 or later. The court uses Windows Defender as its server security application.
- Q3. How many Kiosks are you requesting for each site and in total.**
- A3. Each office should have at least one kiosk, however the Court would like the option to increase that number if business needs require it.
- Q4. Do you have minimum requirements for the Kiosks (ie: Ticket Printer, screen size minimums, bar code readers for Appointment Confirmations, ADA compliance, etc.) Are the following minimums acceptable to you: 17 inch screen, thermal printer, 16.7 Million colors, weighted floorstands, Resolution of 1280 x 1024 pixels. Hardened solution with locking key.**
- A4. The court has no specific requirement and will evaluate all proposed solutions.
- Q5. Does the Court require the ability to modify Screen Layouts on all Kiosks without Vendor interaction?**
- A5. The Court would like the ability to make minor changes to system settings, including window assignments, customer routing, and look-and-feel using its own staff; however this is not a requirement and the Court will evaluate all proposed solutions.
- Q6. Will the Court handle their own wiring or will the Vendor be responsible for the wiring at the sites?**
- A6. Due to security and building limitations the Court or our County Partners will install all requisite wires and cabling.

- Q7. Does the Court request Voice Announcements for all sites? If so, in how many languages do you wish the Voice Announcements to be in?**
- A7. Both audio and visual paging is necessary at all locations to assist customers with differing abilities. The court would also prefer that if languages are offered, a minimum of both English and Spanish be provided.
- Q8. Do you require a system that only Announces in the language selected at the Kiosk?**
- A8. The court has no specific requirement and will evaluate all proposed solutions.
- Q9. Do you require a system that will automatically match language selections to staff members that speak that language and then send customers to those Staff Members?**
- A9. The court has no specific requirement and will evaluate all proposed solutions.
- Q10. There was no mention of Appointments in the Scope of Work, is the Court looking to offer Appointments as part of this system? If so, would you like to arrive customers via a barcode scan on their phone or printout.**
- A10. The court would prefer a system that would offer appointments, however the court has no specific requirement and will evaluate all proposed solutions.
- Q11. Will the Court require LED Displays above the counters/windows?**
- A11. The court has no specific requirement and will evaluate all proposed solutions.
- Q12. Will the Court provide Television Monitors or will the Vendor provide them. If the Vendor, should the TV's be commercial grade. Should the TV Monitors be over 55 inches for clearer views?**
- A12. The court would appreciate the option to either purchase or have the vendor purchase TV monitors.
- Q13. Does the Court require the ability to build or schedule Custom Reports with Drag and Drop simplicity, without Vendor interaction?**
- A13. Yes
- Q14. Does the Court require the ability to schedule Reports to be sent automatically to staff members??**
- A14. The court has no specific requirement and will evaluate all proposed solutions.
- Q15. Does the Court require an Interactive Management Dashboard that provides real time access to all Branches, Services, Queues, and Staff, from one online interface?**
- A15. The court has no specific requirement and will evaluate all proposed solutions.
- Q16. Does the Court require the ability to perform secondary routing, transferring customers from one service to another?**
- A16. The court has no specific requirement and will evaluate all proposed solutions.
- Q17. Does the Court require 24/7 US based support for both hardware and software?**
- A17. The court has no specific requirement and will evaluate all proposed solutions.

Q18. Does the Court require a minimum sized Support team from the Vendor?

A18. The court has no specific requirement and will evaluate all proposed solutions.

Q19. Should the Vendor provide an Org Chart for Support Processes and Organization?

A18. Please reference RFP Paragraph 8 Section A (II) – A (III).

Q20. Does the Court require a Vendor that can manufacture and support both the hardware and the software?

A20. The Court is seeking a vendor to sell install and support both the hardware and software aspects of the Automated Queue Management System.

Q21. Specifically how many stations/windows will be used?

