



Electronic Queing System
Estimated Cost - \$251,411/5 Years
RQAV1500030 - Verification of Availability

December 3, 2015

SBD is attempting to place a Small Business Measure on RQAV1500030. Please review this document to determine if your firm would be able **provide the contract's scope of services and is willing to participate on this solicitation.** If your firm is interested, please include **a copy of your firm's resume or list of projects or list 3 similar projects on the last page of this document.**

The deadline to respond to this Verification of Availability is 12:00 PM, Wednesday, December 9, 2015.

Tyrone White
Contract Certification Specialist
Miami-Dade County Small Business Development Division
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“Help stimulate **Miami's economy by supporting Small Businesses”**

Please familiarize yourself with the Project Review Process Website:
<http://www.miamidade.gov/smallbusiness/projects-under-review.asp>

VERIFICATION OF AVAILABILITY TO BID

INTERNAL SERVICES DEPARTMENT (ISD)
SMALL BUSINESS DEVELOPMENT (SBD) DIVISION
COMMUNITY SMALL BUSINESS ENTERPRISE PROGRAM
111 N.W. 1ST STREET, 19th FLOOR
MIAMI, FLORIDA 33128
PHONE: 375-3111 FAX: 375-3160

CONTRACT SPECIALIST: **Tyrone White**

I am herewith submitting this letter of verification of availability and capability to bid, provided the proposed scope of work attached. (**NOTE:** Please provide all the information requested; incomplete and/or incorrect verifications are not acceptable or usable.)

CONTRACT TITLE: Electronic Queing System

PROJECT NUMBER: RQAV1500030

Estimated Contract Amount: \$251,411/5 Years

(Scope of work and minimum requirements for this project is attached.)

NAME OF FIRM

ADDRESS CITY ZIP CODE

Certification Expires: _____
DATE

Telephone: (____) _____ - _____

PRINT NAME AND TITLE

SIGNATURE OF COMPANY REPRESENTATIVE

DATE

Currently Awarded Projects (Name of Project and Owner)	Project Completion Date	Contract Amount	Anticipated Awards

VERIFICATION OF AVAILABILITY TO BID

CONTRACT TITLE: Electronic Queuing System
PROJECT NUMBERS: RQAV1500030
ESTIMATED CONTRACT AMOUNT: \$251,411/5 Years

2.1 INTRODUCTION

The Miami Dade Aviation Department (MDAD) plans to implement a Wireless Electronic Call Forward Queuing System that can provide electronic call forwarding queue management in the United States Customs and Border Protection (CBP) facility at Miami International Airport (MIA). A new Wireless Electronic Call Forward Queuing System is needed to increase service efficiency by streamlining the way the CBP officers signal customers in queue for service. Initially two remote locations will be outfitted with this type of system, one for the North Terminal and the other for the South Terminal Federal Inspection Stations (FIS) is required with an option for a third, when and if the Central Terminal FIS is re-opened.

As part of the same system, MDAD plans to implement an Electronic Queue Management System that can provide real-time measurement of queue length and queue waiting time.

Can your firm satisfy the purpose of this solicitation?

Yes _____ No _____

(If yes, please provide a copy of your firm's resume or list of projects or list 3 similar projects on the last page of this document)

2.2 BACKGROUND

The Wireless Electronic Call Forward Queuing System must be a compact state-of-the-art electronic queuing system that utilizes wireless technology to call waiting passengers from a queue to a CBP Booth Position (each booth supports two positions or agents) utilizing custom visual, audible and voice instructions. A monitor with booth position numbers, annunciating sounds and voice instructions all advising that the next available Agent is available. A booth position number sign with a light feature that illuminates when available, a different color when occupied and a third color when idle or not in use is also needed and must be integrated into the wireless electronic call forward queue management system.

Regarding Queue Management, wireless and battery powered electronic queue sensors, strategically positioned in the queue area, automatically track and transmit queue line data to a local receiver that collects the data and transfers it to a web-based application for analysis and interpretation or forecasting. The application integrates the data from sensors to provide real-time queue length, expected wait time, and customer flow of the queue or throughput. This information will be displayed on monitors in the queuing area and also in the Meeter/Greeter area. Additionally this information is displayed via a web-based "dashboard" type environment as well as electronically sent to manager's mobile devices with predefined queue lengths; maximum wait times and other key performance indicators (kpi) are exceeded. This data must also be recorded daily in the dashboard and archived for the creation of predetermined intervals of reporting for future staff resource planning. The application must have a flexible architecture to permit it to operate on "the cloud" (Software as a Service), on an existing Server/Network infrastructure, or on an independent standalone network and must be accessible by a wide range of browsers such as Microsoft Internet Explorer, Mozilla Firefox, Google Chrome or Apple Safari.

2.3 CURRENT OPERATING ENVIRONMENT

The Miami International Airport (MIA) currently uses stanchions and pertaining panels to regulate the flow of traffic via an organized queuing system within the Federal Inspection Service (FIS) areas in Concourse D and J. The queue management system is mainly guided by staff who are positioned in key decision points along with signage that augment direction. The queue management in Concourse D processes approximately 20,000 international passengers daily, while Concourse J processes approximately 7,500 passengers daily.

Does your firm have experience working at an airport or a similar type facility?

Yes _____ No _____

2.4 DESIRED SOLUTION FUNCTIONALITY

Regarding Call Forwarding:

The system must not interfere with Wi-Fi networks, cell phones, Bluetooth or cordless phone communication. The system must operate independently of the MDAD network or the CBP Network, and should be designed to be “plug-and-play” with little additional infrastructure requirements for quick and easy installation. Communication between the main computer and accessory devices, remote controls, display monitors and light controllers must use wireless protocol.

