

**CHATHAM COUNTY PURCHASING & CONTRACTING DEPARTMENT**

**ADDENDUM NO. 1 TO RFP NO. 21-0129-3**

**FOR: APPOINTMENT CALENDAR AND QUEUEING SYSTEM**

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**PLEASE SEE THE FOLLOWING FOR ADDITIONS, CLARIFICATIONS AND/OR CHAGES:**

- QUESTION:** Section 4.4.2.c states “Experience working with Public Courts with varied services”. We have deployed a number of Evogence platform solutions across military and municipal government organizations, and have both interactive kiosks at court systems and queue management at town hall and military installations, but not specifically a queue management in a court system. Would this be sufficient experience for us to be considered for this opportunity?

**RESPONSE:** So long as the platform solutions offer both an online appointment calendar and queue management utilized in a high volume government facility offering multiple services, that experience is relevant.
- QUESTION:** Section 5.8 refers to providing “Access to walk-in customers to make appointments via kiosk provided by vendor or maintained by court”. How many kiosks are required and what size screen do you require? Will the kiosks need to be floor standing or wall mounted?

**RESPONSE:** Currently, we have several public computers available to public and would want the appointment feature available as a desktop option. If making appointments and managing queueing are separate functions, we would want at least one kiosk, preferably floor standing and secure for public to use.
- QUESTION:** Many of our customers as us to deploy “Broadcast Status Screens” that provide visitors visibility into Queue Status which shows where they are in line. Would you like Broadcast Status Screens included in the RFP? If so, what size screen should be included and how many would you like?

**RESPONSE:** It is presumed that a queue status would be available on each staff member’s Workstation/computer so there would be no need for staff to have a Broadcast Status Screen. Given the limited space, we would like two Broadcast Status Screens and one of those screens would be located in the Snack Bar, on the same floor but three offices away, and one would be located in the hall immediately outside Probate Court. We are cramped in antiquated quarters which has forced some of our functions into the hallway.


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**THE RFP DUE DATE REMAINS 5:00PM, NOVEMBER 19, 2021**

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**THE BIDDER IS RESPONSIBLE FOR MAKING THE NECESSARY CHANGES AND MUST ACKNOWLEDGE RECEIPT OF ADDENDUM.**

11/9/21  
DATE

  
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MARGARET H. JOYNER, PURCHASING DIRECTOR  
CHATHAM COUNTY, GEORGIA