1. Will you extend the Submission Deadline for this RFP? This is a tight timeline. We have extended the deadline. Proposals must be received by August 25, 2025, 5:00 p.m. (PST).
2. What is your estimated Go Live Date? Do you have a hard deadline for Go Live? We’d like to go live in Q4 of 2025.
3. Do you want a Production Environment Only, or do you also want a Test Environment? We would prefer both a Production Environment and a Test Environment.
4. Please estimate the average number of visits per day/month/year you receive per Branch.
Family Law – approx. 100 per day / 2100 per month / 25,000 per year
Civil / Small Claims – approx. 40 per day / 840 per month / 10,000 per year
Family Court Services – approx. 65 per day / 1,365 per month / 16,000 per year
5. Do you want to offer Appointment Services to your customers? If yes, would you like to offer these Appointment Services from your website? Yes, the system should allow appointments to be made within certain business hours.
6. If yes, how many Appointments would you want to offer per Day/Month/Year?
TBD, but not more than 10 per day, per department.
7. How do you prefer to check your customers in for visits? Self Service Kiosk, Staff Member, Mobile Devices, or all options? All options.
8. Do you want to offer Paper Tickets to Customers, Mobile/SMS Tickets, or both options? Both options.
9. Number of Services you will offer customers to choose from on the Kiosk/Ticket Printer Menus when they check in.  This may be difficult to do at this time, but please try to estimate as this configuration does effect Project Management time/hours. Customers would choose from three options – they would choose one of three departments they want to visit, then provide us with their name and phone number for SMS messaging.
10. Number of service counters (per branch) that customers will be called to see staff members. If multiple Departments, please breakdown Counters per Department.
Family Law – 6
Civil / Small Claims – 7
Family Court Services – 1
11. User Licenses- Number of Service/Counter Staff Users who will be calling customers to serve. Please include all potential Counter Staff members, not just the number of Counters available.
Family Law – 10
Civil / Small Claims – 12
Family Court Services – 8
12. User Licenses- Number of Managers or non-Counter Staff who will access the system.
Five users would manage the system (three department managers and two IT staff)
13. Type of Self Check In device you prefer, Tablet, 15 inch Kiosk, 22 inch Kiosk? 15-inch Kiosk
14. Do you need more than 1 Kiosk or Check In Device per Location? (Possibly for multiple departments or entry points) We will need 3 kiosks total.
15. Do you require any Kiosk screens to be in multiple languages besides English? If so, please list the languages. The kiosks should offer content in both English and Spanish.
16. Do you want Voice Announcements?  “Now serving, A001 at Counter Number 4”. We would prefer announcements from a speaker within the kiosk enclosure or through the television speakers.
17. How many language options do you want to provide for Voice Announcements.  If more than English, please specify which additional languages. English and Spanish.
18. Do you want Digital Media functionality to display Queue information on TV Monitors in your Lobby or Waiting area? Yes.
	1. If Yes, do you need us to provide Televisions or do you have them already? Please provide the televisions in your proposal.
	2. How many televisions do you want to display Queue Information on? 3 televisions.
19. Do you want to offer Mobile Tickets or Mobile Check In services to customers? (Possibly to reduce lobby crowding, promote social distancing, and create less physical touchpoints) Yes.
20. Do you want to offer real time Wait Times online on your website? No.
21. Would you like to offer SMS texting notifications to your customers? Yes.

1. Will you have mobile staff members checking in customers with a Tablet or do you have any staff assisted Check In requirements? Customers needing assistance would check in with a clerk at a designated counter window.

1. Do you want single Single Sign On features (SAML or LDAP? (If not, standard User Names and Passwords will be created). We’d prefer standard User names and Passwords.
2. Do you want additional customer survey tools via SMS links sent after each visit? Yes.
3. Do you want to send data to 3rd Party Visualization Tools (Power BI, Tableau, etc)? Yes.
4. Does your City/County/Department handle your own wiring and cabling (per union rules), or will we be responsible for all wiring and cabling? We will be responsible for all wiring and cabling.
5. Can you guarantee Internet access will be available in both Locations. (It was mentioned that Vendor may need to provide this, please confirm). Yes.