



SHI Response to County of Genesee

24-395 Queue Registration System

September 05, 2024



SHI International Corp.

290 Davidson Avenue

Somerset, NJ 08873

888-764-8888

SHI.com

September 05, 2024

Genesee County Purchasing
1101 Beach Street
Flint, Michigan 48502

Dear Rita Schubert:

The public sector empowers our schools, improves our government infrastructure, and supports health care services. Work done by County of Genesee (Genesee County) is no exception and plays a pivotal role in bolstering the community you serve. However, delivering a competitive technology advantage while closely managing spend can be a unique challenge to your organization. As the digital world continues to rapidly change, Genesee County needs a partner that can help you stay ahead of the technology curve and confirm your infrastructure, data, and people are protected. SHI can help.

By leveraging our broad range of authorizations and manufacturer relationships, we are confident that we are expertly positioned to align with your goals and uniquely qualified to support requirements contained in this RFP. SHI's extensive catalog and focus on prioritizing your needs mean we can:

- Transform your organization with next-generation infrastructure
- Optimize and simplify your IT investment
- Prioritize employee experience with modern workplace solutions
- Protect your employees, data, and infrastructure

We appreciate the opportunity to participate in your RFP, 24-395 Queue Registration System. Our proposal illustrates why we are best qualified to meet the needs of Genesee County, providing evidence of our ability to deliver the highest quality solutions at the best possible cost. Should you have any questions regarding our response, or if you require additional information, please contact your SHI Account Executive, Joshua Wilson at Joshua_Wilson@SHI.com or 517-894-2264. Thank you for your consideration, and I look forward to sharing with you all SHI has to offer.

Respectfully,

A handwritten signature in blue ink that reads 'Kayleigh OKane'.

Kayleigh OKane

Proposal Specialist

TABLE OF CONTENTS

SECTION 6 – SCOPE OF SERVICES	1
SECTION 7 – INFORMATION REQUIRED FROM PROPOSERS	34
1. Signed Signature Page	34
2. Signed Genesee County Insurance Checklist	36
3. Reference Form	39
4. Statement of Exceptions	41
5. Completed Cost Proposal Form	42
6. Qualifications	44
7. Organizational Chart	82
8. Current Work Assignments & Contractual Obligations	85
9. Demonstration of Financial Stability	88
10. Statement of the Project	89
11. Litigation	92
Terms and Conditions Disclosure	93
Reseller Terms	93
Payment Terms	93
Confidentiality Statement	93
Exceptions to Terms and Conditions	93
Signature Authorization	95

SECTION 6 – SCOPE OF SERVICES

SHI is partnering with FrontDesk Suite to deliver the best possible solution to the County. Please see the following pages for FrontDesk's complete response to the Scope of Services, Functional, and Technical requirements.

SECTION 6

Scope of Service – Functional Requirements – Technical Requirements

LIST OF CONTENT

SCOPE OF SERVICE

Designing and Implementation a centralized Queue Management System	2
Developing a User-Friendly Registration Interface	2
Customizing to accommodate Unique workflows and requirements	3
Providing equipment delivery and installation	4
Providing comprehensive training sessions for departmental staff	4
Offering ongoing technical support and Maintenance services	5

Functional Requirements

Centralized Dashboard for Administrators	6
Integration Capabilities – existing systems and Outlook	7
Language Selection and Special Needs Accommodations	8
Intuitive Kiosk Interface	9
Customer Access	10
Department Specific Portals	11
Visitor Stickers	12
Scheduling Appointments	13
Guide user's prerequisites before joining the queue	14
Real-Time Notifications	15
Prioritization in Queue	17
Reporting and Analysis	18
Data Collection	19
Additional Potential Uses for Kiosk	21

Technical Requirements

Scalability	23
Security Measures	24
ADA Considerations	27
Compatibility	28
Commitment to System Availability	28
Ability to customize and integrate with third party applications	30

SCOPE OF SERVICE

The Selected Vendor Will be responsible for delivering the following:

Genesee County	FrontDesk
Designing and implementing a centralized queue management system capable of serving multiple departments seamlessly	<p>Yes, FrontDesk is fully capable of designing and implementing a centralized queue management system that can serve multiple departments seamlessly. Here's how:</p> <ol style="list-style-type: none"> Centralized Configuration and Management: FrontDesk's Administrative Module allows for the centralized configuration of queues, schedules, and services across multiple locations and departments. This means that you can manage all aspects of the queue management system from a single access point, ensuring consistency and efficiency across departments. Multi-Department Integration: The system supports complex workflows and can handle different types of queues, such as walk-ins, pre-booked appointments, or a hybrid of both. Each department can have its own set of services and queues, which can be managed centrally but customized to meet specific departmental needs. Scalability and Flexibility: FrontDesk's system is built on a microservice architecture, allowing it to scale easily to meet the demands of multiple departments. Each service within the system can be independently scaled based on usage, ensuring that the system remains responsive even during peak times. Smart Kiosk and Digital Signage: The integration of Smart Kiosks and digital signage helps manage customer flow within and across departments. The kiosks allow customers to check in, book appointments, or join queues, while digital signage directs them to the appropriate department or counter. Intelligent Resource Management: The system includes an intelligent resource management feature that optimizes the allocation of staff and resources across departments. This ensures that each department can handle its customer flow efficiently, reducing wait times and improving the overall customer experience. Robust Support and SLA: FrontDesk provides a strong service level agreement (SLA) that guarantees system availability and performance, ensuring that the queue management system remains operational and effective across all departments. <p>With these features, FrontDesk is well-equipped to implement a centralized queue management system that can seamlessly serve multiple departments.</p>
Developing a user-friendly registration interface tailored to the needs of each department.	<p>Yes, FrontDesk can develop a user-friendly registration interface tailored to the specific needs of each department. Here's how:</p> <ol style="list-style-type: none"> Customizable Online Booking and Registration: FrontDesk's online appointment scheduling tool is highly customizable. Each department can have its own unique registration workflows, which can be tailored based on pre-defined questions and requirements. This allows for a personalized registration experience that aligns with the specific needs and processes of each department. Smart Kiosk Customization: The Smart Kiosk interface, which is a key part of the customer registration process, can be customized for different departments. Departments can configure the kiosk to display

	<p>specific options, questions, and instructions relevant to their services. This ensures that the registration process is intuitive and aligned with the department's operational needs.</p> <ol style="list-style-type: none"> 3. Role-Based Access and Configuration: Through the Administrative Module, administrators can set up user roles and permissions to manage the registration interfaces of different departments. This means that each department can control its own registration interface, adjusting it as needed to reflect changes in services, policies, or user preferences. 4. Multi-Platform Access: FrontDesk supports registration through multiple platforms, including kiosks, mobile devices, and web browsers. Each platform can be tailored to the department's specific needs, ensuring that the user interface is accessible and easy to use, regardless of the device. 5. User Experience Focused Design: FrontDesk emphasizes a user-friendly design across all its components, ensuring that the registration process is straightforward and efficient. The interface design is modern, clean, and easy to navigate, which is critical for maintaining a positive user experience across departments. 6. Continuous Feedback and Iteration: The system also allows for continuous improvement based on user feedback. Departments can gather data and feedback from users, enabling them to refine and optimize the registration interface over time to better meet the needs of their specific users. <p>FrontDesk provides the tools and flexibility necessary to develop and customize user-friendly registration interfaces that cater to the unique requirements of each department, enhancing both efficiency and user satisfaction.</p>
Customizing the system to accommodate unique workflows and requirements of different departments.	<p>Yes, FrontDesk can customize its system to accommodate the unique workflows and requirements of different departments. Here's how:</p> <ol style="list-style-type: none"> 1. Flexible Workflow Configuration: FrontDesk's platform allows for the configuration of different workflows tailored to each department's specific needs. The system can manage complex booking and queue management workflows, ensuring that each department's processes are reflected accurately. For instance, departments can define specific steps that a customer must go through during registration, check-in, or service delivery. 2. Administrative Module for Tailored Setup: The Administrative Module provides a centralized interface where you can set up and manage the different services, queues, and schedules for each department. This includes the ability to create custom workflows, set up specific user roles, and manage department-specific requirements such as appointment types, service categories, and operational hours. 3. Customizable Smart Kiosks and Digital Signage: The Smart Kiosk and digital signage interfaces are customizable to meet the unique requirements of each department. You can tailor the questions, options, and instructions displayed on these devices to ensure that they align with the specific needs of each department, whether it's handling customer check-ins, directing visitors, or managing appointments. 4. Support for Hybrid and Specialized Workflows: FrontDesk supports hybrid workflows that combine walk-ins with pre-booked appointments, as well as more specialized workflows that might be unique to a department. This includes the ability to route customers to different services based on their needs, manage resources differently

	<p>depending on the service type, and integrate with other departmental systems.</p> <ol style="list-style-type: none"> Intelligent Resource Management: FrontDesk’s Intelligent Resource Management System can be customized for different departments, allowing for the management of resources such as staff, rooms, or equipment according to the specific workflow needs of each department. This ensures that resources are allocated efficiently and according to the unique demands of each department's operations. Custom Data Collection and Analytics: Each department can collect and analyze data specific to its operations, enabling customized reporting and decision-making. This means that departments can track their own performance metrics, customer interactions, and workflow efficiency, all of which can be used to further refine and optimize their specific processes. <p>In summary, FrontDesk’s system is highly customizable, making it well-suited to accommodate the unique workflows and requirements of different departments. This flexibility ensures that each department can operate efficiently while benefiting from a centralized, yet tailored, queue management solution.</p>
Providing equipment, delivery and installation.	<p>Yes, both FrontDesk and SHI can provide equipment, delivery, and installation services. Here’s how:</p> <ol style="list-style-type: none"> Provision of Equipment: FrontDesk offers a range of hardware solutions as part of its queue management systems, including Smart Kiosks, digital signage, printers, and tablets. These are designed to integrate seamlessly with their software solutions. Delivery and Installation: FrontDesk handles the delivery and installation of its equipment. This includes setting up the hardware, ensuring it is correctly configured to work with the software, and making sure that everything is operational before the system goes live. The installation process is tailored to fit the specific needs of the client and includes on-site support if necessary. <p>Together, FrontDesk and SHI can collaborate to ensure that all necessary equipment is provided, delivered, and installed, ensuring a smooth setup process tailored to your specific needs.</p>
Providing comprehensive training sessions for departmental staff on system usage and administration.	<p>Yes, FrontDesk can provide comprehensive training sessions for departmental staff on system usage and administration. Here’s how:</p> <ol style="list-style-type: none"> Onboarding and Training Programs: FrontDesk offers structured onboarding and training programs designed to equip departmental staff with the necessary skills to effectively use and manage the system. This training is tailored to the specific roles and responsibilities of the staff within each department, ensuring that they are well-prepared to handle their tasks. Customized Training Materials: Training sessions can include customized materials that reflect the specific workflows, configurations, and needs of each department. This ensures that staff are not only trained on the general use of the system but also on how it applies to their specific departmental processes and requirements. Hands-On Training: FrontDesk provides hands-on training, where staff can practice using the system in a controlled environment before going live. This can include everything from setting up and managing queues to using the Smart Kiosk and digital signage, as well as handling appointments and customer interactions.

	<p>4. Ongoing Support and Refresher Training: Beyond the initial training sessions, FrontDesk also offers ongoing support and the option for refresher training sessions as needed. This is particularly useful when there are updates to the system, new features are added, or when new staff members join the team.</p> <p>5. Training Documentation and Resources: In addition to live training sessions, FrontDesk provides access to documentation, tutorials, and other resources that staff can refer to as needed. This includes user manuals, video tutorials, and an FAQ section, all of which are designed to help users get the most out of the system.</p> <p>6. Expert Trainers: The training is conducted by experienced trainers who are knowledgeable about the system and its applications. These trainers work closely with the department to ensure that all specific questions and challenges are addressed during the training sessions.</p> <p>In summary, FrontDesk is well-equipped to provide comprehensive training sessions for departmental staff, ensuring that they are confident and competent in using and administering the system.</p>
Offering ongoing technical support and maintenance services to ensure system reliability and performance	<p>Yes, FrontDesk offers ongoing technical support and maintenance services to ensure system reliability and performance. Here's how:</p> <p>1. Technical Support: FrontDesk provides a dedicated support team that is available to assist with any technical issues that may arise. This support can be accessed via email, telephone, or remote access, ensuring that help is readily available whenever needed. The support team is equipped to handle a wide range of issues, from troubleshooting hardware and software problems to answering user questions and providing guidance.</p> <p>2. Maintenance Services: FrontDesk performs regular system maintenance to keep the software and hardware up to date and functioning optimally. This includes applying updates, patches, and security fixes to the system. Maintenance is crucial to ensure that the system remains compliant with legal requirements and continues to perform at a high level.</p> <p>3. Proactive Monitoring: The system is designed with built-in monitoring capabilities that allow FrontDesk to proactively detect and address potential issues before they impact system performance. This includes monitoring system health, performance metrics, and other key indicators to prevent downtime and ensure continuous operation.</p> <p>4. Service Level Agreement (SLA): FrontDesk offers a Service Level Agreement (SLA) that outlines the specific service levels and response times that clients can expect. This SLA typically includes guarantees regarding system availability, maximum allowable downtime, and the steps that will be taken to resolve any issues that may occur.</p> <p>5. Regular Updates and Enhancements: FrontDesk ensures that the system is regularly updated with new features, improvements, and security enhancements. These updates are part of the ongoing maintenance service and are designed to keep the system current with the latest technology and user needs.</p> <p>6. Training and Documentation: As part of their ongoing support, FrontDesk provides access to training materials, user guides, and documentation to help users make the most of the system. This also includes guidance on best practices for system administration and troubleshooting.</p> <p>In summary, FrontDesk provides comprehensive technical support and maintenance services to ensure that the system remains reliable, secure, and fully functional, meeting the ongoing needs of its users.</p>

Functional Requirements:

The multi-departmental queue and registration system should include, but not be limited to, the following functionalities

<p>Centralized Dashboard for Administrators:</p> <ol style="list-style-type: none"> 1. Provide a live dashboard for administrators to monitor and manage queues across departments. 2. Allow managers to toggle counters on and off for breaks and lunches. 3. Enable assignment of specific transaction types to counters. 4. Ability for managers to set parameters for appointments by location. 	<p>Centralized Dashboard for Administrators</p> <ol style="list-style-type: none"> 1. Live Dashboard for Monitoring and Managing Queues Across Departments: <ul style="list-style-type: none"> o Real-Time Monitoring: FrontDesk offers a live, centralized dashboard that allows administrators to monitor the status of queues across different departments. This includes viewing the number of customers in line, wait times, and the availability of counters in real-time. The dashboard provides an at-a-glance overview, enabling administrators to quickly assess the performance and flow across all managed locations. 2. Toggling Counters On and Off for Breaks and Lunches: <ul style="list-style-type: none"> o Counter Management: The system allows managers to easily toggle counters on and off from the dashboard. This feature is particularly useful for managing staff breaks and lunches without disrupting the flow of the queue. When a counter is turned off, it can be automatically excluded from the queue, and when it is turned back on, it can be reintegrated seamlessly into the system. 3. Assignment of Specific Transaction Types to Counters: <ul style="list-style-type: none"> o Custom Transaction Routing: FrontDesk's system can be configured to assign specific types of transactions to particular counters. This means that certain counters can be dedicated to handling specific services or transaction types, which can be managed directly from the administrative dashboard. This customization ensures that each transaction type is handled by the most appropriate staff, optimizing service delivery. 4. Setting Parameters for Appointments by Location: <ul style="list-style-type: none"> o Location-Specific Appointment Management: The dashboard allows managers to set and adjust parameters for appointments based on the specific needs of each location. This includes managing the availability of appointment slots, setting the duration of appointments, and adjusting booking rules (e.g., lead times, blackout periods) according to the unique requirements of each department or location. These settings can be dynamically adjusted as needed from the centralized interface. <p>Summary</p> <p>FrontDesk's centralized dashboard provides comprehensive tools for administrators to manage and monitor queues effectively across multiple departments. It includes features such as real-time monitoring, counter management, transaction routing, and location-specific appointment settings, all accessible from a single, user-friendly interface. These capabilities ensure</p>
---	---

	that administrators can maintain optimal efficiency and service levels across all departments.
<p>Integration Capabilities:</p> <ul style="list-style-type: none"> Integration with existing departmental systems and databases. Potential interaction with systems like Outlook for appointment management 	<p>Integration with Existing Departmental Systems and Databases</p> <ol style="list-style-type: none"> Open API for Custom Integrations: <ul style="list-style-type: none"> FrontDesk provides an open API that allows for seamless integration with a wide variety of existing departmental systems and databases. This API enables departments to connect FrontDesk with their current software solutions, ensuring that data can be shared and synchronized across platforms. This could include integration with CRM systems, ERP systems, HR management tools, and other specialized departmental applications. Data Synchronization and Interoperability: <ul style="list-style-type: none"> FrontDesk supports data synchronization between its queue management system and existing databases. This means that data such as customer records, appointment details, and transaction histories can be shared across systems, maintaining consistency and improving operational efficiency. This is particularly useful for departments that rely on historical data or need to ensure that customer information is up to date across all platforms. Custom Workflow Integration: <ul style="list-style-type: none"> The system is designed to accommodate custom workflows, allowing it to interact with departmental systems in ways that support specific operational needs. For example, FrontDesk can be configured to trigger specific actions in other systems based on queue management events, such as updating a customer's status in a CRM system when they check in via FrontDesk. <p>Interaction with Systems like Outlook for Appointment Management</p> <ol style="list-style-type: none"> Outlook Calendar Integration: <ul style="list-style-type: none"> FrontDesk includes features that allow it for one or two-way integration directly with Microsoft Outlook for appointment management. This integration enables users to book, manage, and view appointments within their Outlook calendar. The FrontDesk Outlook two-way add-in allows employees to schedule appointments directly from Outlook, and those appointments are synchronized with the FrontDesk system. Automated Notifications and Reminders: <ul style="list-style-type: none"> Through the integration with Outlook, FrontDesk can automate the sending of appointment notifications and reminders to both staff and customers. For instance, when an appointment is booked or modified in FrontDesk, the corresponding entry in Outlook is automatically updated, and notifications are sent to the relevant parties. This helps streamline communication and ensures that all stakeholders are kept informed. Two-Way Synchronization: <ul style="list-style-type: none"> The integration supports two-way synchronization, meaning that changes made in Outlook (such as rescheduling an appointment) are reflected in the FrontDesk system and vice

