

- 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.**
- a. If Yes, do you need us to provide Televisions or do you have them already? **Please provide the televisions in your proposal.**
 - b. 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.**
- 22) 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.**
- 23)** Do you want 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.**
- 24) Do you want additional customer survey tools via SMS links sent after each visit? **Yes.**
- 25) Do you want to send data to 3rd Party Visualization Tools (Power BI, Tableau, etc)? **Yes.**
- 26) 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.**
- 27) Can you guarantee Internet access will be available in both Locations. (It was mentioned that Vendor may need to provide this, please confirm). **Yes.**