



The Office of Tiffany Moore Russell
Orange County Clerk of Courts
425 North Orange Ave, Suite 260
Orlando, FL 32801

Issued Date: 4/17/2018

Request for Information (RFI)

RFI – Lobby Queueing System

RESPONSES DUE: May 1st, 2018 at 4:00 p.m. Eastern Time

The Mission of Orange County Clerk of Courts is to manage information of the justice system and provide other public services for the global community in an efficient and effective manner.

Financial Services Division Purchasing Contact:
Cathy Baca, Purchasing Specialist
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Email: Cathy.Baca@myorangeclerk.com

PURPOSE

This Request for Information (RFI) is designed to gather information only. This RFI is an invitation by the Orange County Clerk of Court (OCCC) for potential vendors to submit information and potential product demos, which may be subject to subsequent discussion. Submittal of a response does not create any right to, or expectation of, a contract with OCCC. OCCC declares that it shall incur no financial obligations for any costs by any company in preparation of their response.

REQUEST FOR INFORMATION, BUSINESS OVERVIEW AND INTRODUCTION

Orange County Clerk of Courts is a constitutional office that serves the citizens of Orange County, Florida and has approximately 400+ employees. Our main work site is the Orange County Courthouse with 84% of the workforce population at this location and the remaining workforce at seven outlying locations and branch offices, all within the boundaries of Orange County, Florida. As the custodian of court records for the 9th Judicial Circuit Court, the Orange County Clerk of Courts maintains more than 41 million digital court documents as well as millions of paper records. We are charged with collecting court fines and fees in Orange County civil, criminal and traffic cases and distributing the funds to the appropriate local and state agencies. In addition to our ministerial role in Orange County, the Clerk's Office works to provide assistance to customers through our Self Help Center and other community outreach programs.

The Orange County Clerk of Courts, herein after referred to as OCCC, is seeking product information from vendors of Lobby Queueing Solutions. This solicitation will be administered by the Financial Services Division of the Orange County Clerk of Court

Our current lobby queuing solution was implemented more than 10 years ago and was a major advancement in service to our customers visiting our locations. While the application is extremely reliable in meeting our on-premise queue management needs, experiences with peer agencies and private businesses have made us aware of desirable functionality available in more recently developed and updated solutions.

As we continue to explore more self-service options and the use of technology to improve the customer experience we need to evaluate other lobby management options. The purpose of this RFI is to gain a better understanding of the industry and current options. The goal is to gain visibility to the leading suppliers of this service and to inform our requirements gathering for a proposal request (RFP) to replace/ update our current lobby management software.

SPECIFICATIONS AND MANDATORY REQUIREMENTS

The proposed solution should provide audio-visual means for managing customer flow in multiple lobbies, in multiple locations around Orange County. Functionality should include automated voice calling and digital signage in our lobbies for communication to customers. The solution should include an easy to navigate interface for agents to assist customers with varying service requests to keep pace with the daily influx of customers in order of arrival. To accomplish our service levels, we are seeking tools for supervisors to manage the customer experience based on wait time, service time and staffing levels.

Functionality of interest includes, but are not limited to, appointment scheduling, virtual / mobile check-in, SMS customer notification and alerts, lobby signage, wait time monitoring, statistical reporting, and satisfaction survey data collection. Alternatively, the ability to integrate with existing satisfaction survey tools and potential digital signage solutions is acceptable.

If the product has an internet based public facing interface, it must be WCAG 2.0 ADA compliant for visually impaired customers. Alternatively, we would seek the ability to capture and transfer data from an in-house-developed ADA

compliant public interface to the vendors product database, via API. We prefer vendor provided ADA compliant solutions.

SUBMISSION DETAILS

Request for Information released to Public Vendors
Submit RFI responses by 4 pm EST
Product Demos (as applicable and/or available)

April 17, 2018
May 1, 2018
To begin the week of May 8, 2018

If OCCC determines part of the selection process will include vendor demonstrations for their proposed applications, OCCC may provide the facilities, WebEx logon, and/or scheduling for such demonstrations.

All responses must be submitted by email, to: LobbyQueueingResponses@myorangeclerk.com

Word or Excel, if applicable, created on a Windows Platform;

- or Adobe Acrobat format, file name should end in “.pdf”;
- .zip files are also acceptable.

Inbound emails to the OCCC are limited to less than 25 MB.

THE FOLLOWING SECTION MUST BE COMPLETED BY ALL RESPONDENTS:

Organization Name:

Address:

Phone Number:

Email Address:

Name/Version of Application:

If you wish to send additional information about your Lobby Management solution, please limit it to 25 pages with vendor brochure(s).