	<p>versa. This ensures that both systems are always in sync, providing accurate and up-to-date information across platforms.</p> <p>Summary FrontDesk's integration capabilities are designed to enhance interoperability with existing departmental systems and databases, as well as to interact effectively with systems like Outlook for appointment management. These integrations ensure that FrontDesk can be seamlessly incorporated into your existing IT infrastructure, improving efficiency and streamlining operations across departments.</p>
Language Selection and Special Needs Accommodations:	<p>FrontDesk is equipped to handle language selection and special needs accommodations, ensuring accessibility and inclusivity for all users. Here's how these features are implemented:</p> <p>Language Selection</p> <ol style="list-style-type: none"> Multilingual Support: <ul style="list-style-type: none"> FrontDesk provides robust multilingual support, allowing users to select their preferred language during the registration and check-in process. This feature is available across all user interfaces, including Smart Kiosks, online booking systems, and digital signage. The system can be configured to support multiple languages simultaneously, catering to the diverse needs of your customer base. <p>Special Needs Accommodations</p> <ol style="list-style-type: none"> Accessible Kiosk Design: <ul style="list-style-type: none"> FrontDesk's Smart Kiosks are designed with accessibility in mind. Features include a maximum touchpoint of 48 inches, making the kiosks wheelchair accessible. Additionally, an accessible navpad with tactile feedback and audible guidance can be installed, ensuring that users with visual impairments or other disabilities can navigate the system independently. Text-to-Speech Functionality: <ul style="list-style-type: none"> The system includes text-to-speech capabilities, which can be activated on the kiosks or digital signage. This feature is particularly useful for visually impaired users, as it reads out the options on the screen, allowing them to interact with the system without needing to rely on visual cues. Contrast and Display Customization: <ul style="list-style-type: none"> Users can adjust the contrast settings on the kiosks to better suit their visual needs. This includes options for high-contrast displays and color adjustments, which can be particularly beneficial for users with visual impairments. Special Needs Notifications: <ul style="list-style-type: none"> The system can be configured to notify staff when a user with special needs checks in, ensuring that appropriate accommodations are made during their service. This could include additional time for their appointment, assignment to specific staff trained in accessibility, or other personalized support measures. Compliance with Accessibility Standards: <ul style="list-style-type: none"> FrontDesk adheres to relevant accessibility standards, such as the Web Content Accessibility Guidelines (WCAG) for online interfaces and the Americans with Disabilities Act (ADA) for

	<p>physical accessibility. This ensures that all users, regardless of their abilities, can access and use the system effectively.</p> <p>Summary</p> <p>FrontDesk is designed to accommodate a wide range of language preferences and special needs, ensuring that the system is inclusive and accessible for all users. Whether through multilingual support, accessible kiosk designs, or compliance with accessibility standards, FrontDesk provides the necessary tools to meet the diverse needs of your user base.</p>
<p>Intuitive Kiosk Interface:</p> <ul style="list-style-type: none"> • Ensure kiosk buttons are intuitive, guiding citizens effectively. • Include both department names and descriptive labels for clarity 	<p>FrontDesk's Smart Kiosk interface is designed with user-friendliness and clarity in mind, ensuring that citizens can easily navigate the system. Here's how FrontDesk addresses the need for an intuitive kiosk interface:</p> <p>Intuitive Kiosk Buttons</p> <ol style="list-style-type: none"> 1. User-Centered Design: <ul style="list-style-type: none"> ○ The Smart Kiosk interface is developed with a focus on user experience (UX) principles, ensuring that all buttons and options are intuitive and easy to understand. The design uses clear, large buttons that are easily distinguishable, reducing the chance of user error. The placement and size of these buttons are optimized to guide users through the process step-by-step, ensuring a smooth and efficient experience. 2. Visual Cues and Icons: <ul style="list-style-type: none"> ○ To further enhance usability, the kiosks incorporate visual cues and icons alongside text on the buttons. These icons are universally recognized symbols that help convey the purpose of each button at a glance, making the interface more accessible to users with varying levels of literacy or familiarity with technology. <p>Department Names and Descriptive Labels</p> <ol style="list-style-type: none"> 1. Clear Department Labels: <ul style="list-style-type: none"> ○ Each department or service available through the kiosk is clearly labeled with both the department name and a brief, descriptive label that explains what the service entails. This dual labeling approach ensures that users understand exactly which service they are selecting, minimizing confusion. 2. Customizable Descriptions: <ul style="list-style-type: none"> ○ The descriptive labels and department names displayed on the kiosk can be customized to reflect the specific language and terminology used by your organization. This flexibility allows the interface to be tailored to your specific needs, ensuring that it resonates with the local population and is aligned with departmental nomenclature. 3. Language Selection and Multi-Language Support: <ul style="list-style-type: none"> ○ As mentioned earlier, the kiosks support multiple languages. Department names and descriptive labels are automatically translated based on the user's language preference, ensuring clarity for non-native speakers as well. This feature helps guide all users, regardless of their primary language, effectively through the process.

<p>Customer Access:</p> <ol style="list-style-type: none"> 1. Online, web-based supported by all standard browsers. 2. In person at an on-site Kiosk. 3. Via a phone app compatible with iOS and Android devices. 4. Provide alternative queue entry for patrons who cannot read or write 	<p>FrontDesk provides comprehensive customer access solutions across multiple platforms, ensuring that all patrons can interact with the system in a way that suits their needs. Here's how each of the access methods is supported:</p> <ol style="list-style-type: none"> 1. Online, Web-Based Access Supported by All Standard Browsers <ul style="list-style-type: none"> • Cross-Browser Compatibility: FrontDesk's online platform is fully compatible with all standard web browsers, including Chrome, Firefox, Safari, Edge, and others. This ensures that users can access the system from any device with internet access, whether they are using a desktop, laptop, tablet, or smartphone. • Responsive Design: The web-based interface is designed to be responsive, meaning it automatically adjusts to fit the screen size of the device being used. This ensures a consistent and user-friendly experience, regardless of whether the user is on a large monitor or a small mobile screen. 2. In Person at an On-Site Kiosk <ul style="list-style-type: none"> • User-Friendly Kiosk Interface: FrontDesk offers Smart Kiosks with an intuitive interface designed to guide users through the queue entry process efficiently. The kiosks are equipped with large, clearly labeled buttons and visual cues to assist users in selecting the appropriate services. The kiosks are also designed with accessibility in mind, ensuring they can be used by all customers, including those with disabilities. • Customizable Options: The kiosks can be configured to reflect the specific services available at each location, with department names and descriptive labels to guide users. This ensures clarity and ease of use for all patrons. 3. Phone Compatible with iOS and Android Devices <ul style="list-style-type: none"> • Mobile Availability: FrontDesk provides a mobile interface that is compatible with both iOS and Android devices, offering users a convenient way to access the queue management system on the go. Mobile site includes all the key features of the web-based platform, such as booking appointments, checking in remotely, and receiving notifications. • User-Friendly Mobile Interface: The mobile interface is designed to be user-friendly, with a clean and intuitive interface that allows users to navigate the system easily. 4. Alternative Queue Entry for Patrons Who Cannot Read or Write <ul style="list-style-type: none"> • Assisted Check-In Options: For patrons who cannot read or write, FrontDesk provides several alternative methods for queue entry. These include: <ul style="list-style-type: none"> ○ Audio Guidance: The Smart Kiosks can be equipped with audio guidance features that read out instructions and options to the user. This is particularly helpful for users with low literacy or visual impairments. ○ Icon-Based Navigation: The kiosk interface can be customized to include icons and images instead of text for key actions, making it easier for users who cannot read to understand and select options. ○ Staff Assistance: The system can notify staff to provide assistance when a user with special needs begins the check-in process. This ensures that all patrons receive the help they need to access the services they require. ○ Telephone Support: For users who may struggle with in-person or digital interfaces, FrontDesk can be configured to
---	---

	<p>allow queue entry via a phone call, where staff can assist in entering the queue or booking an appointment.</p> <p>Summary FrontDesk offers versatile customer access solutions that cater to a wide range of needs, including online access through standard web browsers, in-person access via intuitive on-site kiosks, book appointment over the phone and alternative queue entry methods for patrons who cannot read or write. These features ensure that all customers can engage with the system easily and effectively, regardless of their preferred method of interaction or any limitations they may have.</p>
<p>Department-Specific Portals:</p> <ul style="list-style-type: none"> Customizable forms and workflows for department-specific registration 	<p>FrontDesk is well-equipped to provide department-specific portals with customizable forms and workflows for department-specific registration. Here's how this is implemented:</p> <p>Department-Specific Portals</p> <ol style="list-style-type: none"> Customizable Forms: <ul style="list-style-type: none"> Tailored Registration Forms: FrontDesk allows each department to create and customize registration forms that meet their specific needs. These forms can include various fields, such as personal information, service-specific questions, and document uploads, all tailored to the specific processes of each department. Administrators can easily modify these forms using the Administrative Module, ensuring that the information collected is relevant and comprehensive. Conditional Logic: Forms can include conditional logic, meaning that certain fields or questions only appear based on previous responses. This helps streamline the registration process by ensuring users only see the questions that are relevant to their specific situation, making the forms more user-friendly and efficient. Customizable Workflows: <ul style="list-style-type: none"> Department-Specific Workflows: FrontDesk allows departments to define and customize their own workflows within the system. This includes setting up specific steps for registration, approval processes, and follow-up actions. Workflows can be configured to automatically route information or tasks to the appropriate staff members or departments, ensuring a smooth and efficient process from start to finish. Integration with Departmental Systems: The customizable workflows can also integrate with other departmental systems, ensuring that information flows seamlessly between FrontDesk and other software solutions used by the department. This integration can help automate processes such as data entry, scheduling, and communication, reducing manual work and the potential for errors. Role-Based Access Control: <ul style="list-style-type: none"> Role-Based Customization: Each department can control access to its portal based on user roles. This means that different staff members can have different levels of access and control over the registration forms and workflows. For example, a manager might have the ability to modify forms

	<p>and workflows, while a front-line employee might only have access to view and process registrations.</p> <ul style="list-style-type: none"> ○ Security and Compliance: By restricting access based on roles, FrontDesk ensures that sensitive information is only accessible to authorized personnel, helping departments comply with data protection regulations and maintain high levels of security. <p>4. Dynamic Portal Management:</p> <ul style="list-style-type: none"> ○ Easy Updates and Modifications: The department-specific portals are designed to be easily updated by administrative users. Changes to forms, workflows, and settings can be made quickly in response to new requirements, changes in processes, or feedback from users. ○ Real-Time Data and Reporting: Departments can access real-time data and reporting through their specific portals, giving them insights into registration trends, workflow efficiency, and more. This data can be used to further refine and optimize processes. <p>Summary</p> <p>FrontDesk's department-specific portals provide a powerful and flexible solution for managing department-specific registration processes. With customizable forms, tailored workflows, role-based access control, and seamless integration with other systems, each department can create a portal that perfectly fits its unique needs, ensuring efficient and effective service delivery</p>
<p>Visitor Stickers:</p> <ul style="list-style-type: none"> • Possibly print visitor stickers and color-code by department 	<p>Yes, FrontDesk can support the printing of visitor stickers, including the option to color-code them by department. Here's how this feature can be implemented:</p> <p>Visitor Stickers and Color-Coding by Department</p> <p>1. Printing Visitor Stickers:</p> <ul style="list-style-type: none"> ○ Integrated Printer Support: FrontDesk can integrate with compatible printers to generate visitor stickers directly from the system. When a visitor checks in at a Smart Kiosk or via another check-in method, the system can automatically print a visitor sticker that includes relevant information such as the visitor's name, the time of the appointment, and the department they are visiting. ○ Customizable Sticker Design: The content and layout of the visitor stickers can be customized to include specific information as needed by each department. This might include visitor names, appointment details, and any necessary instructions or directions. The stickers can be designed to ensure clarity and readability, helping to streamline the visitor management process. <p>2. Color-Coding by Department:</p> <ul style="list-style-type: none"> ○ Department-Specific Colors: The visitor stickers can be color-coded based on the department the visitor is visiting ○ Customizable Color Schemes: The color-coding options are fully customizable, allowing each organization to define their

	<p>own color schemes that align with their branding or specific needs. This customization can be managed through the administrative interface, where administrators can assign specific colors to different departments.</p> <p>3. Enhanced Security and Tracking:</p> <ul style="list-style-type: none"> ○ Visitor Tracking: The color-coded stickers can also include a barcode or QR code that links back to the visitor's check-in record in FrontDesk. This allows for easy tracking and monitoring of visitor movements within the facility, enhancing security and ensuring that visitors are only accessing authorized areas. ○ Temporary Stickers: For added security, the stickers can be designed to expire after a certain period, with color fading or another visual indicator to show that the visitor's time is up. This helps prevent misuse of visitor stickers and ensures that all visitors are properly accounted for during their visit. <p>Summary</p> <p>FrontDesk can effectively handle the printing of visitor stickers, with the capability to color-code them by department for easy identification. This feature is customizable, allowing each department to have its own color scheme, and can integrate with visitor tracking systems to enhance security and organization within the facility.</p>
<p>Scheduling Appointments:</p> <ol style="list-style-type: none"> 1. Capability to schedule Walk-ins. 2. Capability to schedule virtual appointments. 3. Ability to check in for multiple appointments on the same day and multi day appointments. 4. System should allow customer to cancel their appointment 	<p>FrontDesk is designed to offer comprehensive appointment scheduling capabilities, including support for walk-ins, virtual appointments, and flexible check-in options. Here's how these features are implemented:</p> <p>Scheduling Appointments</p> <ol style="list-style-type: none"> 1. Capability to Schedule Walk-ins: <ul style="list-style-type: none"> ○ Walk-In Scheduling: FrontDesk allows for the seamless management of walk-in appointments alongside scheduled ones. When a customer arrives without a prior appointment, they can check in at a Smart Kiosk or via a staff member, and the system will automatically add them to the queue. The system can manage the walk-in queue dynamically, optimizing wait times and ensuring that walk-ins are served efficiently based on availability and priority. ○ Queue Management: Walk-in customers are integrated into the same queue management system used for scheduled appointments, allowing staff to see and manage both types of appointments in one interface. This integration ensures that walk-ins are handled with the same level of service and efficiency as pre-scheduled appointments. 2. Capability to Schedule Virtual Appointments: <ul style="list-style-type: none"> ○ Virtual Appointment Scheduling: FrontDesk supports the scheduling of virtual appointments, which can be integrated with video conferencing tools such as Microsoft Teams, Zoom, or other platforms. When scheduling an appointment, customers can choose between an in-person or virtual meeting, depending on their preference.

