

ILLINOIS SECRETARY OF STATE Point of Sale / Inventory Solution Request For Information

OVERVIEW

The Office of the Illinois Secretary of State (Illinois SoS) provides products and services to its customers at approximately 130 locations throughout the State. Products and services include, but are not limited to registration stickers and license plates, driver licenses and identification cards, and processing of a variety of documents for businesses and other entities. Fees are collected for these products and services at most of the ILSOS locations.

- Annually, the Driver Services Department issues nearly 4 million drivers licenses or identification cards—new, renewal, duplicate and corrected cards. There are approximately 8.6 million drivers and 3.2 million ID cardholders in Illinois. The cards are currently issued in an over-the-counter (OTC) or “instant issue” environment.
- The Vehicle Services Department collects more than \$1.2 billion dollars in fees per year and processes the registration of more than 10 million vehicles. The department also processes vehicle titles for a variety of automobiles including cars, trucks (large & small), trailers, and mobile homes. On average, 3.5 – 4 million titles are processed annually.
- The Department of Business Services is the official administrative agency and document repository for all business entities in the State of Illinois collecting almost \$300 million in fees each year.

The fees for these products and services are collected from a number of different channels including in person payments at ILSOS facilities. Other payment channels include Internet, third parties, and postal mail. The focus of this Request for Information is on the direct collection of fees from customers at ILSOS facilities.

RFI PURPOSE

The purpose of this RFI is to provide an opportunity for vendors with existing or emerging technologies for Point of Sale and Inventory Systems to demonstrate the emerging technologies and solutions that can assist the Illinois Secretary of State in processing the fees and managing the inventory for these products and services.

This is a preliminary fact-finding process for the purpose of obtaining information and seeing demonstrations of new and innovative services and/or products. This RFI is not a solicitation for proposals or for cost information that is specific to Illinois.

ILLINOIS SECRETARY OF STATE

Point of Sale / Inventory Solution

Request For Information

The Illinois SoS is requesting demonstrations of Vendor Point of Sale and Inventory Management products and solutions using appropriate system technologies available for use in DMVs or other multi-location, enterprise environment, high volume, high traffic, high abuse retail or government environments.

In conjunction with a Vendor demonstration, the Vendor may provide to the Illinois SoS sample copies of software and or hardware devices on a temporary loaner basis solely for the purpose of evaluation and testing functionality and appropriateness in meeting our desired goals, with subsequent return of these products to Vendor. The submission of samples following the demonstration is not required nor is it a substitute for a demonstration.

RFI SUBMISSION DESIRED CONTENT

For this particular request, a demonstration of your solution to the Illinois SoS is the most effective way to communicate and promote the features and benefits the Illinois SoS may gain from the Vendor product.

In addition to the Vendor demonstration, each respondent may also submit a quantity of software, hardware devices, and corresponding licenses of each item for further evaluation on a returnable basis. Any samples provided in addition to the Vendor demonstration should include, if applicable, set-up instructions, user manuals, full versions of all software and hardware needed for sufficient evaluation, and a technical-help contact. If multiple platforms are supported, please clearly list those options.

All Illinois SoS end-users currently utilize newer robust HP workstations (*see Appendix I*). Most Illinois SoS customer service locations have severe space constraints within the customer service counters. A software-based solution using existing workstation hardware might prove to be the best option in order to minimize impact on existing space. In addition, Illinois SOS is interested in Self Service Payment solutions capable of processing multiple forms of payment.

Desired Features Include:

- Compatibility with our existing network systems and personal computers.
- Small footprint for all proposed equipment.
- Accept input from existing bar code scanners.
- Secure electronically controlled cash drawers.
- Signature pads for customer completion of transactions or electronically signed documents, disclaimers or agreements.
- Customer-facing transaction displays.
- Point of Sale System and/or Self Service Payment Kiosk

ILLINOIS SECRETARY OF STATE
Point of Sale / Inventory Solution
Request For Information

- Ability to interface with existing legacy systems.
- Ability to receive fee information from existing legacy systems.
- Ability to over-ride fees received from legacy system.
 - Ability to require explanation for fee change.
 - Ability to require supervisor authorization for fee change.
- Ability to process cash, check, credit or debit payments.
- Receipt generation through existing network plain paper laser printers.
 - Full fee amount.
 - Fee change if applicable.
 - Amount paid.
 - Method of payment.
- Inventory Management
 - Real time tracking of inventory sold and on-hand.
 - Manage inventory for multiple different products by product type.
 - Manage inventory for multiple different products by location.
 - Automatic ordering and warehouse distribution of products based on thresholds by location.
- Reconcile daily transactions including electronic report generation.
 - Robust reporting for both inventory and sales.
 - Inventory sold reports by facility and/or employee.
 - Inventory on-hand reports.
 - Sales reports by facility and/or employee.
 - Reconciliation reports.
 - Deposits.
 - Access to reports from multiple locations with proper authorization.
 - Fee change reports by facility and/or employee for auditing.

**ILLINOIS SECRETARY OF STATE
Point of Sale / Inventory Solution
Request For Information**

RFI SCHEDULE

RFI release	August 12, 2009
Vendor Registration	August 28 – 29, 2009
Demonstrations	September 15 – 16, 2009

VENDOR REGISTRATION

Vendor demonstrations will be held in Springfield, Illinois. Registration is required. The registration form found in Appendix 2 must be returned to ILSOS no later than 2pm on August 29, 2009. Late registrations will not be accepted. ILSOS will review the registration information and will contact those vendors whose products meet the requirements of the RFI. This is not an open forum for vendors to demonstrate any product. Vendors will only be allowed to demonstrate products relevant to the requirements in this RFI. Product brochures or information may be included with the registration form.

