

Pete Ricketts, Governor

ADDENDUM TWO, QUESTIONS and ANSWERS

Date: October 26, 2016

To: All Bidders

From: Robert Thompson/Teresa Fleming, Buyer
AS Material Purchasing

RE: Addendum for Request for Proposal Number 5438 Z1
to be opened November 8, 2016 at 2:00 p.m. Central Time

Questions and Answers

Following are the questions submitted and answers provided for the above mentioned Request for Proposal. The questions and answers are to be considered as part of the Request for Proposal. It is the Bidder's responsibility to check the State Purchasing Bureau website for all addenda or amendments.

| Question Number | RFP Section Reference | RFP Page Number | Question | State Response |
|-----------------|-----------------------|-----------------|--|---|
| 1. | | | In section C.2.w please further clarify "Allow NDMV to establish limitations based on when a customer can schedule, cancel or change an appointment." What is meant by that, please explain with example | <p>NDMV must have the capability to make changes related to scheduling, cancelling and changing appointments if so desired.</p> <p>For example,</p> <p>The EAS allows drive tests to be scheduled during the hours of 8 a.m. to 4 p.m., at all offices, but NDMV wants to limit drive test appointments at the Papillion office only from 9 a.m. to 3 p.m.</p> <p>NDMV must also have the ability to prevent customers from making changes to their</p> |

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| | | | | <p>appointments.</p> <p>For example, if an applicant has an appointment at Papillion for a 9 a.m. motorcycle test, they can't change that to a car or change it to a different person's name. NDMV must have the ability for some customers not to be able to cancel an appointment. For example, a customer who is being recalled for reexamination cannot cancel their appointment on their own.</p> |
| 2. | | | <p>In section D.1.h, please explain "NDMV manipulation of tickets displays, per CSC and statewide" could this be explained in detail</p> | <p>The NDMV is requiring that the CSCs have the capability to manipulate (change) the information on the ticket displays. For example, NDMV may display one message on the ticket display at the South Omaha office and another message at the other offices. Also, the queues displayed on the ticket displays may be different from one office to another.</p> |
| 3. | | | <p>In section D.3.p. please explain "NDMV staff must be capable of advancing the numbers in the LMS by selecting a specific button on the dashboard at their workstation" please provide any details</p> | <p>NDMV is requiring that staff have the capability to advance the numbers being called for the queue they are assigned using their desktop P.C.'s rather than having to go to a central P.C. to do so.</p> |
| 4. | | | <p>In section D.3.v it says "Customers must be able to monitor the number of persons in the queue by service option on internet and CSC lobby office display".</p> <p>a. Is there another display in CSC lobby than the one which is used for Calling the</p> | <p>a. No, there is not another display in the CSC lobby. NDMV is requiring that this</p> |

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| | | | <p>customers and shown previously called 3 tickets? Please explain.</p> <p>b. D.3.w and D.3.x also says about displaying other statistics on Lobby Display?</p> | <p>information be displayed on the televisions (lobby office displays).</p> <p>b. This information is also required to be displayed on the televisions (lobby office displays).</p> <p>Bidder should provide a response that meets all of the requirements of the RFP.</p> |
| | | | <p>In section D.3.y it says "Alert customers when there is a shorter wait time for the same service requested at another office in the same county or any CSC in the state". Please explain this scenario in detail, that when it is applicable. At the time of taking ticket from web or in branch?</p> | <p>Section D.3.y. requires that when taking a ticket from the web, information be returned to the applicant when there is a shorter wait time for the same service in another CSC that has the LMS/EAS. An example would be an applicant going to the web to obtain a ticket at the 500 West O office for a renewal only and finding out that there is a 50 minute wait at that location. Before a ticket is issued, a message is returned to the applicant informing them that there is a 25 minute wait at the 625 N 46th Street office and a 20 minute wait at the South Omaha office for that same service. The applicant can then decide which office to have the ticket issued for.</p> |
| 6. | | | <p>We assume that SMS cost for notifications is part of the solution. What will be the requirement for number of customers per year?</p> | <p>Yes, SMS cost of notifications is part of the solution and the number of SMS notifications is unlimited.</p> |
| 7. | | | <p>Does NDMV require an ADA compliant Touch Screen display based KIOSK at the entrance for their customers?</p> <p>a. Should it be capable of scanning NDLN for Driver License ID?</p> <p>b. If yes, How KIOSKs many per site? In total?</p> | <p>NDMV does not require an ADA compliant Touch Screen display based KIOSK at the entrance for their customers.</p> <p>a. N/A</p> <p>b. N/A</p> |

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| 8. | | | <p>Does NDMV require any Counter / Window top LED Displays to show the called ticket number on top of each Counter?</p> <p>a. If Yes, Please provide the number of counters at each of the 7 sites.</p> | <p>No, NDMV does not require any counter/window top LED displays to show the called ticket number on top of each counter.</p> <p>a. N/A</p> |
| 9. | | | <p>Will NDMV be interested in having an additional "Waiting Customer LCD" screen? This can show the list of waiting tickets per Category and assist customers in locating precisely how many tickets are ahead of them, and how many Windows are serving their Category at the moment.</p> | <p>No, NDMV is not interested in having an additional Waiting Customer LCD screen to display this information. NDMV requires that this information be displayed on the television (lobby office display).</p> |
| 10. | | | <p>Will NDMV be interested in acquiring Customer's feedback via feedback tablet / unit in branch or via SMS and getting statistical information in web based reporting and dashboard?</p> | <p>No, NDMV is not interested in acquiring customer's feedback via feedback tablet/unit in a branch or SMS. All statistics information requirements can be found in Section IV. D. Business Requirements 7. and 8. Reporting Capabilities.</p> |
| 11. | | | <p>Will NDMV be interested in having its own branded Mobile App for their customers offering virtual appointments in addition to through their Web site?</p> | <p>Yes, NDMV would be interested in having their own branded Mobile App for their customers offering virtual appointments in addition to customers being able to make appointment through the NDMV website. The bidder may include with their solution.</p> |
| 12. | | | <p>Is there an established budget for this project?</p> | <p>Funds have been allocated but the amount will not be disclosed.</p> |
| 13. | | | <p>Can the TVs be an option that can be added at the discretion of NDMV?</p> | <p>NDMV has determined that it will be more cost effective for NDMV to acquire new televisions for this project rather than having the contractor do so. The cost sheet has been revised to</p> |

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| | | | | reflect this change (Attachment A – Cost Sheet SECOND REVISION). |
| 14. | | | If the TVs are to be included what size TV would NDMV like the Quoted TVs to be? ACF recommends over 42” for the area. | See response to Question #13 |
| 15. | | | In the vendor experience and references, how many references did NDMV want and did they need to be of similar size & scope to NDMV and US based clients? | Please refer to Section V.A. Proposal Submission 2. h. and i. Three Yes There is no requirement in the RFP that the clients be US based. |

This addendum will become part of the proposal and should be acknowledged with the Request for Proposal.