	<ul style="list-style-type: none"> ○ Automated Invitations: Once a virtual appointment is scheduled, the system automatically generates and sends an invitation with the meeting link to both the customer and the staff member involved. This ensures that all parties have the necessary details and access information for the virtual appointment. <p>3. Ability to Check In for Multiple Appointments on the Same Day and Multi-Day Appointments:</p> <ul style="list-style-type: none"> ○ Multiple Appointment Check-In: Customers with multiple appointments on the same day can check in for all of their appointments at once. The system will recognize their schedule and guide them through each appointment in sequence, minimizing the need for multiple check-ins. ○ Multi-Day Appointment Management: FrontDesk also supports multi-day appointments, allowing customers to check in once and attend multiple sessions over several days. ○ Streamlined Process: The system keeps track of all appointments, ensuring that customers and staff are aware of upcoming sessions. This feature reduces the administrative burden on both customers and staff, making the process smoother and more efficient. <p>4. System Should Allow Customer to Cancel Their Appointment:</p> <ul style="list-style-type: none"> ○ Appointment Cancellation: FrontDesk provides customers with the ability to cancel their appointments directly through the system. Customers can cancel appointments via the web portal, mobile app, or by contacting support. The system updates in real-time to reflect the cancellation, freeing up the slot for other customers. ○ Automated Notifications: When a customer cancels an appointment, the system can automatically notify the relevant staff and update the schedule accordingly. This ensures that staff are aware of the changes and can adjust their schedules as needed. <p>Summary</p> <p>FrontDesk offers robust appointment scheduling capabilities, including the ability to manage walk-ins, schedule virtual appointments, and handle multiple or multi-day appointments. The system also allows customers to easily cancel their appointments, ensuring flexibility and efficiency in managing their time and interactions with your organization.</p>
<p>Prerequisite Notifications:</p> <ul style="list-style-type: none"> • Guide users on prerequisites before joining the queue 	<p>FrontDesk can provide prerequisite notifications that guide users on any requirements or documents they need to have before joining the queue. This feature ensures that users are well-prepared and that their appointments or interactions proceed smoothly. Here's how this capability is implemented:</p> <p>Prerequisite Notifications</p> <p>1. Customizable Prerequisite Prompts:</p> <ul style="list-style-type: none"> ○ Before Queue Entry: When users attempt to join a queue, whether through an online portal, mobile app, or on-site kiosk, the system can display a series of prompts or notifications that outline any prerequisites. These prompts can include information about required documents, eligibility criteria, or any other necessary preparations that the user

	<p>must complete before their appointment or service interaction.</p> <ul style="list-style-type: none"> ○ Conditional Logic: The system can use conditional logic to ask users specific questions based on the service they are requesting. Depending on their responses, the system can then provide tailored instructions on what they need to prepare. For example, if a user is booking an appointment for a service that requires identification and proof of address, the system will notify them to bring these documents. <p>2. Prerequisite Notifications via Multiple Channels:</p> <ul style="list-style-type: none"> ○ On-Screen Notifications: Users receive these notifications directly on the screen they are using to join the queue, whether it's a kiosk, a mobile device, or a desktop computer. The notifications are clearly displayed and must be acknowledged by the user before they can proceed, ensuring that they understand and comply with the prerequisites. ○ Email and SMS Reminders: For appointments that are scheduled in advance, FrontDesk can send out reminder notifications via email or SMS, listing all prerequisites. These reminders can be sent at the time of booking and again closer to the appointment date to ensure users are fully prepared. <p>3. Real-Time Verification:</p> <ul style="list-style-type: none"> ○ Document Verification: For services that require specific documents or information, FrontDesk can prompt users to upload or verify these documents during the booking process. This ensures that all prerequisites are met before the user joins the queue, reducing the likelihood of delays or the need to reschedule. <p>4. Guided Kiosk Experience:</p> <ul style="list-style-type: none"> ○ Kiosk Interaction: When users arrive at an on-site kiosk, the system can guide them through a checklist of prerequisites before they can officially join the queue. The kiosk interface can display visual cues, icons, and text that walk the user through the necessary steps, ensuring they are fully prepared before their appointment. ○ Instant Feedback: If a user tries to join the queue without meeting the prerequisites, the system can provide instant feedback, explaining what is missing and how to correct the issue. This can help prevent any unnecessary delays and improve the overall efficiency of the queue management process. The kiosk can display a QR code or print a ticket with a URL or QR code re-directing the customer to the information required <p>Summary FrontDesk's prerequisite notifications are designed to ensure that users are fully informed and prepared before joining a queue. By providing customizable prompts, real-time verification, and reminders via multiple channels, the system helps streamline the service process and reduce the likelihood of issues arising from unfulfilled prerequisites</p>
<p>Real-Time Notifications:</p> <ol style="list-style-type: none"> 1. Soft notifications for staff and customers /clients/patrons. 2. Estimated wait times in lobby 	<p>FrontDesk provides robust real-time notification capabilities to keep both staff and customers informed throughout the queue management process. These notifications enhance the overall user experience by providing timely updates and helping manage expectations. Here's how these features are implemented:</p>

<p>3. Estimated wait times on website.</p> <p>4. Notifications and updates to let customers know as they move forward in the queue</p>	<p>Real-Time Notifications</p> <ol style="list-style-type: none"> Soft Notifications for Staff and Customers/Clients/Patrons: <ul style="list-style-type: none"> Staff Notifications: FrontDesk can send soft notifications to staff via their dashboards, email, or mobile devices. These notifications can include updates about customer check-ins, changes in queue status, or alerts when a customer is about to be served. Staff can also receive notifications about breaks, appointments, or any issues that require immediate attention, ensuring they are always informed and can manage the queue efficiently. Customer Notifications: Customers receive soft notifications throughout their interaction with the system. These notifications can be sent via SMS, email, or through the mobile device, informing them of their position in the queue, any changes to their estimated wait time, or other relevant updates. This helps manage customer expectations and keeps them engaged while they wait. Estimated Wait Times in Lobby: <ul style="list-style-type: none"> Lobby Display: FrontDesk can display estimated wait times on digital signage in the lobby. This real-time information helps manage customer expectations and reduces anxiety by providing a clear indication of how long they can expect to wait. The system calculates these times based on current queue lengths, service times, and other dynamic factors. Continuous Updates: The estimated wait times are continuously updated to reflect the current status of the queue, ensuring that the information displayed is always accurate. Customers can see their position in the queue and an approximate time until they will be served. Estimated Wait Times on Website: <ul style="list-style-type: none"> Web-Based Queue Status: Customers can check estimated wait times directly on the organization's website. This feature is particularly useful for customers who want to know the expected wait time before they arrive at the facility. The wait time information can be displayed on a dedicated page or integrated into the online booking and check-in portals. Real-Time Data: The website pulls real-time data from the FrontDesk system, ensuring that the wait times shown online are always up to date. This transparency helps customers plan their visits more effectively. Notifications and Updates to Let Customers Know as They Move Forward in the Queue: <ul style="list-style-type: none"> Queue Position Updates: As customers move forward in the queue, FrontDesk can automatically send notifications to inform them of their updated position. These notifications can be sent via SMS, email, or the mobile app, keeping customers informed and reducing the likelihood of them missing their turn. Proximity Alerts: When a customer's turn is approaching, the system can send a proximity alert, letting them know that they will be served soon. This is particularly useful for customers who may have stepped away from the lobby or are waiting outside the facility.
--	---

	<ul style="list-style-type: none"> ○ Service Readiness Notifications: Once a customer reaches the front of the queue, they receive a notification that they are next to be served, along with instructions on where to go or what to do next. This ensures a smooth transition from waiting to being served. <p>FrontDesk’s real-time notification features are designed to keep both staff and customers fully informed throughout the queue management process. With soft notifications, estimated wait times displayed in the lobby and online, and continuous updates as customers move forward in the queue, the system ensures a transparent and efficient experience for everyone involved. These features help manage expectations, reduce uncertainty, and improve overall satisfaction with the service process.</p>
<p>Prioritization in Queue:</p> <ul style="list-style-type: none"> • Ability to prioritize a customer out of turn (i.e. customer returns with required information) 	<p>FrontDesk includes features that allow for the prioritization of customers in the queue, enabling staff to manage exceptions and ensure that certain customers can be served out of turn when necessary. Here’s how this capability is implemented:</p> <p>Prioritization in Queue</p> <ol style="list-style-type: none"> 1. Manual Queue Prioritization: <ul style="list-style-type: none"> ○ Out-of-Turn Service: FrontDesk provides staff with the ability to manually adjust the queue to prioritize a customer who needs to be served out of turn. For example, if a customer returns with the required information after previously being in the queue, staff can move them to the front or a higher position in the queue without disrupting the overall flow. This ensures that returning customers do not have to wait again from the start. ○ Easy Interface for Adjustments: The system’s interface allows staff to easily drag and drop customers into a new position within the queue or use specific controls to adjust their priority level. This feature is designed to be intuitive, ensuring that staff can make adjustments quickly and efficiently without causing delays. 2. Priority Tags and Flags: <ul style="list-style-type: none"> ○ Priority Indicators: FrontDesk can utilize priority tags or flags to mark customers who require special handling. These tags can be applied based on predefined criteria (such as returning with required documents) or manually by staff. Once tagged, these customers are automatically prioritized within the queue according to the rules set by the organization. ○ Customizable Priority Levels: The system allows for the creation of multiple priority levels, enabling different levels of urgency to be assigned to various cases. For instance, an urgent case might be placed at the top of the queue, while a less urgent but still prioritized case could be placed higher than the standard queue but not at the very top. 3. Automated Workflow Adjustments: <ul style="list-style-type: none"> ○ Automated Rules for Prioritization: In addition to manual adjustments, FrontDesk can be configured with automated rules that adjust a customer’s position in the queue based on certain triggers. For example, if a customer checks in again

	<p>after a previous incomplete visit, the system can automatically prioritize them without requiring manual intervention by staff.</p> <ul style="list-style-type: none"> ○ Customizable Triggers: Organizations can define specific triggers that will automatically prioritize a customer, such as checking in within a certain time window after a previous appointment or providing necessary documents that were missing earlier. This ensures consistency and fairness in how priorities are handled. <p>4. Real-Time Queue Updates:</p> <ul style="list-style-type: none"> ○ Instant Queue Reordering: Once a customer is prioritized, the queue is instantly reordered to reflect the change. This real-time update ensures that other staff members and customers see the current and accurate order of service, reducing confusion and ensuring smooth operations. ○ Notifications to Staff: When a customer is prioritized, relevant staff members can receive notifications, ensuring that everyone is aware of the change in queue order. This helps in coordinating efforts and ensuring that the prioritized customer is attended to promptly. ○ <p>FrontDesk's prioritization features provide the flexibility to handle special cases where a customer needs to be served out of turn, such as returning with required information. The system supports both manual and automated prioritization, making it easy for staff to manage the queue dynamically and efficiently. These capabilities ensure that high-priority customers are handled appropriately without disrupting the overall flow of service.</p>
<p>Reporting and Analytics:</p> <ul style="list-style-type: none"> • Reports that show things like no-show rates, return rates, outcome transaction type, customer feedback, and service duration. 	<p>FrontDesk provides comprehensive reporting and analytics capabilities that allow organizations to gain deep insights into their operations. The system can generate detailed reports on various metrics, including no-show rates, return rates, outcome transaction types, customer feedback, and service duration. Here's how each of these reporting capabilities is supported:</p> <p>Reporting and Analytics</p> <p>1. No-Show Rates:</p> <ul style="list-style-type: none"> ○ Tracking and Reporting: FrontDesk can track no-show rates by comparing scheduled appointments against actual check-ins. Reports can be generated to show the percentage of customers who did not attend their appointments, which can be broken down by department, service type, or time period. This data is crucial for identifying patterns and improving appointment management. ○ Trend Analysis: The system allows for trend analysis, showing changes in no-show rates over time. This can help organizations understand the impact of interventions such as reminder systems or changes in scheduling practices. <p>2. Return Rates:</p> <ul style="list-style-type: none"> ○ Return Visit Tracking: FrontDesk can track and report on the frequency of return visits by customers. This includes data on how often customers need to return to complete a transaction or service, which can help identify areas where initial appointments are not fully resolving customer needs.

	<ul style="list-style-type: none"> ○ Customer Journey Mapping: The system can map customer journeys, showing the sequence of visits and identifying common reasons for return visits. This insight can be used to streamline processes and reduce the need for multiple appointments. <p>3. Outcome Transaction Types:</p> <ul style="list-style-type: none"> ○ Detailed Outcome Reporting: The system allows for the categorization and reporting of transactions based on their outcomes. For example, reports can show how many transactions resulted in a successful service completion, required a follow-up, or were escalated to a different department. This information is valuable for assessing the efficiency and effectiveness of different services. ○ Customizable Transaction Types: Organizations can define specific transaction types and outcomes relevant to their operations, ensuring that reports are aligned with their specific goals and metrics. <p>4. Customer Feedback:</p> <ul style="list-style-type: none"> ○ Feedback Collection: FrontDesk supports the collection of customer feedback through surveys that can be automatically triggered after a service is completed. This feedback can be collected via email, SMS, or through the kiosk interface, providing insights into customer satisfaction. ○ Feedback Analysis: The system can generate reports that aggregate customer feedback, highlighting areas of high satisfaction and areas needing improvement. Feedback can be segmented by service type, department, or staff member, providing detailed insights into customer experiences. <p>5. Service Duration:</p> <ul style="list-style-type: none"> ○ Time Tracking: FrontDesk tracks the duration of each service interaction, from check-in to completion. This data is used to generate reports on the average service duration, helping organizations identify services that take longer than expected and may require process improvements. ○ Performance Benchmarking: Service duration data can be used to benchmark performance across different departments or staff members. This enables managers to identify best practices and areas where additional training or resources may be needed. <p>FrontDesk's robust reporting and analytics capabilities provide organizations with detailed insights into key performance metrics such as no-show rates, return rates, outcome transaction types, customer feedback, and service duration. These reports are customizable and can be tailored to meet the specific needs of the organization, helping to drive continuous improvement in service delivery and customer satisfaction.</p>
<p>Data Collection:</p> <ul style="list-style-type: none"> • Incorporate community data collection with user permission 	<p>FrontDesk can incorporate community data collection features while ensuring that all data is collected with explicit user permission, adhering to privacy regulations and best practices. Here's how this capability is implemented:</p> <p>Data Collection with User Permission</p> <p>1. User Consent Management:</p>

	<ul style="list-style-type: none"> ○ Explicit Consent Collection: FrontDesk can be configured to collect explicit user consent before any community or personal data is gathered. This is typically done through consent forms that users must agree to before proceeding with their registration, check-in, or participation in any data collection activities. The consent form can be customized to outline what data will be collected, how it will be used, and who will have access to it. ○ Consent Record Keeping: The system securely stores records of each user's consent, ensuring that there is a clear audit trail. This is particularly important for compliance with data protection regulations like GDPR or CCPA, which require organizations to prove that consent was obtained. <p>2. Community Data Collection:</p> <ul style="list-style-type: none"> ○ Customizable Data Fields: FrontDesk allows for the collection of a wide range of data, which can be customized to meet the specific needs of community data collection initiatives. This could include demographic information, service usage patterns, community feedback, or participation in community programs. ○ Anonymous or Identified Data: Depending on the nature of the data collection and the permissions granted by the user, FrontDesk can collect data either anonymously or with personal identifiers. This flexibility allows organizations to tailor data collection to the sensitivity of the information being gathered. <p>3. Informed Participation:</p> <ul style="list-style-type: none"> ○ Clear Information Provision: Before users provide their data, they are presented with clear information about what will be collected and why. This can include descriptions of how the data will be used to improve community services, contribute to research, or inform public policy. Ensuring users are well-informed is key to maintaining trust and encouraging participation. ○ Opt-In Mechanisms: Data collection is done on an opt-in basis, where users actively choose to participate. This is implemented through checkboxes or other clear indicators on forms and interfaces, ensuring that users are consciously agreeing to data collection. <p>4. Data Privacy and Security:</p> <ul style="list-style-type: none"> ○ Data Encryption and Security: All community data collected through FrontDesk is protected by strong encryption both in transit and at rest. This ensures that sensitive information is secure from unauthorized access or breaches. ○ Privacy Controls: Users can be given control over their data, with options to view, update, or withdraw their consent for data collection at any time. This flexibility helps to build trust and ensures compliance with privacy laws. <p>5. Reporting and Use of Community Data:</p> <ul style="list-style-type: none"> ○ Aggregate Data Reporting: FrontDesk can generate reports based on the community data collected, which can be used to inform decision-making, improve services, or engage with the community. The reports can aggregate data to ensure individual privacy while still providing valuable insights. ○ Feedback Loop: Organizations can use the data collected to create a feedback loop, where users are informed about how
--	--

	<p>their data has contributed to community outcomes. This can be done through newsletters, community meetings, or updates on the organization’s website.</p> <p>Summary</p> <p>FrontDesk supports community data collection with strong mechanisms for obtaining and managing user permission. By incorporating features like explicit consent management, secure data storage, and clear communication with users, the system ensures that data is collected ethically and in compliance with privacy regulations. This capability allows organizations to gather valuable community insights while maintaining user trust and protecting their privacy.</p>
<p>Additional Potential Uses for Kiosk:</p> <ul style="list-style-type: none"> • Support various uses including vendor access, payments, document submission, and appointment check-ins. • Handle FAQ queries and direct inquiries to offsite resources 	<p>FrontDesk’s Smart Kiosks are versatile and can be adapted for a wide range of additional uses beyond just appointment check-ins. Here’s how these capabilities can be implemented:</p> <p>Additional Potential Uses for Kiosk</p> <ol style="list-style-type: none"> Vendor Access: <ul style="list-style-type: none"> ○ Secure Vendor Check-In: The kiosks can be configured to support vendor access to the facility. Vendors can check in upon arrival, and the system can notify the relevant department or staff member of their arrival. The kiosk can issue temporary access badges or visitor stickers, which are color-coded or labeled to indicate vendor status. ○ Pre-Registration: Vendors can pre-register their visits online, and upon arrival, they can quickly check in at the kiosk by scanning a QR code or entering their details. This streamlines the process and enhances security by keeping track of who is entering the premises. Payments: <ul style="list-style-type: none"> ○ Payment Integration: The kiosks can be equipped with payment processing capabilities redirecting through URL or QR Code to payment sites, allowing users to make payments for services, fines, or fees on in privacy on their device not at kiosk where privacy could be compromised. Integration with various payment gateways ensures that transactions are secure and seamless. Appointment Check-Ins: <ul style="list-style-type: none"> ○ Streamlined Check-In Process: The kiosks are already optimized for appointment check-ins, allowing users to easily check in upon arrival. Users can do this by entering their details, scanning a QR code, or using an appointment confirmation number. The system automatically updates the queue, notifying staff that the user has arrived. ○ Multi-Appointment Handling: For users with multiple appointments, the kiosk can handle all check-ins simultaneously, ensuring that they are properly queued for each service without the need for multiple check-ins. Handling FAQ Queries: <ul style="list-style-type: none"> ○ Interactive FAQ System: The kiosks can be configured to handle frequently asked questions (FAQs) by providing an interactive interface where users can search for information. The system can display answers, provide step-by-step guides, or direct users to relevant resources.