Each Booth Position/agent will have one 3-button remote. When the button is pressed, a signal is sent to the LCD Monitor to display an arrow that directs customers to the next available Booth Position/agent. A custom audible alert tone and a custom audible voice and text message will display an alert to the waiting passenger in at least three languages (English, Spanish and Portuguese). The three buttons can correspond to up to three different queues. For example, a queue for Visitors, US Citizens and Visa Waiver would all be queued separately but an Officer could call the next Passenger from anyone of the three queues.

The Wireless Electronic Call Forward Queuing System must have or allow the following:

- A single agent to pull customers from at least three (3) different lines

- Individual wireless remote control

- Flashing lighted indicators with numbers to be permanently affixed to Booths and/or Podiums

- An independent software system structure which allows the Queue Management System to run independently and without interfering with CBP's secure network

- LCD Monitors with versatile video capabilities (not static LED displays) with audio tones as well as multiple language capabilities

- The ability to control not less than eighty (80) station lights and numerous peripheral devices in the North Terminal FIS at MIA

- The ability to control not less than sixty (60) station lights and numerous peripheral devices in the South Terminal at MIA

- Not less than 5 video interrupt modes which will allow full and split screen capabilities

- Be able to play multimedia between prompts

An automation option and process that MDAD would consider would be the use of sensors at specific exit points so that as passengers pass through the designated areas the sensors would trigger the command via wireless connection and call the next passenger forward in lieu of the Officers having to push a button to call the next Passenger. This would be done with infrared technology or other similar type technology, brackets, stanchions or mounting conditions and Wi-Fi Access.

Regarding Queue Management:

Initially two remote locations will be outfitted with this type of system, one for the North Terminal and the other for the South Terminal Federal Inspection Stations (FIS) is required with an option for a third, when and if the Central Terminal FIS is re-opened. The system must not interfere with Wi-Fi networks, cell phones, Bluetooth or cordless phone communication. The system must operate independently of the MDAD network or the CBP Network, and should be designed to be “plug-and-play” with little additional infrastructure requirements for quick and easy installation. Communication between the main computer and accessory devices, remote controls, display monitors and light controllers must use wireless protocol.

Any other battery operated wireless electronic queue data collection devices that offer the same outputs as described above could also be considered.

Can your firm satisfy the desired solution functionality section?

Yes _____ No _____

2.5 REQUIRED SYSTEM INTEROPERABILITY (IF NEEDED)

N/A

2.6 REQUIRED INTERFACES

This is to be a stand-alone system.

2.7 IMPLEMENTATION / CONFIGURATION SERVICES

The proposer must deliver a turnkey system, including complete implementation, installation of hardware/software and configuration of a working system.

Can your firm deliver a turnkey system, including complete implementation, installation of hardware/software and configuration of a working system?

Yes _____ No _____

2.8 MAINTENANCE AND SUPPORT SERVICES

The awarded vendor must provide a 1-year warranty covering 100% of the system (all hardware and software and telephone support). After the 1st year warrantee is over, a contract for parts and labor will be available, on an as-needed basis for maintenance or upgrade of the system. The vendor must be able to provide telephone support during normal working hours, and on-site support within 72 hours.

Can your firm provide a 1-year warranty covering 100% of the system (all hardware and software and telephone support)?

Yes _____ No _____

2.9 TRAINING

The awarded vendor must provide hands-on, local training for the maintenance, repair and configuration of the complete system. This training will occur after the system has been completely installed and accepted.

Contractor Qualifications Questionnaire

This questionnaire will assist SBD in identifying the qualified contractors that can provide the aforementioned good(s)/service(s). Indicate yes "Y" or no "N" on the empty line on the left side of this questionnaire and forward it completely filled out to this e-mail address: twj@miamidade.gov or via fax (305) 375-3160 attention Mr. Tyrone White.

_____ PROPOSER (PRIME) has experience completing projects with a similar size and scope as this project, meets the requirements of the PROPOSER (if any) and can perform the work as required.

_____ PRIME **DOES NOT** have experience providing the required good(s) and/or services required by this solicitation.

I certify that to the best of my knowledge all the information provided is verifiable and correct.

Name of Firm: _____ Certification #: _____

Representative's Name: _____

Title: _____ Signature: _____

Please respond by **12:00 PM, Wednesday, December 9, 2015.**

Any questions, feel free to contact me at the number below.

**PLEASE LIST YOUR FIRMS HISTORY OF
SIMILAR PROJECTS, REASON(s) WHY YOUR
FIRM DOES NOT MEET THE EXPERIENCE
REQUIREMENTS (IF APPLICABLE) AND ANY
COMMENTS YOU MAY HAVE ON THE NEXT
PAGE**

SIMILAR PROJECTS AS PRIME OR SUB-CONTRACTOR

Please attach a copy of your firm's resume or list your firm's history of "Projects with Similar
Scopes of Services" below:

Project Title: _____

Client Name: _____

Contact #: (____) _____ - _____ / _____

Contract Amount: \$ _____

Scope of Service(s):

Project Title: _____

Client Name: _____

Contact #: (____) _____ - _____ / _____

Contract Amount: \$ _____

Scope of Service(s):

Project Title: _____

Client Name: _____

Contact #: (____) _____ - _____ / _____

Contract Amount: \$ _____

Scope of Service(s):

REASONS & COMMENTS
