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Addendum #1
RFP Number 170701
Queuing System-Tax Assessor-Collector

The following is provided for clarification and in response to submitted questions:

- 1. Several questions were asked pertaining to user access and number of stations at each location. We provide the following response to cover each question.**
The Tax Assessor-Collector will have five users needing full administrative access for the system monitoring, reporting, and decision-making. A supervisor at each of the three (soon to be four) branch locations will need full administrative access for their branch only. Each of the 19 deputies who serve the general public, and an additional 6 deputies who work dealer transactions, will need their individual access. When a fourth branch is opened, there will ultimately be 6 additional workstations. The Tax Assessor-Collector assumes that any solution selected will be able to grow as the County grows.
- 2. Does the County have a County PC and State PC at each workstation location?**
Each deputy and supervisor has a DMV workstation. Each branch supervisor also has a County PC, as well as the five primary administrative users.
- 3. Several questions were asked pertaining to specifications on the hardware that we would like at each location. We provide the following in response.**
The Tax Assessor-Collector will consider all hardware options presented and will fine tune hardware selections during the contract negotiations. Hardware selected is dependent upon the software selected, the platform, and pertinent County IT requirements for that particular solution.
- 4. A couple of questions were asked regarding forms of customer notifications and reminders (i.e printed tickets, email, SMS, automated voice reminders, etc.). We respond with the following.**
Printed tickets will be considered as a functional option but the Tax Assessor-Collector prefers electronic solutions. The Tax Assessor-Collector will consider all notification options presented.
- 5. Can the submittal date be extended by 1-2 weeks due to the close proximity of the question period and the due date?**
The deadline will not be extended.

6. Can floorplans for the locations be provided electronically?

Floor plans are not available, either electronically or otherwise.

7. In addition to online management reporting to the screen, what export capabilities do you require or prefer?

The Tax Assessor-Collector prefers to use Excel for the download of statistical information gathered by the system.

8. Is there a preference to an on premise or hosted solution?

The Tax Assessor-Collector will consider both options.

9. Is there a specific pricing format you desire such as a line item breakdown to allow a fair comparison of offers?

Does the County wish to receive pricing for subsequent years of support and maintenance?

The Tax Assessor-Collector prefers a line item price format, to include all years covered, including annual renewals and maintenance for the term of the proposed contract.

10. Which companies have you seen demo's with in the past 12 months?

The Tax Assessor-Collector has seen demos from QLess, Nemo-Q and Qmatic.

11. Please describe what you want from a system interface with the TA-C's website for guiding customer decisions regarding which location they want to go to?

The RFP was designed to solicit all possible functional and technological solutions without pre-determining a specific preference for any of its elements.

Please acknowledge receipt of this addendum on your proposal reply.



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