	<ul style="list-style-type: none"> ○ Automated Assistance: If the user’s query is not resolved through the FAQs, the kiosk can offer to connect them with an offsite customer service representative via chat or video call. This ensures that users receive the help they need, even if their question is more complex. <p>5. Direct Inquiries to Offsite Resources:</p> <ul style="list-style-type: none"> ○ Resource Redirection: For inquiries that require offsite assistance, the kiosk can direct users to appropriate online resources, websites, or contact information. This might include links to external government services, legal advice, or other community resources. ○ Appointment Scheduling for Offsite Services: If an inquiry involves services that are provided offsite, the kiosk can assist users in scheduling appointments with those services. This could include booking a remote consultation, arranging for document delivery, or setting up a follow-up appointment. ○ Delivery of Wayfinding Links: ○ SMS Delivery: The wayfinding link can be sent directly to the user’s mobile phone via SMS. This ensures that the user has the link handy as they move through the facility, allowing them to easily access the directions on their mobile device. ○ Email Delivery: Alternatively, the link can be sent via email, which might be preferable for users who prefer to check their directions on a larger screen or who wish to access the link later. ○ On-Screen Display with QR Code: For users who may not have provided a phone number or email, the kiosk can display the wayfinding link on its screen as a QR code. The user can scan this code with their smartphone to instantly access the directions. <p>FrontDesk's Smart Kiosks can be adapted to serve a wide range of additional uses, including vendor access, redirect to payments, way-finding, and handling appointment check-ins. They can also be equipped to handle FAQs and direct users to offsite resources, making them a versatile tool for enhancing customer service and operational efficiency. These capabilities improve user engagement and streamline processes.</p>
--	---

Technical Requirements

<p>Scalability:</p> <ul style="list-style-type: none"> Ability to scale for varying departmental needs and future expansion 	<p>FrontDesk is a Microsoft Azure Cloud based System and is designed with scalability in mind, allowing it to adapt to varying departmental needs and support future expansion. Here's how the system can scale effectively:</p> <p>Scalability for Varying Departmental Needs</p> <ol style="list-style-type: none"> Modular Architecture: <ul style="list-style-type: none"> Independent Modules: FrontDesk's modular architecture allows different departments to use only the components they need. Each department can customize and configure their queue management, appointment scheduling, and other services independently. This ensures that the system can be tailored to the specific needs of each department without affecting others. Flexible Deployment Options: The system can be deployed in various configurations—whether for a single department or across multiple departments within a large organization. This flexibility means that departments can start with a basic setup and expand their usage as their needs grow. Capacity for High Volume: <ul style="list-style-type: none"> Handling Increased Traffic: FrontDesk is built to handle varying volumes of traffic, from low-traffic departments to high-demand service centers. The system can manage large numbers of appointments, check-ins, and transactions without compromising performance. This is particularly important during peak times or for departments that experience seasonal surges in demand. Load Balancing: The system employs load balancing to distribute traffic evenly across servers, ensuring that no single point is overwhelmed. This is crucial for maintaining smooth operations as demand fluctuates. Future Expansion: <ul style="list-style-type: none"> Easily Add New Departments or Services: As your organization grows or new services are introduced, FrontDesk can easily accommodate these changes. New departments or service offerings can be added to the system with minimal disruption. The administrative interface allows for easy configuration and setup of new queues, services, and user roles. Scalable Infrastructure: FrontDesk is hosted in the cloud, its infrastructure is designed to scale. In a cloud environment, additional resources can be allocated as needed to support growth Multi-Location Support: <ul style="list-style-type: none"> Centralized Management for Multiple Locations: FrontDesk supports centralized management of multiple locations from a single interface. This is ideal for organizations with departments spread across different geographic locations.
--	--

	<p>Each location can operate independently while still being part of the overall system, ensuring consistent service and reporting across all sites.</p> <ul style="list-style-type: none"> ○ Remote Access and Administration: Administrators can manage and monitor the system remotely, allowing for efficient oversight even as the organization expands to new locations. This capability is especially useful for multi-site operations where centralized control is desired. <p>5. User and Role Management:</p> <ul style="list-style-type: none"> ○ Scalable User Management: As more departments and users are added to the system, FrontDesk’s user and role management capabilities ensure that access can be controlled and scaled effectively. Administrators can easily add new users, assign roles, and manage permissions across an expanding organization. ○ Custom Roles for Expanding Needs: As the organization grows, new roles and permissions can be created to accommodate emerging needs, ensuring that the system remains flexible and secure as more users come on board. <p>FrontDesk is designed to scale seamlessly with the growing and changing needs of your organization. Whether you're expanding to new departments, increasing service volume, or adding new locations, the system's modular architecture, flexible infrastructure, and integration capabilities ensure that it can grow alongside your organization, maintaining high performance and ease of management throughout the process.</p>
<p>Security Measures:</p> <p>Ensure compliance with HIPAA, IRS 1075, and CJIS standards.</p> <p>Protect sensitive data</p>	<p>FrontDesk incorporates robust security measures to ensure compliance with critical standards such as HIPAA, IRS 1075, and CJIS, while also providing strong protections for sensitive data. Here’s how these measures are implemented: Compliance with HIPAA, IRS 1075, and CJIS Standards in addition to a third party audited ISEA 3000 RDRP report.</p> <p>1. HIPAA Compliance:</p> <ul style="list-style-type: none"> ○ Data Protection and Privacy: FrontDesk is designed to comply with the Health Insurance Portability and Accountability Act (HIPAA), which requires the protection of sensitive patient health information. This includes ensuring that all data handling, storage, and transmission processes adhere to HIPAA's strict privacy and security rules. ○ Access Controls: The system enforces strict access controls, ensuring that only authorized personnel can access protected health information (PHI). Role-based access controls (RBAC) are used to limit access to sensitive data based on the user's role and responsibilities. ○ Audit Trails: FrontDesk maintains detailed audit trails, tracking access to PHI and other sensitive data. These logs help ensure accountability and can be used to detect and respond to unauthorized access attempts. <p>2. IRS 1075 Compliance:</p> <ul style="list-style-type: none"> ○ Federal Tax Information (FTI) Security: For organizations that handle federal tax information (FTI), compliance with IRS Publication 1075 is essential. FrontDesk ensures that FTI is

	<p>protected in accordance with these guidelines, including implementing stringent access controls, encryption, and data handling procedures.</p> <ul style="list-style-type: none"> ○ Encryption: All FTI data managed by FrontDesk is encrypted both at rest and in transit, using strong encryption algorithms that meet IRS 1075 standards. This protects data from unauthorized access and ensures that it remains secure throughout its lifecycle. ○ Security Awareness Training: FrontDesk supports the implementation of security awareness training programs for staff, which is a requirement under IRS 1075. This training ensures that all personnel handling FTI understand the importance of security and their role in maintaining compliance. <p>3. CJIS Compliance:</p> <ul style="list-style-type: none"> ○ Criminal Justice Information (CJI) Security: FrontDesk can be configured to comply with the Criminal Justice Information Services (CJIS) Security Policy, which governs the protection of criminal justice information (CJI). This includes ensuring that data is only accessible by authorized law enforcement and criminal justice personnel. ○ Advanced Authentication: To meet CJIS requirements, FrontDesk supports advanced authentication methods, such as multi-factor authentication (MFA), ensuring that access to CJI is secure and verified. This helps prevent unauthorized access and ensures that only verified personnel can access sensitive information. ○ Network Security: The system employs strong network security measures, including firewalls, intrusion detection/prevention systems (IDS/IPS), and secure communication protocols, to protect CJI from unauthorized access and cyber threats. <p>Protection of Sensitive Data</p> <p>1. Data Encryption:</p> <ul style="list-style-type: none"> ○ Encryption at Rest: All sensitive data stored within FrontDesk is encrypted using industry-standard encryption algorithms. This ensures that even if physical storage devices are compromised, the data remains protected. ○ Encryption in Transit: Data transmitted between the client's device and FrontDesk's servers is encrypted using TLS (Transport Layer Security), protecting it from interception or tampering during transmission. <p>2. Access Controls and User Management:</p> <ul style="list-style-type: none"> ○ Role-Based Access Control (RBAC): FrontDesk uses RBAC to ensure that users only have access to the information necessary for their role. This minimizes the risk of unauthorized access to sensitive data by limiting access based on job responsibilities. ○ Multi-Factor Authentication (MFA): To further protect sensitive data, FrontDesk supports MFA, requiring users to authenticate through multiple methods (e.g., password and a mobile app verification) before gaining access. This adds an extra layer of security to prevent unauthorized access. <p>3. Audit and Monitoring:</p> <ul style="list-style-type: none"> ○ Comprehensive Audit Logs: FrontDesk maintains detailed audit logs that record user actions, data access events, and
--	---

	<p>system changes. These logs are crucial for identifying potential security incidents, auditing compliance, and ensuring accountability.</p> <ul style="list-style-type: none"> ○ Real-Time Monitoring: The system includes real-time monitoring tools that detect and respond to suspicious activities, such as unauthorized access attempts or unusual data access patterns. This proactive monitoring helps prevent breaches before they occur. <p>4. Data Anonymization and Masking:</p> <ul style="list-style-type: none"> ○ Data Masking: FrontDesk can implement data masking techniques to protect sensitive information, such as Social Security numbers or credit card details, from being exposed to unauthorized users. This ensures that even if data is accessed improperly, the most sensitive details remain obscured. ○ Data Anonymization: For situations where data needs to be shared or reported without revealing personal identities, FrontDesk supports data anonymization, which removes or encrypts identifiable information to protect privacy. <p>In addition, FrontDesk Queue Management Systems Inc. is compliant with the EU General Data Protection Regulation (GDPR). The company has implemented several measures to ensure the security and privacy of personal data. These include:</p> <ol style="list-style-type: none"> 1. ISAE 3000 Statement: FrontDesk annually publishes an ISAE 3000 statement, which is an auditor's report prepared by an independent third party. This declaration covers all relevant areas concerning organizational, technical, and physical security in connection with the processing of personal data. The statement ensures compliance with the GDPR and provides assurance that FrontDesk meets the required standards. 2. Data Processor Agreement: As a customer of FrontDesk, your organization is considered the data controller, while FrontDesk acts as the data processor. A data processing agreement must be established between the customer and FrontDesk to outline the responsibilities and requirements for data protection under GDPR. 3. Use of Sub-Data Processors: For cloud services, FrontDesk uses Microsoft Azure, which also processes personal data and is considered a sub-data processor. Microsoft Azure's data encryption protocols, including TLS 1.2 and Transparent Data Encryption (TDE), ensure that customer data is protected and not transferred to third countries without proper authorization. 4. Penetration Testing and External Audits: To maintain high standards of data protection, FrontDesk conducts regular penetration testing and is externally audited every year. This ensures that the systems remain secure and compliant with GDPR standards. <p>FrontDesk's security measures are robust and designed to ensure compliance with critical standards such as HIPAA, IRS 1075, and CJIS. These measures include strong encryption, advanced access controls, audit trails, and real-time monitoring, all of which work together to protect sensitive data and ensure that the system remains secure and compliant with applicable regulations.</p>
--	---

<p>ADA Considerations:</p> <ul style="list-style-type: none"> Support for screen readers and multiple languages 	<p>FrontDesk incorporates various ADA (Americans with Disabilities Act) considerations to ensure that its system is accessible to all users, including those who rely on screen readers and need support for multiple languages. Here's how these features are implemented:</p> <p>ADA Considerations</p> <ol style="list-style-type: none"> Support for Screen Readers: <ul style="list-style-type: none"> Screen Reader Compatibility: FrontDesk's user interfaces, including its web portals, kiosks, and mobile apps, are designed to be compatible with screen readers. This includes adhering to Web Content Accessibility Guidelines (WCAG) to ensure that all elements on the screen are accessible through assistive technologies like screen readers. This compatibility allows visually impaired users to navigate and interact with the system independently. Accessible Labeling and ARIA Tags: The system uses proper labeling and ARIA (Accessible Rich Internet Applications) tags to provide screen readers with the necessary context for each element on the screen. For example, buttons, links, form fields, and other interactive elements are labeled in a way that makes sense when read aloud by a screen reader, ensuring that all users can understand and use the system effectively. Keyboard Navigation: In addition to supporting screen readers, FrontDesk ensures that all functionality is accessible via keyboard navigation. This is crucial for users who rely on keyboard shortcuts rather than a mouse to interact with the system. Support for Multiple Languages: <ul style="list-style-type: none"> Multilingual Interface: FrontDesk supports multiple languages across its platforms, allowing users to select their preferred language during their interaction. The system's language support includes all user-facing elements, such as text, buttons, and instructions, making it accessible to non-English speakers. Language Selection at Kiosks and Online: Users can select their language at the beginning of their interaction, whether they are using a kiosk, the web portal, or the mobile app. Once selected, the entire interface, including screen reader output, is presented in the chosen language, ensuring a seamless and accessible experience for users from diverse linguistic backgrounds. Customizable Language Options: Administrators can configure which languages are available based on the needs of their user base. This flexibility ensures that the most relevant languages are supported and easily accessible to the users. Accessible Kiosk Design: <ul style="list-style-type: none"> Physical Accessibility: FrontDesk's kiosks are designed to be physically accessible to all users, including those with mobility impairments. This includes features like, tactile buttons, and accessible touchpoints that are within reach of users in wheelchairs.
--	---

	<ul style="list-style-type: none"> ○ Auditory and Visual Cues: The kiosks can provide auditory cues, such as text-to-speech, to assist users with visual impairments. These cues are synchronized with the on-screen content to ensure that users receive consistent and helpful information regardless of their abilities. ○ features. Support is available to help users configure their accessibility settings and address any challenges they may encounter while using the system. <p>FrontDesk is designed with ADA considerations in mind, providing robust support for screen readers, keyboard navigation, and multiple languages. The system ensures that all users, including those with disabilities, can access and interact with its features independently. By adhering to accessibility standards and providing a flexible, multilingual interface, FrontDesk makes its services accessible to a broad and diverse user base.</p>
<p>Compatibility:</p> <ul style="list-style-type: none"> • Compatibility across a range of operating systems and browsers. 	<p>FrontDesk a web based system and is designed to be highly compatible across a wide range of operating systems and web browsers, ensuring that users can access and interact with the system regardless of their device or software environment.</p> <p>Compatibility Across Operating Systems</p> <ul style="list-style-type: none"> ○ Windows ○ macOS ○ Linux ○ Mobile Operating Systems <p>Web Browser Compatibility:</p> <ul style="list-style-type: none"> ○ Google Chrome: ○ Mozilla Firefox: ○ Microsoft Edge: ○ Safari ○ Other Browsers
<p>Commitment to System Availability:</p> <ul style="list-style-type: none"> • Software maintenance and upgrades. • Technical and customer support 	<p>FrontDesk is developed and hosted by MS Azure and is committed to ensuring high system availability through regular software maintenance, upgrades, and robust technical and customer support services. Here's how these commitments are fulfilled:</p> <p>Software Maintenance and Upgrades</p> <ol style="list-style-type: none"> Regular Software Maintenance: <ul style="list-style-type: none"> ○ Scheduled Maintenance: FrontDesk schedules regular maintenance windows to ensure that the system remains secure, up-to-date, and efficient. During these windows, routine tasks such as performance optimization, security patching, and database maintenance are performed. These tasks are carefully planned to minimize disruption to users, scheduled during off-peak hours. ○ Preventive Maintenance: In addition to routine maintenance, FrontDesk conducts preventive maintenance activities designed to identify and address potential issues before they impact system performance. This proactive approach helps maintain high system reliability and availability. Software Upgrades and Updates: <ul style="list-style-type: none"> ○ Regular Updates: FrontDesk provides regular updates that include new features, performance enhancements, and bug fixes. These updates are part of the ongoing commitment to

	<p>keeping the system aligned with the latest technology trends and user needs. Users are notified in advance of any updates, and these are typically deployed with minimal downtime.</p> <ul style="list-style-type: none"> ○ Security Patches: Security is a top priority, and FrontDesk promptly applies security patches as soon as vulnerabilities are identified. This ensures that the system remains protected against emerging threats, helping to safeguard sensitive data and maintain compliance with industry standards. ○ Version Upgrades: From time to time, FrontDesk rolls out major version upgrades that introduce significant new features and architectural improvements. These upgrades are carefully planned and include detailed documentation and support to help users transition smoothly. <p>Technical and Customer Support</p> <ol style="list-style-type: none"> 1. 24/7 Technical Support: <ul style="list-style-type: none"> ○ Round-the-Clock Availability: FrontDesk offers 24/7 technical support to ensure that help is available whenever it's needed, regardless of time zone or business hours. This support is accessible via multiple channels, including phone, email, and online chat, providing flexible options for users to get assistance. ○ Rapid Response Times: The technical support team is committed to rapid response times, with service level agreements (SLAs) that define the maximum time to respond to and resolve issues. Critical issues that impact system availability are prioritized to ensure minimal downtime. 2. Customer Support Services: <ul style="list-style-type: none"> ○ Dedicated Customer Support: FrontDesk provides dedicated customer support representatives who are familiar with the specific needs and configurations of each client. This personalized approach ensures that support is efficient and effective, helping users resolve issues quickly and continue their operations without disruption. ○ User Training and Resources: To empower users and reduce the need for support, FrontDesk offers comprehensive training programs and resources. These include user manuals, video tutorials, and FAQs that cover all aspects of system usage, from basic operations to advanced configurations. ○ Onboarding Assistance: For new customers, FrontDesk offers onboarding support to ensure a smooth implementation. This includes setup assistance, initial training, and ongoing support as users become familiar with the system. 3. Monitoring and Incident Management: <ul style="list-style-type: none"> ○ Real-Time Monitoring: FrontDesk employs real-time monitoring tools that continuously track system performance and health. This allows the support team to detect and address potential issues before they escalate, ensuring that the system remains available and responsive. ○ Incident Response: In the event of an incident, FrontDesk has a well-defined incident response process that includes immediate investigation, mitigation of impact, and communication with affected users. Post-incident, a root cause analysis is performed to prevent future occurrences. 4. User Feedback and Continuous Improvement: <ul style="list-style-type: none"> ○ Feedback Loops: FrontDesk actively seeks feedback from users to identify areas for improvement. This feedback is used
--	---

