New Jersey Motor Vehicle Commission

P.O. Box 160
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STATE OF NEW JERSEY

Mikie Sherrill
Governor

Rosalie Johnson
Acting Chair and Chief Administrator

October 28, 2026

Attention: Authorized NJ State Vendors

Subject: Request for Quote (RFQ)

Re: Extended Continuation of Existing Queuing Services for NJMVC

IMPORTANT DATES:

Due Date for Vendor Questions: Any questions must be submitted electronically via email by 4:00pm Eastern (EST) Friday October 30, 2026, to MVC.Procurement@mvc.nj.gov . Questions will be answered via RFQ addendum, and NJMVC response will be posted promptly.

Due Date and Time for Vendor/Bidder Quotes / Cost Proposals: 4:00pm Eastern (EST) Friday November 6, 2026.

Note: Vendor Quote / Cost Proposal must be received via email to MVC.Procurement@mvc.nj.gov **no later than 4:00pm Eastern (EST) Friday November 6, 2026.**

IMPORTANT NOTE: Vendor {Contractor} email correspondence in response to this RFQ must clearly state **"Extended NJMVC Queueing System Support and Maintenance"** in the subject line.

Background and Scope:

On or about June 30th, 2026, NJMVC (MVC, Commission, and/or State) extended the proprietary system support and maintenance services as provided by the Motor Vehicle Network (MVN) and its authorized service provider, QMatic (QMatic) to continue system

transition support services from the existing NJMVC Queue System to a new Appointment Scheduling System. Expected installation and training for the new Appointment Scheduling system is scheduled to begin on or about 11/30/2026 with a projected completion on or about 6/30/2027. Corresponding transition support services are projected to be necessary to support preparation for final installation of the new Appointment Scheduling System. The projected first (1st) installation date for the subject Appointment Scheduling System is currently scheduled within the month of November 2026. The required support services set forth within this Request for Quote (RFQ) are critical to the successful completion of no less than ten (10) NJMVC Agency deployments.

The Commission conducted a comprehensive review of the current project schedule and finds it necessary to extend the proprietary support and maintenance services provided by MVN and QMatic for the existing Queueing System as the project schedule currently in place is fully compressed and leaves very little room to resolve any naturally occurring issues during development and testing of a new system. Further accelerated rollout of the new customer-facing Appointment Scheduling System increases the likelihood of incurring production issues for the new system that could negatively impact both agency operations and customer experience with NJMVC.

I. Performance Period:

November 30, 2026, through June 30, 2027

II. Deliverables:

Proprietary Queueing System Tasks – Daily System Support and Monthly Maintenance – Software maintenance, system support, troubleshooting, and resolution of issues associated with the existing Qmatic Customer Queuing System.

1. **Virtual, Mobile and Remote Queuing** – Maintain and support the existing virtual, mobile, and remote queuing services as needed and ensure continued availability at all MVC locations.
2. **Interactive Queuing** – (SMS, text messaging) Support and maintenance of interactive queuing functionality used by MVC customers and employees.
3. **Reporting and Enterprise Services** – Support of the monthly MVC generated reporting and enterprise functionality, including system sign-in access to required operational reports and system data.
4. **SMS Messaging** – Maintain SMS messaging functionality used to provide customer notifications.
5. **Technical Support/Management** – Provide ongoing technical assistance, troubleshooting, issue resolution, coordination, and management throughout the project period.

6. **SLAs & Service Response time** – Provide an Incident Severity table and Priority level with the corresponding Help Desk response and resolution time for each incident and severity level identified.
7. **Hardware Maintenance** – Maintenance and support of Qmatic hardware, including printers and other associated equipment, i.e., Server located at various MVC agency facilities.
8. **Cradlepoint and WIFI Services** – Daily / Weekly Maintenance and support of equipment and connectivity supporting Qmatic services at all MVC Agency locations.
9. **Additional License** Renewal– Provide and configure additional Qmatic user licenses as required or needed.
10. **Qmatic Ticket Supplies** – Provide the required (Qmatic) ticket supplies as needed to support continued agency operations.

III. Vendor/Contractor Instructions:

1. The Vendor/Contractor is instructed to provide a firm-fixed cost (FFC) for each preceding deliverable as well as an all-inclusive (bundled) FFC total price for all deliverables over the full Performance Period stated within this Request for Quote (RFQ).
2. The Vendor/Contractor must respond to each of the deliverables as shown and include the anticipated resources and corresponding number of hours proposed to successfully support and complete each task within the specified Performance Period.
3. The Vendor/Contractor should also provide NJMVC with the option to select an all-inclusive, month-to-month cost within its cost proposal.
4. The State and NJMVC reserve the right to purchase any or all price lines as proposed by the Vendor/Contractor, based on the best interest of the State and the Commission.