



State of New Jersey

DEPARTMENT OF THE TREASURY
DIVISION OF PURCHASE AND PROPERTY
PROCUREMENT BUREAU
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SPECIAL NOTICE

New Jersey expects to release a Request For Proposal (RFP) for the procurement of a Public Information Video System (PIVS) which includes a Customer Queue System (Queue) component for the Motor Vehicle Commission (MVC) by October of 2013. This will be a new procurement.

MVC operates thirty-nine (39) MVC agencies and the Trenton Office Complex, and has well over 25 million customer contacts each year. MVC will seek to secure the services of a company to supply, install, operate and maintain, at no cost to the State, a PIVS system that will provide a variety of information to customers such as motor vehicle service and safety announcements, State alerts and bulletins, entertainment features and national and local advertising. It is anticipated the PIVS will be centrally operated/updated with ease and efficiency by the Contractor, operate without the use of the State's Garden State Network, and have the capability to communicate content simultaneously statewide or by facility or region. The Contractor will be permitted and encouraged to sell advertising to outside parties that will meet the requirements of the RFP.

It is anticipated PIVS will also be able to incorporate a Customer Queue System component as will be set forth in the RFP. With more than 11 million transactions processed annually, the MVC anticipates installing a Queue system to improve customer flow, improve customer service and provide real time data on agency volumes, wait times and transactions. The MVC would like to utilize technology that will provide a means of managing the flow of customer traffic in each of its facilities, offer visible queuing and wait time information to customers, collect/report data of customer traffic, and post average wait times in the agencies and on the web. It is also anticipated that Queue would enable MVC management to have the ability to monitor real-time wait time data, prioritize certain types of transactions and the have the ability to reassign workers.

Interested vendors should monitor the Division of Purchase and Property Bidding Opportunities website at: <http://www.state.nj.us/treasury/purchase/index.shtml> for the release of the RFP.