

STATE OF NEW JERSEY

Philip D. Murphy
Governor

Tahesha L. Way
Lt. Governor

Latrecia Littles-Floyd
Acting Chair and Chief Administrator

March 22, 2024

Subject: Request for Information (RFI) Questions and Answers (Q&A)

New Jersey Motor Vehicle Commission (NJMVC) Customer Queuing System (Queue)

Attention Contractors:

As of March 21, 2024 NJMVC received four (4) questions regarding the enclosed RFI. Two (2) are re-occurring questions due to an initial Due Date typo. Please note: These reoccurring questions are condensed to display here as "Question 1".

The enclosed answers include the correct Due Date as well as clarification submittal instructions to the Contractor regarding response to this RFI.

Question 1) The RFI document states that the "Contractor RFI Response (Submittal) Due on Monday March 29, 2024 @ 2:00 PM Eastern."

NJMVC Answer:

Contractor RFI Response (Submittal) Due on Friday March 29, 2024 @ 2:00PM Eastern.

All Contractor information submitted in response to this RFI must be addressed directly to: MVC.Procurement@mvc.nj.gov and submitted in writing via email no later than 2:00 pm DST on the respective closing date.

Question 2) It (the RFI) also mentions that submissions should be made via NJSTART.

NJMVC Answer: Responses to the NJMVC RFI should be submitted electronically via email to MVC.Procurement@mvc.nj.gov no later than Friday, March 29, 2024, at 2:00 pm. It is not necessary to submit any response to the RFI through NJ Start.

Also, NJMVC Procurement will accept hyperlinks to marketing and other product literature.

Question 3) Could you please confirm that MVC.Procurement@mvc.nj.gov is an email you use for RFI's?

NJMVC Answer: Email address is confirmed.

Please note the following constitutes the most current release of the subject RFI in its entirety and is attached here for convenience.

Subject: Request for Information (RFI)

New Jersey Motor Vehicle Commission (NJMVC) Customer Queuing System (Queue)

Important Dates Correction: Contractor RFI Response (Submittal) Due on **Friday March 29, 2024 @ 2:00PM Eastern.**

IMPORTANT DATES:

Due Date for Contractor Questions: Any questions must be submitted electronically via email by **Thursday, March 21, 2024 @2:00 pm Eastern to: MVC.Procurement@mvc.nj.gov**

Contractor RFI Response (Submittal) Due on Friday March 29, 2024 @ 2:00PM Eastern

All Contractor questions and information submitted in response to this RFI must be addressed directly to: MVC.Procurement@mvc.nj.gov and submitted in writing via email no later than 2:00 pm DST on the respective closing date.

Request for Information (RFI): Customer Queue

1.0 PURPOSE AND INTENT

The purpose of this Request for Information (RFI) issued by the State of New Jersey Motor Vehicle Commission (NJMVC) is limited to soliciting system and service information from experienced contractors able to provide a proven Customer Queueing System (Queue).

The NJMVC has provided proposed specifications within this RFI which may also be included in the event the NJMVC determines it will issue a formal Bid Solicitation. Where proposed specifications are detailed, NJMVC seeks feedback from the Contractor regarding whether such specification is reasonable, attainable, and whether it represents a material cost factor. The Contractor is encouraged to provide additional feedback and/or recommendations regarding these proposed specifications.

No award will result from this RFI. Information submitted by any Contractor is done so voluntarily and with the understanding that a formal Bid Solicitation (Request for Proposal (RFP) may or may not be issued after this RFI.

At its sole discretion, The NJMVC reserves the right to contact any individual Contractor(s) for additional information regarding its response to this RFI.

1.2 CONTRACTOR RESPONSE and REQUEST FOR INFORMATION (RFI) SUBMITTAL

Responses to the NJMVC RFI should be submitted electronically via email to MVC.Procurement@mvc.nj.gov no later than Friday, March 29, 2024, at 3:00 pm.

The NJMVC will accept hyperlinks to marketing and other product literature.

1.3 CONTENTS OF CONTRACTOR'S SUBMITTAL

Content from a Contractor's Submittal (Submittal) in response to this RFI can be released to the public pursuant to N.J.A.C. 17:12-1.2, or under the New Jersey Open Public Records Act (OPRA), N.J.S.A. 47:1A-1.1 et seq., or the common law right to know.