A21. Phase 1 (Northern Branch): Criminal-4, Traffic-8
Phase 2 (HOJ): Criminal-8

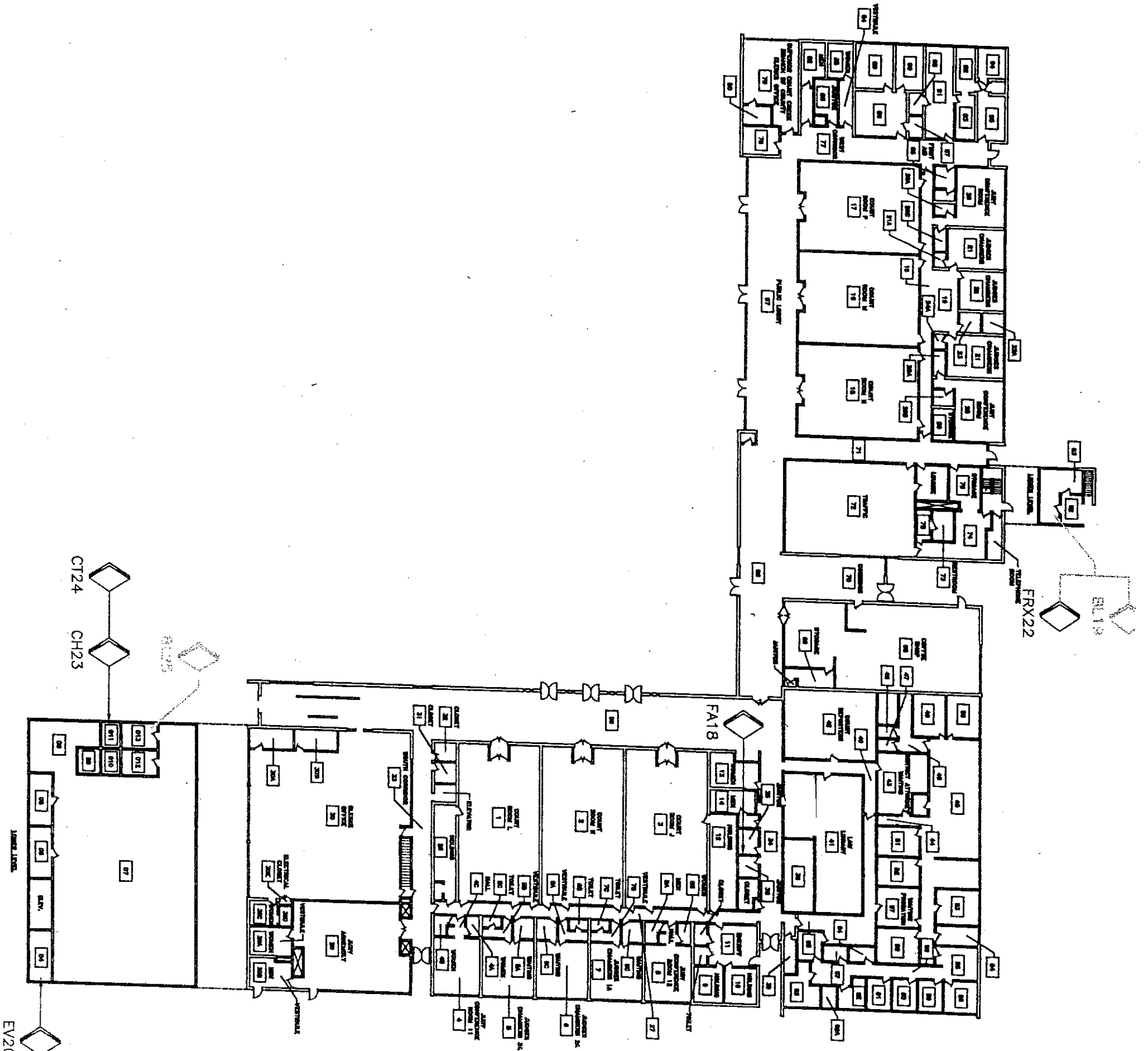
Q22. Separate from the stations/windows, how many users will be using the system either Customer Reps or Supervisors?

A22. We anticipate 60-70 total users.

Q23. When is phase 1 to be installed? Then phase 2?

A23. The Court anticipates installation of Phase 1 beginning in early spring of 2019. The court will schedule and plan phase 2 by mutually agreed upon contract amendment.

Phase I: Northern Branch Floorplan



North County Courts
1050 Mission Road,
South San Francisco, CA, 94080



