



City of San Antonio

ADVERTISEMENT INFORMATION ONLY

Solicitation Type and Name: Informal Invitation for Bid (IFB), OCC – Queuing System

Solicitation Number: 6100006125

Description: The City of San Antonio is soliciting bids for a queuing system for use by the Office of the City Clerk. The queuing system will provide real-time monitoring of customer flow to be located at the Municipal Archives & Records Facility (Downtown), 719 S. Santa Rosa, San Antonio, TX 78204. The system should also have tools for management to monitor customer flow and allow for reports on demand of service times provided by assigned customer service staff. The system should reduce the overall customer wait time and transaction time as opposed to standing in line.

Applicable Product Categories: 57858

Date Issued: June 18, 2015

Bid Due Date & Time: Monday, July 6, 2015 at 10:00 a.m. Central Time

Pre-Submittal Conference: June 23, 2015 at 2:00 a.m. at Municipal Archives & Records Facility, 719 S. Santa Rosa, San Antonio, TX 78204

Staff Contact Person: Rebecca A. Garza, Procurement Specialist II, rebecca.garza@sanantonio.gov

To view this solicitation, go to <https://supplierservice.sanantonio.gov/irj/portal>. If you have not completed the City's SAePS Vendor Registration, you must do so in order to view the solicitation and submit a response.

TO REGISTER: You will need to complete the vendor registration by accessing the SAePS Vendor Registration at <http://www.sanantonio.gov/purchasing/SAePS.aspx>. Questions regarding registration may be submitted to the SAePS Hotline at: (210) 207-0118 or by email at: vendors@sanantonio.gov

Note: After you have successfully registered, you will need to send an email to the staff contact person requesting to be added to the solicitation vendor distribution list.