Information submitted in response to this RFI should be considered as public information notwithstanding any Contractor disclaimers to the contrary. Proprietary and confidential information may be exempt from public disclosure by OPRA and/or common law.

The Contractor may designate data or materials as exempt from public disclosure under OPRA and/or the common law with an explanation for the basis of such assertion. The Contractor must provide a detailed statement to clearly identify those sections of its Submittal that it claims are exempt with a legal and factual basis that supports such exemption(s) as a matter of law. The Contractor is instructed to include a redacted copy of its Submittal indicating any sections it identifies as confidential. **The State will not honor any attempts by a Contractor to designate its entire Submittal in response to this RFI as proprietary, confidential and/or to claim copyright protection for its entire Submittal**

The State (NJMVC) reserves the right to make the final determination as to what is proprietary or confidential and will advise the Contractor accordingly. Such proprietary and/or confidential information as determined by the State and submitted within the Contractor's response to this RFI will be redacted by the State. Copyright law does not prohibit access to a record which is otherwise available under OPRA.

In the event of any challenge to the Contractor's assertion of confidentiality with which the State does not concur, the Contractor shall be solely responsible for defending its designation, but in doing so, all costs and expenses associated therewith shall be the responsibility of the Contractor. The State assumes no such responsibility or liability.

2.0 BACKGROUND

NJMVC serves over 25 million customer contacts each year. Effective communication between customers actively conducting motor vehicle related business transactions and NJMVC is critical. To facilitate daily communications with its customers, NJMVC successfully established a Public Information Video System ("PIVS") within its local and regional agency facility locations to provide a variety of Public Service Announcements (PSAs) including State alerts, motor vehicle service and safety announcements, bulletins and related broadcast information, as well as entertainment features and national and local advertising.

In conjunction with PIVS, NJMVC utilizes a Queue to provide customers and authorized NJMVC personnel alike, with the ability to electronically schedule, manage, track and execute various motor vehicle related appointments via text, email and in-agency video display via PIVS. Communication of PIVS and Queue related customer information is currently made available in both English and Spanish languages. The PIVS and Queue systems are currently installed, interfaced and operating successfully at all forty (40) MVC agencies. MVC staffs approximately 1235 employees throughout these various MVC agencies.

3.0 PROJECT SCOPE and REQUESTED INFORMATION

NJMVC requests information from knowledgeable, experienced market-leader queueing system contractors with proven success applicable to State government and other industries. For the purpose of this RFI, NJMVC requests the Contractor provide full details of its ability to provide, supply, install, maintain, and support a Customer Queuing system as a fully integrated component of an existing Public Information Video System (PIVS) successfully operating at all forty (40) MVC agency and Regional locations.

NJMVC's current Queueing system electronically records and facilitates management of customer appointments and foot traffic flow in each of its facilities via text, email and in-agency video display.

The contractor information shall also include the following:

- a. Queue customer ticketing, audio, and video capabilities.
- b. Ability to integrate with an existing PIVS system.
- c. Integrate queueing system with existing MVC scheduling system.
- d. Queue statistical reporting capabilities.
- e. End User training for NJMVC agency staff and management.
- f. Annual maintenance and technical support to the queue system hardware and software.

4.0 DOCUMENTS REQUESTED

Contractors are encouraged to submit any other relevant or pertinent information related to the scope of this RFI including:

General information about your company, including general information about your service portfolio.

Standard service level agreement (SLAs), standard licensing or services agreements, or other standard terms and conditions documents;

Standard marketing literature;

Federal, state, and/or local government queue contracts currently held by your firm. Please identify the following:

- a. Contract Title and Number
- b. Name and Location of Contracted Governmental Entity
 - a. Contact Name(s) and Title(s) with email and phone # for each
- c. Date of Original Contract Origin and Current Expiration
- d. Contract Extension Options (if applicable)
- e. Any Authorized Subcontractors or other 3rd Party Contract Partners specific to the identified contract as approved by the Contracted Governmental Entity.
 - a. Primary Contact Name(s) and Title(s) with email and phone # for each subcontractor / 3rd party Contract Partner engaged in providing material services or goods specific to the identified contract.
 - b. List of material services or goods provided under the identified contract.