	<p>to refine features, enhance usability, and improve overall system performance. Regular updates and patches often incorporate user-suggested enhancements.</p> <ul style="list-style-type: none"> ○ Customer Satisfaction Surveys: Periodic customer satisfaction surveys are conducted to gauge user satisfaction with the system and support services. The results of these surveys are used to drive continuous improvement initiatives. <p>FrontDesk is deeply committed to ensuring system availability through comprehensive software maintenance and upgrades, combined with robust technical and customer support. By providing regular updates, 24/7 support, real-time monitoring, and continuous improvement based on user feedback, FrontDesk ensures that the system remains reliable, secure, and responsive to user needs at all times.</p>
<p>Flexibility:</p> <ul style="list-style-type: none"> • Ability to customize and integrate with third-party applications 	<p>FrontDesk is designed to be highly flexible, offering extensive customization options and seamless integration with third-party applications. Here's how these capabilities are implemented:</p> <p>Customization Capabilities</p> <ol style="list-style-type: none"> 1. Customizable User Interfaces: <ul style="list-style-type: none"> ○ Tailored Experience: FrontDesk allows organizations to customize the user interface to align with their branding and operational needs. This includes modifying layouts, color schemes, logos, and even the flow of interactions. By tailoring the interface, organizations can create a cohesive experience that matches their identity and optimizes user interaction. ○ Configurable Forms and Workflows: FrontDesk enables the customization of forms and workflows, allowing each department to create specific processes that fit their requirements. For example, departments can adjust forms used for check-ins, service requests, or registrations to include unique fields, validation rules, and conditional logic. This ensures that the system adapts to the specific operational needs of each department. 2. Role-Based Access Control (RBAC): <ul style="list-style-type: none"> ○ Custom Roles and Permissions: FrontDesk supports the creation of custom roles with specific permissions, ensuring that users have access only to the features and data relevant to their roles. This granular control helps maintain security and compliance across the organization by restricting access to sensitive information based on job responsibilities. ○ Tailored Dashboards: The system allows for the customization of dashboards and user interfaces based on roles. This means that different user groups, such as administrators, staff, or department managers, can have personalized views that display the most relevant information and tools for their specific tasks. 3. Custom Reporting and Analytics: <ul style="list-style-type: none"> ○ Tailored Reporting: FrontDesk provides the flexibility to create custom reports that focus on specific metrics relevant to the organization. Users can select the data points they want to include, set parameters, and choose how the data is visualized. This feature is particularly useful for organizations that need to track unique performance indicators or monitor specific aspects of their operations.

	<ul style="list-style-type: none"> ○ Advanced Analytics: The system’s analytics capabilities can be customized to meet the specific needs of each department or organization. This includes setting up custom KPIs, tracking specific user interactions, or analyzing service delivery trends. The data can be exported or integrated with other business intelligence tools for deeper analysis. <p>Integration with Third-Party Applications</p> <ol style="list-style-type: none"> 1. Open API for Integration: <ul style="list-style-type: none"> ○ API Access: FrontDesk offers an open API that enables seamless integration with a wide range of third-party applications. This API allows organizations to connect FrontDesk with other systems, such as CRM platforms, ERP systems, HR management tools, and more, facilitating the exchange of data and the automation of workflows across different platforms. ○ Custom Integration Solutions: Organizations can use the API to build custom integration solutions that meet their specific needs. This might include syncing customer data between FrontDesk and a CRM, automating the transfer of appointment data to an ERP system, or integrating with a document management system for storing and retrieving files. 2. Integration with Communication Tools: <ul style="list-style-type: none"> ○ Outlook and Calendar Integration: FrontDesk can integrate with Microsoft Outlook and other calendar systems to manage appointments and meetings. This allows users to schedule, view, and update appointments directly within their existing calendar applications, ensuring that all systems are in sync and reducing the likelihood of scheduling conflicts. ○ Email and SMS Notifications: The system can be integrated with email and SMS services to send automated notifications to customers and staff. This integration ensures that users receive timely reminders, updates, and alerts, improving communication and reducing no-shows. 3. Integration with Payment Gateways: <ul style="list-style-type: none"> ○ Payment Processing Integration: FrontDesk can integrate with various payment gateways, enabling secure and efficient processing of payments for services, fines, or fees. This integration supports multiple payment methods, including credit/debit cards and mobile payment options, providing a convenient and seamless payment experience for users. 4. Data Synchronization and Import/Export: <ul style="list-style-type: none"> ○ Data Import/Export: FrontDesk supports data import and export functionalities, allowing organizations to integrate with external databases or migrate data between systems. This feature is essential for maintaining data consistency across different platforms and ensuring that all relevant information is available where needed. ○ Real-Time Data Syncing: The system can be configured to synchronize data in real-time between FrontDesk and other applications, ensuring that all platforms reflect the most up-to-date information. This is particularly useful for organizations that require consistent data across multiple systems. <p>FrontDesk offers extensive flexibility in both customization and integration, making it an adaptable solution for a wide range of organizational needs.</p>
--	--

	Through customizable user interfaces, forms, workflows, and reports, as well as robust integration capabilities with third-party applications via an open API, FrontDesk ensures that the system can evolve and scale alongside your organization, while maintaining seamless interoperability with existing tools
--	--

SECTION 7 – INFORMATION REQUIRED FROM PROPOSERS

SHI is partnering with FrontDesk Suite to deliver the best possible solution to Genesee County.

1. SIGNED SIGNATURE PAGE

Please see the following page for SHI's completed Signature Page.

SIGNATURE PAGE
GENESEE COUNTY RFP #24-395
Multi-Departmental Queue and Registration System

The undersigned represents that he or she:

1. is duly authorized to make binding offers on behalf of the company,
2. has read and understands all information, terms, and conditions in the RFP,
3. has not engaged in any collusive actions with any other potential proposers for this RFP,
4. hereby offers to enter into a binding contract with Genesee County for the products and services herein offered, if selected by Genesee County within 120 days from proposal due date,
5. certify that it, its principals, and its key employees are not "Iran linked businesses," as that term is described in the Iran Economic Sanctions Act, P.A. 2012, No. 517, codified as MCL 129.311, et seq.
6. acknowledges the following addenda #1 issued as part of the RFP:

Conflict of Interest:

☒ To the best of our knowledge, the undersigned firm has no potential conflict of interest due to any other County contracts, or property interest for this proposal.

OR

☐ The undersigned firm by attachment to this form, submits information which may be a potential conflict of interest due to other County contracts, or property interest for this Proposal.

Exceptions to Solicitation and/or Standard Contract: NO ☐ YES ☒ (include attached statement)

Name (typed): Kayleigh O'Kane

Signature: *Kayleigh O'Kane* Title: Proposal Specialist

Date: 08/28/2024

Company: SHI International Corp.

Federal Employee Identification Number (FEIN): 22-3009648

DUNS Number: 61-142-9481

Contact Person of company representative for matters regarding this RFP

Joshua Wilson		Account Executive	
CONTACT NAME		POSITION	
290 Davidson Ave.	Somerset	NJ	08873
MAILING ADDRESS		CITY	STATE ZIP CODE
517-894-2264	888-764-8889	Joshua.Wilson@SHI.com	
PHONE	FAX	E-MAIL	

2. SIGNED GENESEE COUNTY INSURANCE CHECKLIST

Please see below for SHI's Insurance Checklist and COI.

GENESEE COUNTY INSURANCE CHECKLIST

PROFESSIONAL SERVICES CONTRACT FOR: RFP:24-395 –Multi-Departmental Queue and Registration System

Coverage Required		Limits (Figures denote minimums)
X	1. Workers Compensation	Statutory limits of Michigan
X	2. Employers' Liability	\$500,000 accidental/disease \$1,000,000 policy limit, disease Including Premises/Operations
X	3. General Liability	\$1,000,000 per occurrence with \$2,000,000 aggregate Including Products/Completed Operations and Contractual Liability
X	4. Professional Liability	\$1,000,000 per occurrence with \$2,000,000 aggregate Including errors and omissions
	5. Medical Malpractice	\$200,000 per occurrence \$800,000 in aggregate
X	6. Automobile liability	\$1,000,000 combined single limit each accident – Owned, Hired, Non-owned
	7. Umbrella liability/Excess Coverage	\$1,000,000 BI & PD and PI
X	8. Genesee County named as an additional insured on other than worker' compensation via endorsement. A copy of the endorsement or evidence of blanket Additional Insured language in the policy must be included with the certificate.	
X	9. Other Insurance Required: Cyber Liability	
X	10. Best's rating: A VIII or better, or its equivalent (Retention Group Financial Statements)	
X	11. The Certificate must state proposal number and title 24-395	

Insurance Agent's Statement

I have reviewed the requirements with the proposer named below. In addition:


_____ The above required policies carry the following deductibles:

_____ Liability policies are **occurrence** _____ **claims made** _____

_____ Insurance Agent _____ Signature

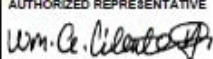
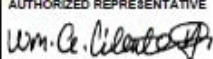
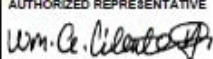
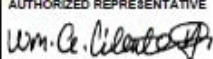
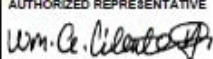
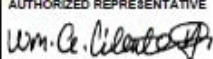
Prospective Contractor's Statement

I understand the insurance requirements and will comply in full if awarded the contract.

SHI International Corp. 
 _____ Contractor _____ Signature

Required general insurance provisions are provided in the checklist above. These are based on the contract and exposures of the work to be completed under the contract. Modifications to this checklist may occur at any time prior to signing of the contract. Any changes will require approval by the vendor/contractor, the department, and County Risk Manager. To the degree possible, all changes will be made as soon as feasible.

CERTIFICATE OF INSURANCE

Client#: 38440		SHIINTER1																																																																																																																																																																																																																																																					
ACORDTM CERTIFICATE OF LIABILITY INSURANCE		DATE (MM/DD/YYYY) 10/02/2023																																																																																																																																																																																																																																																					
<p>THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.</p> <p>IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer any rights to the certificate holder in lieu of such endorsement(s).</p>																																																																																																																																																																																																																																																							
PRODUCER Marsh & McLennan Agency LLC Park 80 West, Plaza Two 250 Pehle Avenue, Suite 400 Saddle Brook, NJ 07663		CONTACT NAME: PHONE (A/C, No, Ext): E-MAIL ADDRESS: jennifer.juarez@marshmma.com FAX (A/C, No):																																																																																																																																																																																																																																																					
INSURED SHI International Corp. 290 Davidson Avenue Somerset, NJ 08873		INSURER(S) AFFORDING COVERAGE																																																																																																																																																																																																																																																					
		INSURER A : National Fire Insurance Co of Hartford																																																																																																																																																																																																																																																					
		INSURER B : Continental Insurance Company																																																																																																																																																																																																																																																					
		INSURER C : American Casualty Company of Reading PA																																																																																																																																																																																																																																																					
		INSURER D : Continental Insurance Co of NJ																																																																																																																																																																																																																																																					
		INSURER E : Hartford Fire Insurance Company																																																																																																																																																																																																																																																					
		INSURER F : National Fire Insurance Co of Hartford																																																																																																																																																																																																																																																					
<table border="1" style="width:100%; border-collapse: collapse;"> <tr> <th colspan="2">COVERAGES</th> <th colspan="2">CERTIFICATE NUMBER:</th> <th colspan="2">REVISION NUMBER:</th> </tr> <tr> <td colspan="6"> THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS. </td> </tr> <tr> <th>INSR LTR</th> <th>TYPE OF INSURANCE</th> <th>ADDL INSR</th> <th>SUBR WVD</th> <th>POLICY NUMBER</th> <th>POLICY EFF (MM/DD/YYYY)</th> </tr> <tr> <td>A</td> <td> <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input checked="" type="checkbox"/> PROJECT <input checked="" type="checkbox"/> LOC OTHER: </td> <td></td> <td></td> <td>6050250197</td> <td>09/30/2023</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td>POLICY EXP (MM/DD/YYYY)</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td>LIMITS</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td>EACH OCCURRENCE</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td>DAMAGE TO RENTED PREMISES (Ea occurrence)</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td>MED EXP (Any one person)</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td>PERSONAL & ADV INJURY</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td>GENERAL AGGREGATE</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td>PRODUCTS - COMPROP AGG</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>F</td> <td> AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input checked="" type="checkbox"/> HIRE AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS ONLY </td> <td></td> <td></td> <td>6050291509</td> <td>09/30/2023</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td>09/30/2024</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td>COMBINED SINGLE LIMIT (Ea accident)</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td>BODILY INJURY (Per person)</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td>BODILY INJURY (Per accident)</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td>PROPERTY DAMAGE (Per accident)</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>B</td> <td> <input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> DED <input checked="" type="checkbox"/> RETENTION \$10000 </td> <td></td> <td></td> <td>6081819517</td> <td>09/30/2023</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td>09/30/2024</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td>EACH OCCURRENCE</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td>AGGREGATE</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>C</td> <td> WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? <input checked="" type="checkbox"/> Y/N (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below </td> <td></td> <td></td> <td>650251110</td> <td>09/30/2023</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td>09/30/2024</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td><input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td>E.L. EACH ACCIDENT</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td>E.L. DISEASE - EA EMPLOYEE</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td>E.L. DISEASE - POLICY LIMIT</td> </tr> <tr> <td>D</td> <td>Error & Omission/ Cyber Liability</td> <td></td> <td></td> <td>596831142</td> <td>09/30/2023</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td>09/30/2024</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td>\$6,000,000 Occ/Agg</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td>claims made/no retnt</td> </tr> <tr> <td>E</td> <td>Crime</td> <td></td> <td></td> <td>13FA026634323</td> <td>09/30/2023</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td>09/30/2024</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td>\$1,000,000/\$300,000 ded</td> </tr> <tr> <td colspan="6"> DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks: Schedule, may be attached if more space is required) Evidence of Insurance </td> </tr> <tr> <td colspan="6"> <table border="1" style="width:100%; border-collapse: collapse;"> <tr> <th>CERTIFICATE HOLDER</th> <th>CANCELLATION</th> </tr> <tr> <td> SHI International Corp. 290 Davidson Avenue Somerset, NJ 08873 </td> <td> SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE  </td> </tr> </table> </td> </tr> </table>				COVERAGES		CERTIFICATE NUMBER:		REVISION NUMBER:		THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.						INSR LTR	TYPE OF INSURANCE	ADDL INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input checked="" type="checkbox"/> PROJECT <input checked="" type="checkbox"/> LOC OTHER:			6050250197	09/30/2023						POLICY EXP (MM/DD/YYYY)						LIMITS						EACH OCCURRENCE						DAMAGE TO RENTED PREMISES (Ea occurrence)						MED EXP (Any one person)						PERSONAL & ADV INJURY						GENERAL AGGREGATE						PRODUCTS - COMPROP AGG							F	AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input checked="" type="checkbox"/> HIRE AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS ONLY			6050291509	09/30/2023						09/30/2024						COMBINED SINGLE LIMIT (Ea accident)						BODILY INJURY (Per person)						BODILY INJURY (Per accident)						PROPERTY DAMAGE (Per accident)							B	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> DED <input checked="" type="checkbox"/> RETENTION \$10000			6081819517	09/30/2023						09/30/2024						EACH OCCURRENCE						AGGREGATE							C	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? <input checked="" type="checkbox"/> Y/N (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below			650251110	09/30/2023						09/30/2024						<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER						E.L. EACH ACCIDENT						E.L. DISEASE - EA EMPLOYEE						E.L. DISEASE - POLICY LIMIT	D	Error & Omission/ Cyber Liability			596831142	09/30/2023						09/30/2024						\$6,000,000 Occ/Agg						claims made/no retnt	E	Crime			13FA026634323	09/30/2023						09/30/2024						\$1,000,000/\$300,000 ded	DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks: Schedule, may be attached if more space is required) Evidence of Insurance						<table border="1" style="width:100%; border-collapse: collapse;"> <tr> <th>CERTIFICATE HOLDER</th> <th>CANCELLATION</th> </tr> <tr> <td> SHI International Corp. 290 Davidson Avenue Somerset, NJ 08873 </td> <td> SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE  </td> </tr> </table>						CERTIFICATE HOLDER	CANCELLATION	SHI International Corp. 290 Davidson Avenue Somerset, NJ 08873	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE 
COVERAGES		CERTIFICATE NUMBER:		REVISION NUMBER:																																																																																																																																																																																																																																																			
THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.																																																																																																																																																																																																																																																							
INSR LTR	TYPE OF INSURANCE	ADDL INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)																																																																																																																																																																																																																																																		
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input checked="" type="checkbox"/> PROJECT <input checked="" type="checkbox"/> LOC OTHER:			6050250197	09/30/2023																																																																																																																																																																																																																																																		
					POLICY EXP (MM/DD/YYYY)																																																																																																																																																																																																																																																		
					LIMITS																																																																																																																																																																																																																																																		
					EACH OCCURRENCE																																																																																																																																																																																																																																																		
					DAMAGE TO RENTED PREMISES (Ea occurrence)																																																																																																																																																																																																																																																		
					MED EXP (Any one person)																																																																																																																																																																																																																																																		
					PERSONAL & ADV INJURY																																																																																																																																																																																																																																																		
					GENERAL AGGREGATE																																																																																																																																																																																																																																																		
					PRODUCTS - COMPROP AGG																																																																																																																																																																																																																																																		
F	AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input checked="" type="checkbox"/> HIRE AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS ONLY			6050291509	09/30/2023																																																																																																																																																																																																																																																		
					09/30/2024																																																																																																																																																																																																																																																		
					COMBINED SINGLE LIMIT (Ea accident)																																																																																																																																																																																																																																																		
					BODILY INJURY (Per person)																																																																																																																																																																																																																																																		
					BODILY INJURY (Per accident)																																																																																																																																																																																																																																																		
					PROPERTY DAMAGE (Per accident)																																																																																																																																																																																																																																																		
B	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> DED <input checked="" type="checkbox"/> RETENTION \$10000			6081819517	09/30/2023																																																																																																																																																																																																																																																		
					09/30/2024																																																																																																																																																																																																																																																		
					EACH OCCURRENCE																																																																																																																																																																																																																																																		
					AGGREGATE																																																																																																																																																																																																																																																		
C	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? <input checked="" type="checkbox"/> Y/N (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below			650251110	09/30/2023																																																																																																																																																																																																																																																		
					09/30/2024																																																																																																																																																																																																																																																		
					<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER																																																																																																																																																																																																																																																		
					E.L. EACH ACCIDENT																																																																																																																																																																																																																																																		
					E.L. DISEASE - EA EMPLOYEE																																																																																																																																																																																																																																																		
					E.L. DISEASE - POLICY LIMIT																																																																																																																																																																																																																																																		
D	Error & Omission/ Cyber Liability			596831142	09/30/2023																																																																																																																																																																																																																																																		
					09/30/2024																																																																																																																																																																																																																																																		
					\$6,000,000 Occ/Agg																																																																																																																																																																																																																																																		
					claims made/no retnt																																																																																																																																																																																																																																																		
E	Crime			13FA026634323	09/30/2023																																																																																																																																																																																																																																																		
					09/30/2024																																																																																																																																																																																																																																																		
					\$1,000,000/\$300,000 ded																																																																																																																																																																																																																																																		
DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks: Schedule, may be attached if more space is required) Evidence of Insurance																																																																																																																																																																																																																																																							
<table border="1" style="width:100%; border-collapse: collapse;"> <tr> <th>CERTIFICATE HOLDER</th> <th>CANCELLATION</th> </tr> <tr> <td> SHI International Corp. 290 Davidson Avenue Somerset, NJ 08873 </td> <td> SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE  </td> </tr> </table>						CERTIFICATE HOLDER	CANCELLATION	SHI International Corp. 290 Davidson Avenue Somerset, NJ 08873	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE 																																																																																																																																																																																																																																														
CERTIFICATE HOLDER	CANCELLATION																																																																																																																																																																																																																																																						
SHI International Corp. 290 Davidson Avenue Somerset, NJ 08873	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE 																																																																																																																																																																																																																																																						