SUBMISSION OF QUESTIONS

Any questions that are submitted in response to this RFI are to be of a generic nature required to determine the compatibility of proposed solutions, systems, and samples. Questions of a detailed and technical nature regarding processes outside of the scope, regarding pricing expectations or future decisions or actions by the Illinois SoS relating to this RFI will not be addressed.

In order to assure complete and equitable review of all submissions, Vendors and their agents are asked not to disclose any information related to their submission to any Illinois Secretary of State employee without prior written approval of the SoS Purchasing Manager.

SUBMISSIONS LIABILITIES

All submitted supporting documentation will become the property of the Purchasing Division of the Illinois Office of the Secretary of State unless otherwise requested by the Vendor, and will be kept confidential upon request to the extent allowed by law. Portions of submissions for which confidentiality is requested must be explicitly identified. This RFI does not require submission of any proprietary or trade secret information. The SoS will not enter into non-disclosure agreements.

**ILLINOIS SECRETARY OF STATE
Point of Sale / Inventory Solution
Request For Information**

The Purchasing Division of the Office of the Illinois Secretary of State reserves the right to reject, return and not review any submissions under this RFI regardless of if they do or do not meet the provisions in this RFI.

This RFI does not create any obligation on the part of the Purchasing Division of the Office of the Illinois Secretary of State to respond to or review submissions, issue any procurement documents or contracts, or undertake any other obligation.

The Illinois SoS will not produce or distribute a final report or evaluation of systems as a result of this RFI.

Because of the anticipated nature and size of the products and equipment the Illinois SoS expects might be a part of any proposed solution, the respondent will absorb any and all costs related to responding to this RFI.

Cost for return shipping of hardware, software, or any other sample items provided by the Vendor to the Illinois SoS shall be the responsibility of the Vendor, not the State of Illinois, or more specifically, not the Office of the Illinois Secretary of State.

The Illinois SoS cannot be responsible for equipment or software not retrieved by the Vendor beyond 60 days after the demonstration date.

Software on physical media and any license keys for its use that the Vendor does not specifically request be returned will be destroyed 60 days beyond the completion of this RFI. Software provided via electronic means cannot be returned, however, copies of the downloads may be deleted and any hard copies of licensing agreements or keys will be destroyed 60 days beyond the completion of this RFI.

Vendors who do not participate in this RFI will not be prohibited from responding to future related procurement opportunities, should that occur.

RESPONSE PROTOCOL AND VENDOR CONTACT

All responses and questions regarding this RFI should be addressed in writing or electronic mail:

Darrell Marcy
Office of Budget and Fiscal Management
Office of the Illinois Secretary of State
Howlett Bldg. Room 124
Springfield, Illinois 62756
Dmarcy@ilsos.net

ILLINOIS SECRETARY OF STATE Point of Sale / Inventory Solution Request For Information

(217) 782-7198

Appendix 1 – Current typical Illinois SoS Operating Environment

Novell infrastructure: Novell Identity Manager 3.5.1
Novell Identity Vault
Novell Secure Logon (NSL)
Novell Access Manager
RACF Connector into Identity Manager
Microsoft Active Directory version 2000 / 2003
Microsoft Exchange version 2003 connector
DB2 Connector

Workstation OS: Windows XP Pro Version 2002 SP2
Microsoft Office 2000
Novell Netware Client 4.90 SP2 or greater
Internet Explorer 6.0.29 SP2

Workstation: HP-Compaq Workstation Part Number: EW290AV
Intel 2.6 GHz DualCore
2 GB SD2 RAM DDR II 667 MHz PC2-6400
80 GB, 7200 RPM hard drive
USB connectors – type A, 6 rear, 2 front
24 bit (16.7 M colors 1920 x1 440 max res) 256 MB video RAM
LCD display 1280 x 1024 native resolution, DVI-D and VGA interface
KSI-1451 ASUB “Wombat” Keyboard (see below)

Workstation Display: Product Number: EM869A
HP L1940T currently using VGA input at 1024x 768 resolution
Unit provides two USB hub ports for additional peripherals

Keyboard: KSI-1451 ASUB “Wombat” Keyboard
Full Size 104 key Keyboard, USB based
SCM™ PCSC compatible, ISO-7816 reader (integrated USB based)
AuthenTec® Biometric Fingerprint sensor (integrated USB based)
USB interface, with one additional USB hub port for peripherals

Validation Printers: Epson TM U-295, RS-232C, Bi-directional parallel

Laser Printers: HP P2055X, Lexmark T640dn

Bar Code Scanner: Datalogic Gyphon, or newer using serial interface/cable

**ILLINOIS SECRETARY OF STATE
Point of Sale / Inventory Solution
Request For Information**

Appendix 2 – Vendor Registration Form

		Vendor Response
1	Organization Name	
2	Primary Contact Name	
3	Phone	
4	Email	
5	What type of product do you plan to demonstrate?	<input type="checkbox"/> POS / Inventory Solution <input type="checkbox"/> Self Service Payment Kiosk
6	How much setup time will you need?	
7	How long to tear down after the demonstration?	
8	How many people will you bring?	
9	Do you have special requirements for power, Internet access, etc?	

Please describe the product or solution to be demonstrated: