

Scope of Work (SOW)

Request for Proposal (RFP) – Ticketing/Queuing System for Ventura Superior Court

1. Introduction

The Superior Court of California, County of Ventura, is issuing this Request for Proposal (RFP) to solicit responses from qualified vendors to provide and implement a physical and/or virtual ticketing and queuing system. The system must include capabilities for both analytical and statistical reporting to assess and enhance overall service performance. It will be required for use at two separate locations within the same courthouse facility. The goal is to continuously improve the efficiency and organization of public services at the courthouse while enhancing the overall customer service experience.

2. Project Overview

The proposed ticketing system will support public-facing clerk services by enabling the orderly management of queues in two distinct areas of the courthouse. Members of the public will either receive a printed ticket number from a kiosk upon arrival or scan a QR code using a mobile device to establish their place in the queue. Court clerks will use the system to manage and call ticket numbers. Real-time ticket status and queue information will be displayed on monitors visible to the public while SMS text messages are sent to those that opt for a mobile-friendly experience.

3. Scope of Work

The selected vendor shall provide the following deliverables and services:

- - Design, supply, and install a ticketing/queuing system for two public service locations within the courthouse.
- - Provide check-in kiosks at each of the two service locations capable of either printing physical ticket numbers or issuing electronic queue numbers to the public.
- - Enable court clerks to operate the system as agents, with the ability to call the next ticket number in the queue.
- - Ensure system includes monitor displays at both locations for real-time display of ticket status and current serving ticket.
- - Configure user-friendly administrative access for system settings and queue management.
- - Provide initial training for clerks and administrators.
- - Configure analytical and statistical data reporting tools.
- - Provide ongoing technical support and system maintenance.

4. Technical Requirements

- - The system must be able to operate concurrently in two locations.
- - The system should have its own built-in ability to communicate with its devices such as the monitor, kiosks, and the Internet. Court-provided Ethernet and/or WiFi connectivity may not be available at either location.
- - Ticket kiosks must support printing and be ADA compliant.
- - Monitor displays must support real-time queue updates and be visible to the public.
- - Clerk interfaces must support calling, recalling, texting, and skipping ticket numbers.
- - The system must be scalable, with potential for future integration into additional service areas.

5. Proposal Requirements

Vendors must submit a detailed proposal including system design, timeline for implementation, support services, cost breakdown, and company qualifications relevant to court or public sector service delivery. Vendor submission is required within ten (10) business days of the posting of this RFP.

6. Contact Information

All inquiries regarding this RFP must be directed to the designated court representative, whose contact information will be provided in the official RFP document.