3. REFERENCE FORM

Prior experience with similar requests is essential for any firm to provide the services required in this solicitation. This section shall consist of a minimum of three (3) references with project descriptions. The contacts for each reference must be knowledgeable of the offeror's performance on the referenced project and the scope of services performed by the proposer.

FrontDesk Response:

References:

Company Name and Location:	City of Toronto, 18+ locations, since 2021
Type of Business	<u>Public Office</u>
Contact Person	John Jerkovic, john.jerkovic@toronto.ca
1) Person in charge for system implementation	Title: Marco Palermo, Deputy CTO Phone: +1 (647) 465-5809 Email: marco.palermo@toronto.ca
2) Owner of system operations and support	Title: John Jerkovic, Phone: +1 (647) 701-5041 Email: John.jerkovic@toronto.ca
Approximate value of the contract:	1.1 mil. USD

Company Name and Location:	City of Albuquerque, 3+ locations, since 2023, In Partnership w/SHI
Type of Business	<u>Public Office</u>
Contact Person	Mark Leach, Director Technology and Innovation mleech@cabq.gov
1) Person in charge for system implementation	Title: Robyn Rose, Deputy Director Phone: +1 (505) 932-9678 Email: rrose@cabq.gov
2) Owner of system operations and support	Title: Deputy Director, Planning Department Phone: +1 (505) 924-3465 Email: jkeiser@cabq.com
Approximate value of the contract:	40K USD/year

Company Name and Location:	City of Santa Fe, In Partnership w/SHI
Type of Business	<u>Public Office</u>

Contact Person	Tom Graham tmgraham@santafenm.gov
1) Person in charge for system implementation	Title: Heather Lamboy, AICP Phone: 505-955-6598 Email: hllamboy@santafenm.gov
2) Owner of system operations and support	Title: Tom Graham, Deputy Director Phone: 505-955-6613 Email: onil.patel@mississauga.ca
Approximate value of the contract:	25K USD/Year

4. STATEMENT OF EXCEPTIONS

Furnish a statement on company letterhead giving a complete description of all exceptions to the terms, conditions, and specifications set forth in the Standard Proposed Contract and this RFP.

SHI Response:

Please see the following pages for SHI's Proposed Exceptions.

PROPOSED EXCEPTIONS

If SHI is a candidate for award, we will work with MI-County of Genesee to finalize a contract based on mutually agreeable terms and conditions. For your consideration, we have noted specific exceptions below. However, any existing contract between MI-County of Genesee to these offerings may be used to avoid conflicting terms and expedite the contract process.

REF.	CUSTOMER TERMS AND CONDITIONS	SHI REDLINE	SHI EXPLANATION
GENESEE COUNTY REQUEST FOR PROPOSAL (RFP) #24-395; SECTION 2 - STANDARD TERMS & CONDITIONS; 11. Inspection	All goods are received subject to inspection and testing. If goods are defective or fail to meet the RFP's specifications, Genesee County shall have the right to reject the goods or to correct the defects. The contractor shall pay Genesee County for expenses incurred in correcting defects. Rejected goods will be held for forty-five days after delivery awaiting instructions from the contractor. After the forty-five-day period, Genesee County will dispose of the goods without further liability to Genesee County. The contractor is responsible for the costs of handling, packing, and transportation incurred in returning or disposing of defective or non-conforming goods.	All goods are received subject to inspection and testing. If goods are defective or fail to meet the RFP's specifications, Genesee County shall have the right to reject the goods or to correct the defects. The contractor shall pay Genesee County for expenses incurred in correcting defects. Rejected goods will <u>returned in accordance with contractor's return policy at www.shi.com/returnpolicy.</u> be held for forty five days after delivery awaiting instructions from the contractor. After the forty five day period, Genesee County will dispose of the goods without further liability to Genesee County. The contractor is responsible for the costs of handling, packing, and transportation incurred in returning or disposing of defective or non-conforming goods.	SHI is not liable for cost to cover. All returns are subject to SHI's return policy at www.shi.com/returnpolicy .

<p>GENESEE COUNTY REQUEST FOR PROPOSAL (RFP) #24-395; SECTION 2 - STANDARD TERMS & CONDITIONS; 14. Indemnification</p>	<p>The successful offeror shall defend, indemnify, and hold harmless Genesee County and its officers and employees from and against all claims, losses, damages, and expenses including, but not limited to, attorney's fees arising out of or resulting from the performance of the contract.</p>	<p>The successful offeror shall defend, indemnify, and hold harmless Genesee County and its officers and employees from and against all <u>third party</u> claims, losses, damages, and expenses including, but not limited to, <u>reasonable</u> attorney's fees arising out of or resulting from the <u>Contractor's gross negligence, willful misconduct or violation of law of its</u> performance of the contract.</p>	<p>SHI can agree to indemnify you for third party claims arising from our negligence, willful misconduct, or violation of law.</p>
<p>GENESEE COUNTY REQUEST FOR PROPOSAL (RFP) #24-395; SECTION 2 - STANDARD TERMS & CONDITIONS; 15. Warranty</p>	<p>The offeror warrants that all goods and services furnished under a contract resulting from this RFP shall be in conformance with the RFP documents, and that the goods are of merchantable quality as described in the Uniform Commercial Code, Section 2-314, and fit for the purpose for which they are sold. This warranty is in addition to any manufacturer's standard warranty which may apply or any warranty provided by law, and is in addition to all other express warranties made by the offeror.</p>	<p>The offeror warrants that all goods and services furnished under a contract resulting from this RFP shall be in conformance with the RFP documents, and that the goods are of merchantable quality as described in the Uniform Commercial Code, Section 2-314, and fit for the purpose for which they are sold. This warranty is in addition to any manufacturer's standard warranty which may apply or any warranty provided by law, and is in addition to all other express warranties made by the offeror.</p>	<p>As a reseller, SHI does not warrant the third party products and we will pass on any OEM warranties to you.</p>

<p>GENESEE COUNTY REQUEST FOR PROPOSAL (RFP) #24-395; SECTION 2 - STANDARD TERMS & CONDITIONS; 18. Right to Audit</p>	<p>Genesee County may, at reasonable times and places, audit the books and records of any contractor who has submitted cost or pricing data as a part of its proposal, to the extent that such books and records are pertinent to such cost or pricing data for a period of three years from the date of final payment under the contract. Genesee County shall be entitled to audit the books and records of a contractor or subcontractor other than a firm fixed-price contract to the extent that such books and records are pertinent to the performance of such contract or subcontract. Such books and records shall be maintained by the contractor for a period of three years from the date of final payment under a prime contract and by the subcontractor for a period of three years from the date of final payment under a subcontract.</p>	<p>Genesee County may, at reasonable times and places, audit the <u>financial</u> books and records of any contractor who has submitted cost or pricing data as a part of its proposal, to the extent that such <u>financial</u> books and records are pertinent to such cost or pricing data for a period of three years from the date of final payment under the contract. Genesee County shall be entitled to audit the <u>financial</u> books and records of a contractor or subcontractor other than a firm fixed-price contract to the extent that such <u>financial</u> books and records are pertinent to the performance of such contract or subcontract <u>upon thirty (30) days written notice</u>. Such <u>financial</u> books and records shall be maintained by the contractor for a period of three years from the date of final payment under a prime contract and by the subcontractor for a period of three years from the date of final payment under a subcontract. <u>Such audits shall not take place more than once during a twelve (12) month period.</u></p>	<p>Audits will need a 30 day notice and will be restricted to our financial records.</p>
<p>GENESEE COUNTY REQUEST FOR PROPOSAL (RFP) #24-395; Professional Services Contract</p>		<p><u>RESERVED</u></p>	<p>As a reseller, this contract does not apply to SHI.</p>

<p>ADD</p>		<p>Limitation of Liability</p> <p>NEITHER PARTY WILL BE LIABLE FOR ANY SPECIAL, PUNITIVE, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING, BUT NOT LIMITED TO, LOSS OF OR DAMAGE TO DATA, LOSS OF ANTICIPATED REVENUE OR PROFITS, WORK STOPPAGE OR IMPAIRMENT OF OTHER ASSETS, WHETHER OR NOT FORESEEABLE AND WHETHER OR NOT A PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.</p> <p>EXCEPT IN THE CASE OF BREACH OF EACH PARTY'S LIABILITY FOR PERSONAL INJURY/PROPERTY DAMAGE, EITHER PARTY'S TOTAL CUMULATIVE LIABILITY TO THE OTHER IN CONNECTION WITH THIS AGREEMENT, WHETHER IN CONTRACT, TORT OR OTHER THEORY, WILL NOT EXCEED THE TOTAL AMOUNT OF FEES ACTUALLY PAID OR PAYABLE BY GENESEE COUNTY TO CONTRACTOR UNDER THIS AGREEMENT FOR THE YEAR PREVIOUS TO THE INCIDENT WHICH GAVE CAUSE FOR SUCH LIABILITY.</p>	<p>If awarded, SHI would like this clause added to the final contract</p>
<p>ADD</p>		<p>WARRANTY DISCLAIMER:</p> <p>EXCEPT AS OTHERWISE EXPRESSLY PROVIDED IN THIS AGREEMENT, CONTRACTOR HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, WARRANTY OF NONINFRINGEMENT, OR ANY WARRANTY RELATING TO THIRD PARTY PRODUCTS.</p>	<p>If awarded, SHI would like this clause added to the final contract</p>

ADD	<p>Force Majeure:</p> <p>Neither party shall be liable to the other for any failure or delay in performing its obligations hereunder, or for any loss or damage resulting therefrom, due to: (1) acts of God or public enemy, acts of government, riots, terrorism, fires, floods, strikes, lock outs, epidemics, act or failure to act by the other party, or unusually severe weather affecting the County, the offeror or its subcontractors, or (2) causes beyond their reasonable control and which are not foreseeable (each a "Force Majeure Event"). In the event of any such Force Majeure Event, the date of delivery or performance shall be extended for a period equal to the time lost by reason of the delay. The party experiencing the delay shall be prompt in restoring normal conditions, establishing new schedules and resuming operations as soon as the event causing the failure or delay has ceased. The contract shall notify the Genesee County promptly of any such delay and shall specify the effect on the product as soon as practical.</p>	<p>If awarded, SHI would like this clause added to the final contract</p>
-----	--	---

5. COMPLETED COST PROPOSAL FORM

Please see the following page for SHI's completed Cost Proposal Form.

COST PROPOSAL SHEET

24-395 Multi-Departmental Queue and Registration System

Cost proposals must outline the complete expenses associated with all aspects of the goods, services, and deliverables. Vendors are required to specify and explain any applicable charges, which may encompass the following:

For Genesee County

Deliverable Cost	One time Cost/Set-up Cost		Subscription/Reoccurring	
			Month	Year
FrontDesk System Software for all (12) listed departments in 3 locations. Unlimited transactions and users. Remote Department Specific customerized web based appointment resevation workflows. Kiosk customized workflows and queue management. E-mail and text notification capabilities. Enterprise wide resource management.			\$ 1,949.00	\$ 23,388.00
Kiosk Software agent license fee for all 3 units			\$ 399.00	\$ 4,788.00
Implementation Cost	Unit			
Kiosk w 21.5" Touch screen, Infared scanner for QR codes, ticket Printer. ADA design with 48" as the highest touchpoint. Wheelchair-friendly stand with optional navbar - 3 Units	\$ 5,499.00	\$ 16,497.00		
Custom Development of kiosk and web based appointment workflows for 9 departments and hardware configuration		\$ 5,999.00		
Info 43' Display Screen in waiting area - 3 units	\$ 1,399.00	\$ 4,197.00		
MiniMedia PC to drive info Screen - 3 units	\$ 799.00	\$ 2,397.00		
System onboarding and commissioning all 3 locations		\$ 3,999.00		
Training Cost				
Admin Training - in-person for all departments - 3 locations		\$ 3,999.00		
User Training for all departments - 3 locations		\$ 2,999.00		
Technical user documentation Included		\$ -		
Software upgrades Included		\$ -		
Hardware upgrade 5 every 7 + years				
Support and Maintanance Cost				
Annual Maintenance fee, Support and Helpdesk			\$ 584.70	\$ 7,016.40
Additional Cost	Unit			
Total one time cost to get started		\$ 40,087.00		
Total Yearly Subscription and Reoccurring Cost			\$	35,192.40
Optional				
Text Notification package 38K text			\$	1,349.00
Consulting Fee	\$169/hour			
Inperson Training Packages - employees and staff - 2 days	\$ 3,599.00			
Conversational AI integrated into appointment booking engine setup cost per department - plus cost per min	\$ 3,999.00			

6. QUALIFICATIONS

Detail how the Proposer will meet or exceed each of the minimum requirements listed in Section 6, “Scope of Work.” One-word responses such as “meets” or “exceeds” are not sufficient.

SHI Response:

SHI is partnering with FrontDesk Suite to deliver the best possible solution to Genesee County. Please see the following pages for FrontDesk’s Qualifications.



Qualification of Proposer

Prepared for
Genesee County
Section 4 RFP#24-395

This document is provided solely for the purpose of its evaluation. The information contained herein is not intended for use for any other purpose and is not to be disclosed to any third party without the prior written consent of FrontDesk.



Qualification of Proposer

Prepared for
Genesee County
Section 4 RFP#24-395

This document is provided solely for the purpose of its evaluation. The information contained herein is not intended for use for any other purpose and is not to be disclosed to any third party without the prior written consent of FrontDesk.

Contents

EXECUTIVE SUMMARY.....	4
Background	4
Challenges	5
Process	5
Objectives.....	6
FRONTDESK'S COMPONENTS.....	7
Feature highlights	7
About FrontDesk's queue and appointment management platform.....	7
A FrontDesk Service Flow example.....	Error! Bookmark not defined.
Administrative Module	10
Online Appointment Booking.....	11
Smart Kiosk.....	12
Intelligent Resource Management System	13
Paperless and Digital Check-in	13
Calendar Add-in	14
Employee App	14
Info Screen/digital signage.....	15
Statistics and Analytics	16
Accessibility	17
Kiosk dimensions.....	17
Kiosk Assistive Technology – NavBar	18
Kiosk Accessible Frame	19
Kiosk workflow mockup	19
SECURITY.....	22
COMPLIANCE.....	24
GDPR	24
Data processor agreement.....	24
Sub data processors	24
ISAE 3000.....	25
CLOUD SOLUTION ARCHITECTURE	26
ON-PREMISE SOLUTION ARCHITECTURE	28

Recommended Server Specifications	29
Overview	29
Application server	30
Persistent storage server	30
Supported Platforms.....	31
Application Servers	31
Clients.....	31
Operating a FrontDesk on-premise environment	31
Daily operation.....	31
Updates	32
Testing.....	32
Services that benefit from outbound internet connection.....	32
Services that require outbound internet connection	33
<i>MAINTENANCE AND SUPPORT</i>	<i>34</i>
<i>PROJECT PLAN</i>	<i>35</i>
<i>REFERENCES</i>	<i>37</i>



EXECUTIVE SUMMARY

Background

In 2012 Lasse Rydberg was approached by the City of Greve, a suburb of Copenhagen, Denmark, who could not find a proper queue management system. Greve wanted a system that would help streamline the customer flow, and thereby reduce wait times and remove stress from employees caused by rush hours. Lasse was given the task of searching for a solution that could handle the rather complex workflows of the city's service center. It turned out, that no available system could meet the basic requirements of a city service center.

