

TEXAS DEPARTMENT OF PUBLIC SAFETY



Request for Information

DLD201710090953

Driver License Queuing Solution

1. INTRODUCTION/OBJECTIVE/PURPOSE

The Texas Department of Public Safety (TXDPS), Driver License Division (DLD), is seeking current information on queuing solutions. Solutions capable of directing customers to specific workstations or personnel based on the service the customer selected. The solution should be able to provide the customer with different ways to join a que in the offices and provide them with an accurate time that they can be seen to prevent surges. Solution should also provide a way for DLD to communicate back to customer. The goal is to improve the DLD offices workflow, maximize customer throughput and improve customer satisfaction.

2. Agency Liability and Confidential Information

This RFI is only a request for information and no contractual obligation on behalf of the TXDPS whatsoever shall arise from the RFI process. It does not constitute a Request for Proposal (RFP), Request for Offer (RFO), Invitation for Bid (IFB), or other solicitation, nor does it constitute the commitment to issue any solicitation in the future. Therefore, those choosing to respond to this RFI will, merely by virtue of submitting such a response, NOT be deemed to be “bidders” in any sense, and no such respondent will have any preference, special designation, advantage or disadvantage whatsoever in any subsequent procurement process related to this RFI.

This RFI does not commit the TXDPS to pay costs incurred in the preparation or submission of any response to the RFI. It is the responsibility of the potential respondent to monitor the Electronic State Business Daily (ESBD) for additional information pertaining to this RFI.

Pursuant to §552.301 (c) of the Public Information Act (PIA), and the following email address has designated for public information requests: OGC.Webmaster@dps.texas.gov Respondents are advised that materials contained in their response are subject to the aforementioned section of the PIA. **Note:** A request emailed to any other TXDPS Department email address does not trigger the requirements of the PIA.

If Respondent asserts that any material in the response is confidential or proprietary information, Respondent must clearly mark the applicable pages of respondent’s submission in boldface type to indicate each claim of confidentiality and include the words “confidential” at the top of the page. Additionally, Respondent must include statement on company letterhead identifying all Response section(s) and specific pages(s) that have been marked as confidential and explain why the information is marked as confidential and excepted from public disclosure under the provisions of the Texas Public Information Act (the Act). Merely making a blanket claim that the entire Response is protected from disclosure because it contains some proprietary information is not acceptable, and will make the entire Response subject to release under the Act.

3. BACKGROUND INFORMATION/HISTORY

The Department's Driver License Division (DLD) provides driver licenses, identification cards and services to approximately four and one half (4.5) to six (6) million people annually. Of these an estimated seventy five percent (75%) of transactions are for replacements, renewals and changes of address. Cardholders are required to visit a DLD office at least once every twelve years for the purpose of updating their photograph. The goal for the queuing solution is to reduce the customer wait times spent in the office and increase the efficiency of the offices and allow managers to make decisions on how best to adjust to customer demands. The Department wishes to explore solutions which are customizable by office and meet the unique demands that each office encounters as they try to find the best method to improve office workflow and maximize customer throughput.

4. SCHEDULE OF EVENTS AND TIMELINES

RFI issue date:	10/27/2017
Deadline for questions/clarifications to the RFI (Close of Business)	12/11/2017
Deadline for responses to questions/clarifications (Close of Business)	12/15/2017
Deadline for submission of RFI:	1/2/2018

To maintain the integrity of the RFI process, all communications with respondents pertaining to this RFI must be referred to and/or coordinated with the TXDPS point of contact referenced below. Communicating with any other TXDPS personnel may result in disqualification of the respondent's response.

Instructions to Recipients

- a. You are requested to complete the enclosed questionnaire and return by 1/2/2018
- b. All respondents responding to this RFI will be required to make demonstrations or presentations of products or services for submission or upon request by TXDPS. TXDPS shall not be responsible for expenses incurred by a respondent in the preparation and submission of Information. This provision also includes any costs involved in providing an oral presentation/demonstration of product/services.
- c. Please list the question (included in the enclosed questionnaire) before each response.
- d. All questions/clarifications must be submitted on or before December 11, 2017.

Electronic transmission via email is preferred for both question/clarifications. The original Proposal, signed in ink, three (3) additional photocopies and an electronic copy (CD-ROM) should be submitted in a SEALED ENVELOPE and delivered to the attention of:

Email: Whitney.Perkins@dps.texas.gov
Phone: (512) 424-2675
Address: Texas Department of Public Safety (TXDPS)
Procurement and Contract Services
5805 North Lamar Blvd.
Austin, Texas 78753
Attn: Jonathan Norris, Contract Specialist
Statewide Support Services

5. GENERAL REQUIREMENTS

The department is seeking solutions that at a minimum can provide the following requirements:

