

Request for Information Customer Management System (Queuing)

PURPOSE

The purpose of this Request for Information (RFI) is to solicit potential options, approaches and strategies from groups, individuals and organizations that are knowledgeable in queue management and customer management systems.

The New Jersey Department of the Treasury, Division of Purchase and Property (the "Division"), on behalf of the State of New Jersey Motor Vehicle Commission ("MVC"), is issuing this Request for Information ("RFI") to identify options available to the MVC in connection with its potential procurement of a customer management system. The State also welcomes information from interested parties that identify qualified vendors who can provide customer management systems.

Please note that this is an RFI, not a Request for Proposal. As such, responses to this RFI shall not lead to a contractual relationship between respondents and the State. It is anticipated that information received in response to this RFI may be used to develop a future procurement for these services. While it is anticipated that many respondents to this RFI will be vendors, the State solicits information from any interested, relevant party on the topic.

BACKGROUND

With more than 9 million transactions processed annually at its 39 agencies statewide, the New Jersey Motor Vehicle Commission (MVC) is interested in hearing from vendors experienced with customer management systems. The MVC desires to increase its efficiency and productivity within its 39 agencies to better serve its customers. This includes potentially implementing a system that establishes a controlled customer traffic environment that offers perceived wait times. Additionally, the system would have the capability to generate data that could be used to further adapt its operations, correct inefficiencies and allow the MVC to remain a flexible organization.

QUESTIONS

1. Explain the types of customer management systems available and the pros/cons of each.
2. Is there customer management systems that do not require connection to the State's Garden State Network, yet will provide the desired results? If so, please explain.
3. Explain the typical set up and operational results of a customer flow (queue) management system in a facility on any given day. Explain system technical requirements and how much space is necessary for installation per facility.
4. Highlight private/public sector clients that have had success utilizing your customer flow (queue) management system. Specifically note any State Motor Vehicle Agencies or other government clients.
5. Highlight any problems/issues experienced with using a customer management system.
6. Show examples of the data reports generated by a customer management system.
7. What is typical length of time for fully implementing a customer management system?

8. Please provide contact information for questions the State may have concerning this information.

PLEASE NOTE

Responders agree that all documents are subject to public disclosure. A responder may designate specific information as not subject to disclosure pursuant to the exceptions to OPRA found at N.J.S.A. 47:1A-1.1 or the common law Right to Know, when the responder has a good faith legal and or factual basis for such assertion. The State reserves the right to make the determination as to what is proprietary or confidential, and will advise the responder accordingly. The location in the response of any such designation should be clearly stated in a cover letter. The State will not honor any attempt by a responder to designate its entire responses as proprietary, confidential and/or to claim copyright protection for its entire response. In the event of any challenge to the responder's assertion of confidentiality the responder shall be notified and shall be solely responsible for defending its designation.

These responses shall become the property of the State once submitted.

RFI RESPONSES

Questions and responses to this RFI should be sent to:

New Jersey Motor Vehicle Commission
Attn: Mr. James Ferguson
225 East State Street, 5 West
PO Box 129
Trenton, NJ 08666-0129

Or email: james.ferguson@dot.state.nj.us

Responses are requested by January 31, 2012.