A situation all too familiar, back when digitalization and eGovernment were still in their early stages.

After doing a bit of research Lasse Rydberg decided to build the system with his co-founder, Rasmus Hansen.

Fast-forward 10 years: FrontDesk now serves millions of citizens and students in the Nordics, Germany, and North America. What started as a "spare time project" is now the most advanced queue management system in the world, employing over 30 people across offices in Copenhagen (Denmark), Hamburg (Germany), Toronto (Canada), New York (USA) and Tokyo (Japan).

Lasse and Rasmus are still part of FrontDesk. Lasse as CIO and Rasmus as CTO. CEO is Nicolas Larsen, who joined FrontDesk in 2016.



“ I get up every morning knowing that today FrontDesk will save thousands of people even more thousands of waiting hours, which enables them to spend more time doing things that matter.

That makes me extremely proud!”

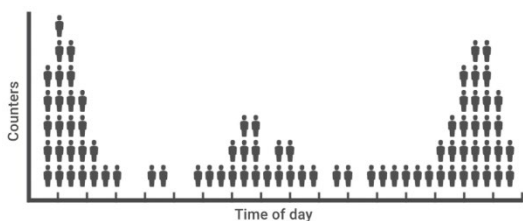
Lasse Rydberg
Founder & Chief Innovation Officer

Challenges

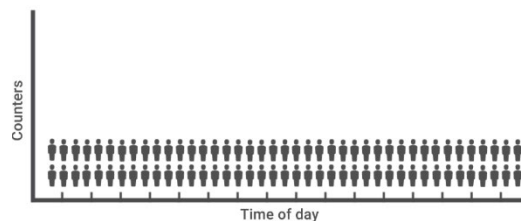
The typical challenge caused by peak hours and uncontrolled customer flow in service and student centers is the extensive wait time for the customers, leading to frustration and impatience, which affects the customer experience. Also, frustrated customers usually take it out on the staff, which leads to stressed and unhappy employees and thereby increased absence.

Another disadvantage of not having a proper queue management system is the need for more useful data, for example to optimize staff availability and staffing, or to implement best-practice case work from one employee or location to another.

Instead, imagine having an intelligent time-scheduling system that ensures consistent customer flow throughout the day, thereby avoiding inefficient peak periods and full waiting areas.



Peak hours require many counters to keep up with the customer flow



FrontDesk optimizes the customer flow and thereby optimize counter and staff resources

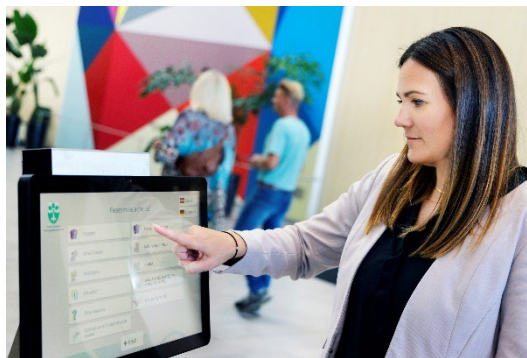
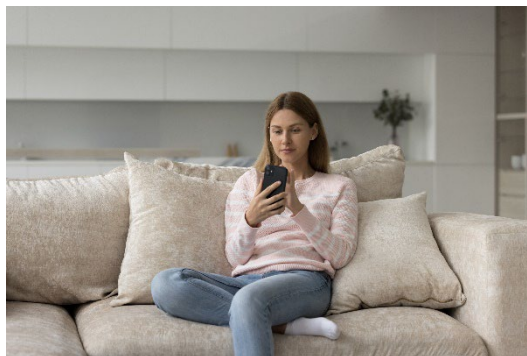
Process we will deploy at Genesee County:

The FrontDesk Onboarding Team has extensive experience working with public sector customers such as Genesee County. Most of our employees are hand-picked from relevant jobs inside the public sector, so we know your world.

Before onboarding a new service location in a city, all relevant workflows are prepared in the administration module of the system. Therefore, on-site implementation and staff training can be done in only one day, and the next day you are ready to welcome visitors with a pre-booked online reservation or walk-ins receiving the next available service time on the smart kiosk in the reception area.

This customer books a time from home via a link on the city's website to the reservation site from FrontDesk. She receives an SMS text message with relevant information, and a mobile check-in link, and she will therefore bring all the necessary documents to the service center.

Upon arrival, she checks in on the kiosk or her smart phone using the check-in link or a QR-code.



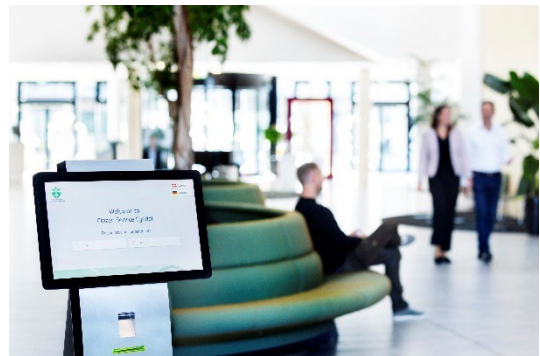
An available employee calls the customer using the FrontDesk Employee App. This is shown on both the info screens and her smartphone. The customer is served, and after the service, she receives a link to a satisfaction survey about her visit.

However, it is optional to book a time from home. Walk-in customers can book times directly on the smart kiosk. The customer then knows exactly when the service time is scheduled



If a customer during check-in on the smart kiosk realizes, that not all necessary documentation has been brought, a new time can be booked directly on the kiosk.

Case workers can also use FrontDesk for meeting appointments. FrontDesk will send SMS reminders to the guests, resulting in fewer no-shows for meetings. The guest can check-in on the kiosk, and the meeting host is notified via SMS text or e-mail, that the guest has arrived. This way the employee does not need to wait at the reception for the guest's arrival and can work efficiently until the guest has registered the arrival on the kiosk.



Objectives

With more than 10 years of experience in appointment booking and resource management in the public sector, FrontDesk has the best features and usability on the market. The system is flexible and can be adapted to all scenarios, from one-man offices and the smallest service centers to locations with several thousand daily operations.

FrontDesk is an innovative, easy to integrate, advanced, but intuitive, software suite that redefines queue management and appointment booking in the public sector. FrontDesk is proven and based on the most digitized, and hence most demanding, public sector in the world, Denmark. The software suite is uniquely developed for the public sector based on voice-of-the-customer; hence all features are purposely added from actual customer needs and demands.

Your objectives = our three principles:

Disrupt waiting time: FrontDesk improves the service experience significantly by eliminating waiting time through a comprehensive management of the customer flow.

Improve work quality: FrontDesk improves work quality for employees reducing stress while increasing retention and enabling talent attraction.

Facilitate decision making: FrontDesk provides unmatched data and analytics for managers to optimize resource allocation and excel their business, leading to high ROI when implementing FrontDesk across a variety of service locations in the city.

FrontDesk Queue Management Systems Inc. | 1 Adelaide St East, Suite 3001, Toronto, ON, M5C 2V9, Canada | www.frontdesk-suite.com



FRONTDESK'S COMPONENTS

Feature highlights

- | | |
|--|---------------------------------|
| Online Appointment Booking | Employee Modul |
| Efficient Queue Management | Digital Signage |
| Intelligent Resource Management System | Statistics and Analytics |
| Smart Kiosk | Security and Privacy |
| Customer Journey Mapping | Cloud-based |
| Payment integration | Open API for integrations |
| Outlook Calendar Add-in | Paperless operations |
| Internal communication components | Approve/reject certain bookings |
| After-service surveys | And much more. |

About FrontDesk's queue and appointment management platform

FrontDesk gives you access to the full suite of both queue management and an online appointment booking platform. Combined or used individually, you can use FrontDesk to manage your daily service delivery operations in whichever combination you see fit.

FrontDesk is web-based system, and no proprietary hardware is needed. It provides real-time dashboards for tracking queues and appointment reporting

Walk-ins only – Queue Management:

FrontDesk was built to help public offices manage the flow of customers throughout the day. 10 years ago, we did this by offering a simple sequential number system, where customers would get a number/ticket via a kiosk. Staff would then be able to “call” the tickets using their own computers. When staff calls a ticket, a monitor would automatically notify the customer waiting area with which ticket should go to which counter.

While the concept remains the same, much has happened over the past 10 years with our product development. We have introduced a wealth of features, integrations and innovations to our product, so the walk-in experience becomes even more modern and seamless than before.

Hybrid with walk-ins and appointments:

After a few years of working solely with the walk-in concept, FrontDesk released the opportunity to book appointments online before a visit with the public office. Via a customizable and highly configurable online booking page ([page 11](#)), FrontDesk clients can now build complex booking flows that triages customers to the right service and channel. This means that 80-85% of all in-person visits with public offices using FrontDesk are now pre-booked, and roughly 40% of all online inquiries are redirected to online self-service applications. Amongst many other things, staff and supervisors can now plan their workforce and resources according to the expected workload. Besides this, they can plan their day down to the minute, as they now know who are coming, when they are coming and why they are coming.

Once customers show up for their pre-booked appointment, they are greeted by a FrontDesk Smart Kiosk ([page 13](#)) that allows customers to check in directly on the kiosk, thus eliminating the need for staff intervention. The kiosk can also triage customers and asks questions to ensure customers are service ready. E.g. it is possible to build workflows on the kiosk and ask questions such as “did you bring the correct documentation”. If not, it is possible to book a new appointment directly on the kiosk. It is also possible to check-in via a smartphone ([page 14](#)).

Digital signage will direct the customers to the right counters ([page 16](#)). The digital signage will also give you a new medium for communication, as you can use the monitor to also show images, PDFs, videos and other sources of information.

For customers without an appointment, they can either book an appointment directly on the Smart Kiosk or get a sequential number as a walk-in. Whichever option is chosen, it is completely up to the business, you, on how you want to handle walk-ins compared to booked appointments.

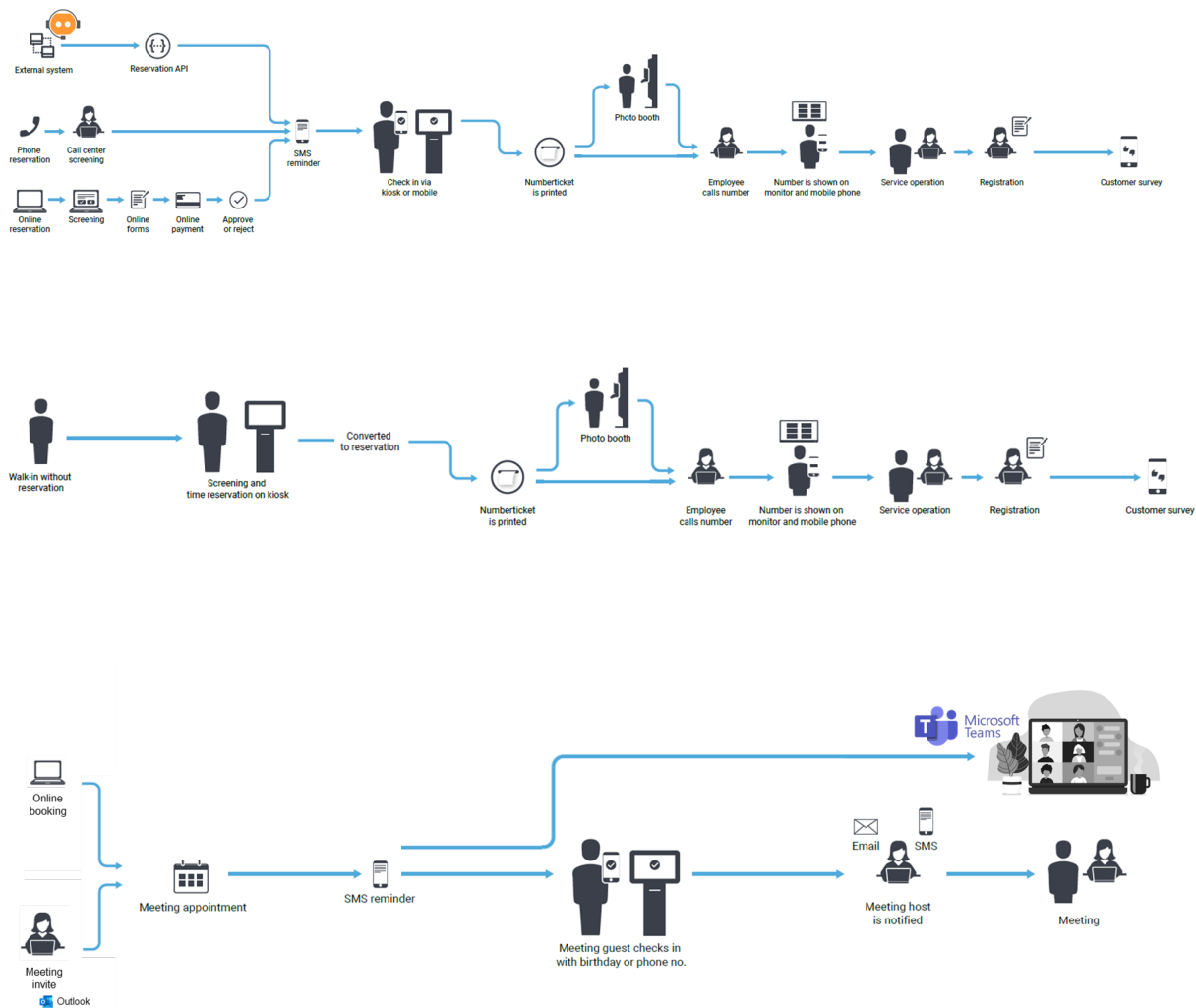
If your organization allows for video meetings with customers, appointments booked through FrontDesk can include a unique meeting link to a video meeting platform such as Microsoft Teams. The customer will receive the video meeting link with the meeting confirmation per e-mail or SMS.

In the coming document, we will guide you through the various aspects of FrontDesk that, in short, will make it possible to create **World Class Customer Service**.

Customize booking and queue workflows for Genesee County:

The flowcharts below show examples of the numerous ways, you can use FrontDesk. Depending on your specific needs, you can use FrontDesk to manage appointment-queues, walk-in queues, a hybrid, appointments, or something completely different.

FrontDesk makes it easy to manage the customer journey and internal case management for a given service. Allow for complex screening before booking an appointment online and integrate bookings and the booking content with your existing case-management system. This gives you – and your customers – a holistic customer journey with reduced wait times for all.



The flow depicts the various examples of the customer journey prior, during and after a service operation.

Administrative Module

The Administrative Module is where all-things FrontDesk is configured. Set up your various locations, services, schedules, users, kiosks, digital signage and much more.

Easily spin up a new reservation site or change your schedule to fit your needs. Changes are centrally made and distributed to your various reservation sites, kiosks etc. automatically. You can decide which queues require the necessary changes. Queues are your services and where all reservations and walk-in tickets will be configured in. A queue can e.g. be a Building Permit or a Marriage License.



Similar to a WYSIWYG CMS, you can edit text, buttons and graphical elements directly through the module.

The dashboard also gives you a plethora of statistics and an at-a-glance overview of your current and live operations. Use the data to make better decisions.

FrontDesk's configuration and data can be centralized, so all data is stored in one central location. All configurations can be made from the centralized access point too. These features mean FrontDesk is easy to manage and easy to maintain. With user-roles, you can segregate access to data and configuration based on role-based access control. With integrations to your AD, security and authentication is paramount.

Help and tutorials can be found in the sidebar as well as contact information to FrontDesk's support should you ever need it.

Key features:

- Configuration of queues, schedules and exceptions etc.
- Create new reservation sites (WYSIWYG) and be sure customers book for the right service
- User management
- Create and edit digital signage layouts
- Create and edit Smart Kiosk layouts
- Edit and set up new counters/wickets
- Edit ticket layouts
- Download historical data
- See historical statistics
- See past and upcoming reservations
- Anonymize data and search the audit log
- And much more

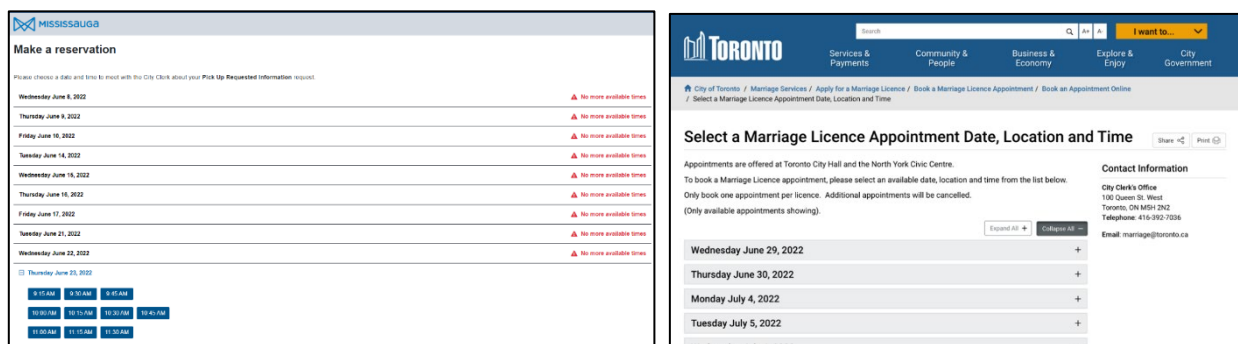
Online Appointment Booking

FrontDesk's online appointment scheduling tool allows customers to reserve a time online before coming into a service center. All while maintaining the ability to manage walk-ins.