- Solution should have the ability to interface with DPS existing security and network requirements.
- The solution needs to be able to support 250+ offices across the state.
- Solution needs to be able to allow each office to cap or set a threshold of the number of customers seen as well as Customer Service Representatives (CSR) present for duty that day. The solution should allow the automatic closer and manual closer once capacity has been reached.
- Solution must have the ability to call customers in either English or Spanish and must be configurable to call/text a customer in the language that was selected at the time of entry, English or Spanish. The solution must be able to communicate in the chosen language selected. The solution must offer bilingual English/Spanish for all customer facing content.
- Solution shall offer accurate measurements of customer flow in the offices by wait time, arrival time, time called and transaction times. In addition to any service provided measurements the solution should allow DPS access to data tables for custom reporting purposes.
- Solution needs to be flexible enough to handle emergency closure, such as inclement weather, that occurs at the last moment and notify customers of both emergency and scheduled closures.
- Comply with ADA standards.
- Solution shall not require network bandwidth beyond what is currently available and the solution must be able to work with varying bandwidths within the offices.
- Solution should be able to provide an accurate estimated time to be seen, based off changing dynamics of each office.
- Solution should be able to provide a management solution that provides accurate

real time data and wait times with the changing office dynamics. Solution should be able to capture data per office. Solution must allow for transaction close-out data to be captured and be configurable.

- Solution shall provide DPS with interface to set open, close, lunch period and other relevant configurations without vendor assistance and in an interface that can be used without IT level skills.
- Solution must have a simple/ easy to understand interface for the customer.
- Solution needs to be easy to use by the office staff.
- Solution needs to provide an audio solution that allows it to be heard by customer in large and noisy environment.
- Solution needs to be able to capture data to support employee and office performance trends that is filterable.
- Solution must have to ability to call more than one customer at a time (form small lines)
- Solution must have the capability to track a customer by their phone number.
- Solution should allow for the customer to be messaged if they are 30 mins late and thus a no show and that they have been removed from the line.
- Solution should provide the ability for a customer to close out their ticket if they need to abandon their wait.
- Solution needs to be able to take into account walk in customers as well as remote join customers when calculating office capacity and time to be seen.
- Solution needs to allow office supervisors to add/delete users and change priorities temporarily or permanently.
- Customers checking into the office continue getting text notifications so the customer will know the actual wait time.
- Solution needs to allow the customer to check into the kiosk using a cell phone so they have the option to wait anywhere.
- Solution needs to be able to send a text message informing customers that they must be present in the office prior to closing to be served.
- The solution should provide customers with current wait times within the office and selected area.

6. RFI Questions:

TXDPS is requesting responses to the following questions. Additional explanation and/or capabilities can also be provided:

- A. Please describe how the solution provides access to data that can be used for custom reports using Tableau or other similar reporting tools?
- B. Please describe how the solution would allow DPS customers to reschedule an estimated time to be served?
- C. Please describe how the solution would allow DPS to handle an emergency closure.
- D. Please describe how the solution would allow an office manager to add a new user.
- E. Please describe how the solution would handle a situation where connectivity was interrupted from the office to DPS HQ or to any external computer.
- F. Please describe how the solution estimates a time to be served for a customer.

- G. Please describe how the solution measures a customer's transaction time? What is used to indicate the transaction start time, the transaction end time, and the wait time before a transaction?
- H. Please describe how an office supervisor can understand, in real time, the number of customers waiting to be served in their office?
- I. Please describe how a senior manager can understand, in real time, the number of customers waiting to be served at a regional or state level?
- J. Please describe how your company responds to a report of a defect?
- K. Please describe how your company responds to a report of a service outage?
- L. Please describe the largest implementation of your solution and the resulting impact to customer wait times in that environment?
- M. Please describe how your company responds to a customer report that a required feature is not currently available in the solution?
- N. What are the Bandwidth requirements?
- O. Please describe how the remote join feature integrates into the solution and describe the ways a customer can remote join.

7. TIME TABLE

The respondent's response shall include a timetable that will include product configuration, deployment, testing, and acceptance.

8. LIMITATIONS

The DL Division is currently exploring various solutions so some changes may occur between the publishing of this RFI and any subsequent RFIs. There also may be differences between this RFI and other relevant documents. Respondent's staff must be able to pass requisite background checks in order to gain access to DLD facilities and systems, should there be a potential for future onsite work.

9. INDUSTRY DISCUSSIONS

TXDPS representatives may or may not choose to meet with potential respondents. Such discussions would only be intended to get further clarification of potential capability to meet the requirements, especially any development and certification risks. Oral presentations and product demonstrations may be requested from the Respondents.

10. SUMMARY

THIS IS AN REQUEST FOR INFORMATION (RFI) ONLY to identify sources that can provide a Queuing Solution. The information provided in this RFI is subject to change and is not binding by the TXDPS. The TXDPS has not made a commitment to procure any of the items discussed, and release of this RFI should not be construed as such a commitment or as authorization to incur cost for which reimbursement would be required or sought. All submissions become TXDPS property and will not be returned.

11. RESPONDENT INFORMATION

Respondents must provide the following:

Company Name:	
Street Address:	
City/State/Zip:	
RFI Point of Contact:	
Title:	
Phone:	
Email:	
Company Web Page Address:	

NOTE: The respondent acknowledges that they have read all instructions carefully. Failure to complete all requirements as outlined in this RFI, sign and submit in accordance with Section 2 Schedule of Events and Timelines may result in disqualification of the respondent's response.

RESPONDENT SIGNATURE(S)

Signature of Authorized Representative Name - Printed Date