Through customized online booking sites, it is easy to start accepting pre-booked appointments.

Booking workflows can easily be customized. These workflows can direct citizens to the appropriate appointment type based on pre-defined questions. Changes made are applied immediately to the online booking site.

Our online appointment booking sites ensure dynamic management of your opening hours and daily schedules. The schedules are so advanced, that you can change them by the minute. The booking sites are accessible via computers and mobile devices.



Key features:

- Fully customizable schedules. Schedules can be shared across multiple services
- Fewer staff in the afternoon? No problem, configure different availability for the same day
- Configure when times are made available for booking
- Configure when next available time can be booked if staff needs time to prepare
- Approve/reject reservations allowing staff to check if all information is provided
- Collect all relevant information such as Name, Address etc.
- Mask sensitive information, so only relevant staff can see certain information.
- Limit how many bookings a customer can make to avoid duplicate bookings etc.
- And much more

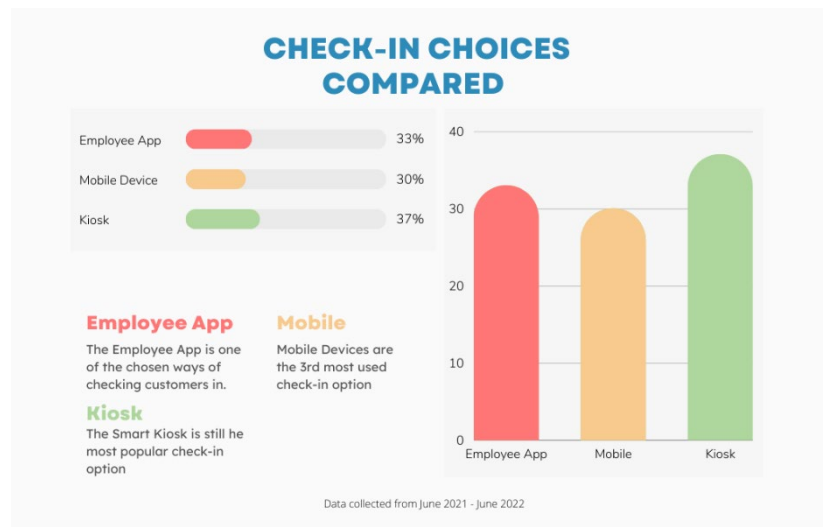
Key stats:

- Booked appointments are 3x faster to help than walk-ins. This is mainly because staff knows about the booking before arrival and has therefore time to prepare.
- With pre-booked appointment, wait time is significantly reduced compared to walk-ins. Even with walk-ins, the wait time is relatively low as the appointment-based approach also reduce service times. This means more time for walk-ins.

Smart Kiosk

It's sleek, modern, and Danish design awaits your customers. FrontDesk offers Smart Check-in Kiosks and Smart Tablets that make it incredibly easy for customers to check-in, book a time or enter the line via a regular ticket. All options are relevant and the keys to manage the customer flow.

The check-in Smart Kiosk is, in short, a key piece in your queue management strategy. If you want to eliminate queuing, our check-in kiosk is it.



Key features:

- Multiple versions and designs of the Smart Kiosk available
- Smart visitation directly on the terminal
- Infrared scanner for ID cards, QR codes, etc.
- 21.5" touch screen
- Language selection
- Create your own QR code on the mobile or printed ticket
- Accessibility features available, e. g. tactile keyboard
- Reserved appointments are automatically integrated into the queuing system
- Possibility to reserve time directly on the kiosk
- Possibility to get a ticket as a walk-in
- Automatic message via text message or e-mail to meeting host when customer checks in upon arrival
- Print tickets with relevant information
- Also designed to run on a tablet device. This makes it easy for floor walkers to greet your customers.
- AODA design with 48" as the highest touchpoint, wheelchair-friendly stand. Navbar can be purchased for an additional +1999CAD.
- Designed in Denmark
- Multiple styles and kiosks available

To manage walk-ins efficiently, the FrontDesk Smart Kiosk offers the opportunity to book the next available time, select a later time or get a ticket as a walk-in. This way, the customer can decide what to do next. All text etc. can be customized.



Intelligent Resource Management System

Resources usually represent employees, but can easily be used to manage meeting rooms, study desks and everything else.

FrontDesk can also distinguish between person-specific and generic resources. For example, it may be appropriate to select a specific person if a time is to be reserved for a zoning question, but not when paying your taxes.

Resources can be utilized differently. For example, an intern may have a factor of 2, so time reservations take twice as long in the calendar. A super user with a factor of 0.8 can be booked for only 8 minutes for a 10-minute task.

No two days are alike. Therefore, it is easy to create an exceptions and apply them for 1 or multiple days

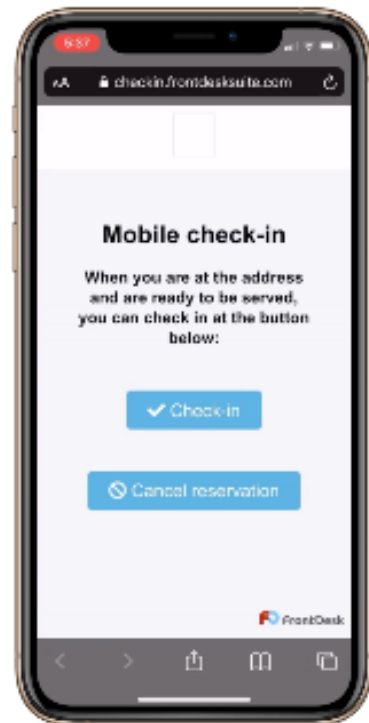
Resources can be set to open automatically when certain criteria are met, such as bookings reaching a limit or similar. The manager can choose to receive a message via email or SMS if the day is about to be fully booked.

Paperless and Digital Check-in

FrontDesk makes it easy for your customers to check-in using their smartphones for a touchless and paperless experience. Using the link sent by SMS or e-mail, the mobile check-in flow is easy.

Key features:

- Customize wording on mobile check-in
- No app is needed – works from your browser with a unique URL
- Staff is automatically notified when customer checks in
- Easy cancellation if customer is unable to make it – time is released for others
- When staff is ready to help, the customer is instantly notified
- Works on iPhone, Android and other mobile OS with a modern browser.



Calendar Add-in

Free up resources with FrontDesk's calendar add-in for Outlook. The add-in is used by City staff, who wishes to utilize the Smart Kiosks when they have meetings with e.g. business or individuals.

Key features:

- Invite your guests for a meeting through Outlook
- Use the FrontDesk add-in directly from Outlook
- Let guests check in using the Smart Kiosk
- Receive notification of the guests' arrival with appointment details

That's it! No more waiting in the lobby for a no-show or a delayed guest. You can even customize the text on the Smart Kiosk and highlight which meeting room to go to etc.

Employee App

This is the main tool for handling your day-to-day operations in your office. Through the Employee App, you get an overview of all checked-in customers, register the service provided and close the ticket, see upcoming reservations – today, tomorrow, next week.

With the ability to run on multiple devices, do not let a counter or desktop PC slow you down. The web-based Employee App runs on any device, making it easy to greet your customers out on the floor all while managing the traffic.

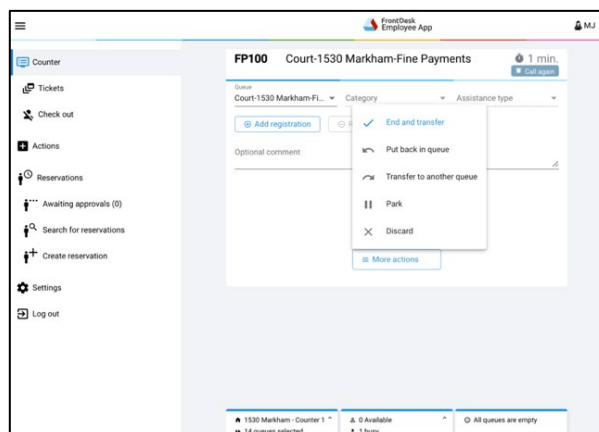
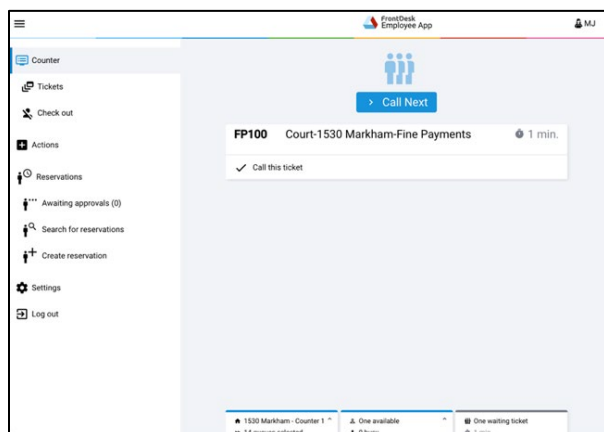


Employee App on Tablet. Also runs on PC etc.

Key features:

- See and call all checked-in customers
- Get an overview of upcoming reservations with inputted details
- Create a new reservation – also on behalf of your colleague's departments.
- Transfer a ticket to a colleague – or a different location
- Approve/reject reservation and customize messaging
- See who is working on a specific ticket and track the state of the ticket
- The embedded manager's dashboard gives an overview of the state of your operations such as wait time, operation time etc.
- The Employee App is staff's tool to manage appointments, tickets and get an overview of the day. It runs via an URL and can thus be accessed via any device.

Below is an example of managing a ticket and example options counter staff can use. The first screenshot shows the overview a staff member has of currently checked-in appointments or walk-in tickets.



Info Screen/digital signage

FrontDesk allows you to create your own unique design and add relevant information on the info screens.

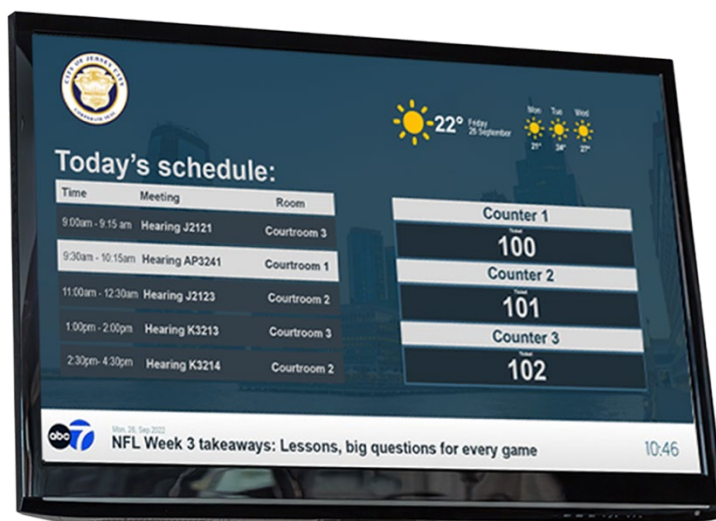
When your staff calls a checked-in customer, relevant information will instantly be shown on the monitor, such as which service and counter, the customer should go to.

With multilingual text-to-speech, the monitors are an important tool for your operation and your customers. If a customer has booked an appointment in French, the text-to-speech will likewise be in French.

All changes to the monitor layout are handled remotely. This means, you can customize the layout from your own computer and see the changes instantly.

Use FrontDesk's admin module to change the following:

- Logo
- Images
- Videos
- Clock
- Number/Reserved Time Fields
- Name of services. Place these as you wish according to number/time



- Web elements such as job ads, weather, news, parking information, etc.
- Positioning and resizing info articles
- Colors and fonts

Statistics and Analytics

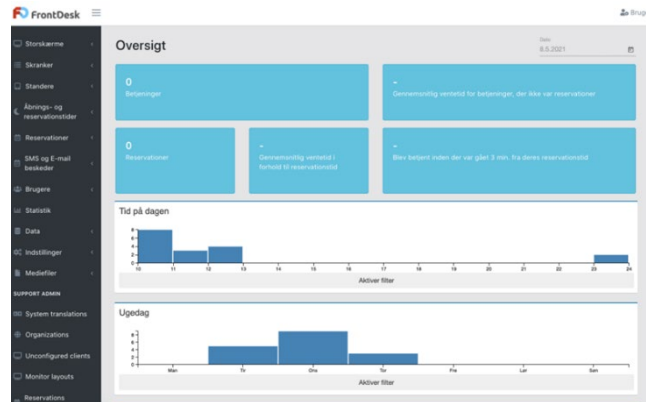
Do you want to drive your decision-making based on tangible data? Get all the data and answers to your questions through the comprehensive analytics module in FrontDesk.

Included in all versions of FrontDesk, all the data can be incorporated into your own Business Intelligence system and make reporting even easier.

Through the FrontDesk admin, you both get at-a-glance statistics as well as a deep dive into all relevant data collected by the system:

Analytics on all:

- Reservations and tickets
- Walk-ins
- Staff transactions (can be anonymized)
- Wait times
- Service times
- Visualizations for a quick overview
- Individual KPI settings for services and locations
- Raw data for download/export to own BI
- User-based access to statistics and download features
- Custom reporting options in Excel or similar
- Overview of upcoming reservations and traffic
- Analytics on no-shows, cancelled appointments etc.
- And more



Accessibility

FrontDesk works with accessibility in several space. The first is online accessibility for our online reservation sites. Here we follow WC3 WCAG 2.1 Level A and AA Guidelines. Any new update is also tested according to the standards applicable. We also consult with local laws to ensure our online accessibility meets the necessary requirements.

For our hardware, our monitor use audible and visual cues to guide customers to e.g. the correct wicket/counter. This means that we use text-to-speech for audible cues and use the monitor with flashing text etc. for visible cues.

Our Smart Kiosk has a maximum touchpoint of 48" and has the ability for an accessible navpad with audible guidance. It is also possible to set up a button on the navpad or touchscreen which will prompt staff immediately. Besides this, it is also possible to change the contrast on the touchscreen. Please see the kiosk specifications below for our standard 140cm kiosk. It is also possible to use a 125cm kiosk.

Kiosk dimensions

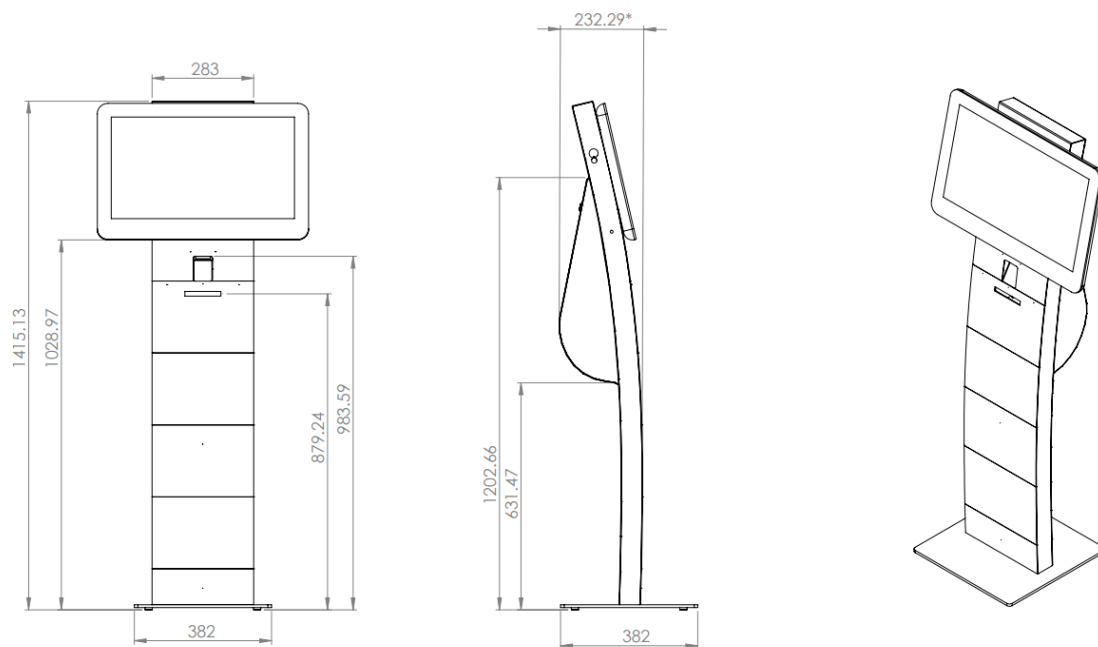


Figure 1 - Dimensions of 140cm Kiosk without accessible foot ramp. Highest touchpoint is 122cm/48".

Kiosk with accessible foot stand and navbar



Kiosk Assistive Technology – NavBar



Figure 2 - NavBar with sound/headphone output. You will use the Up/Down Arrow keys to move the highlighted area. The green button will select the highlighted option/button. If the headset input is activated the text will be read aloud. The purple "Question Mark" button will prompt staff's attention in the Employee App similar to the help button on the kiosk. "Back" button will go back where applicable and "Next" button will go to the next page where applicable.

Further details and specs: <https://www.storm-interface.com/nav-bartm-6-keys-usb-interface.html>

Kiosk Accessible Frame



Picture 1 - Accessible Edge Frame for better wheelchair access

Kiosk workflow mockup

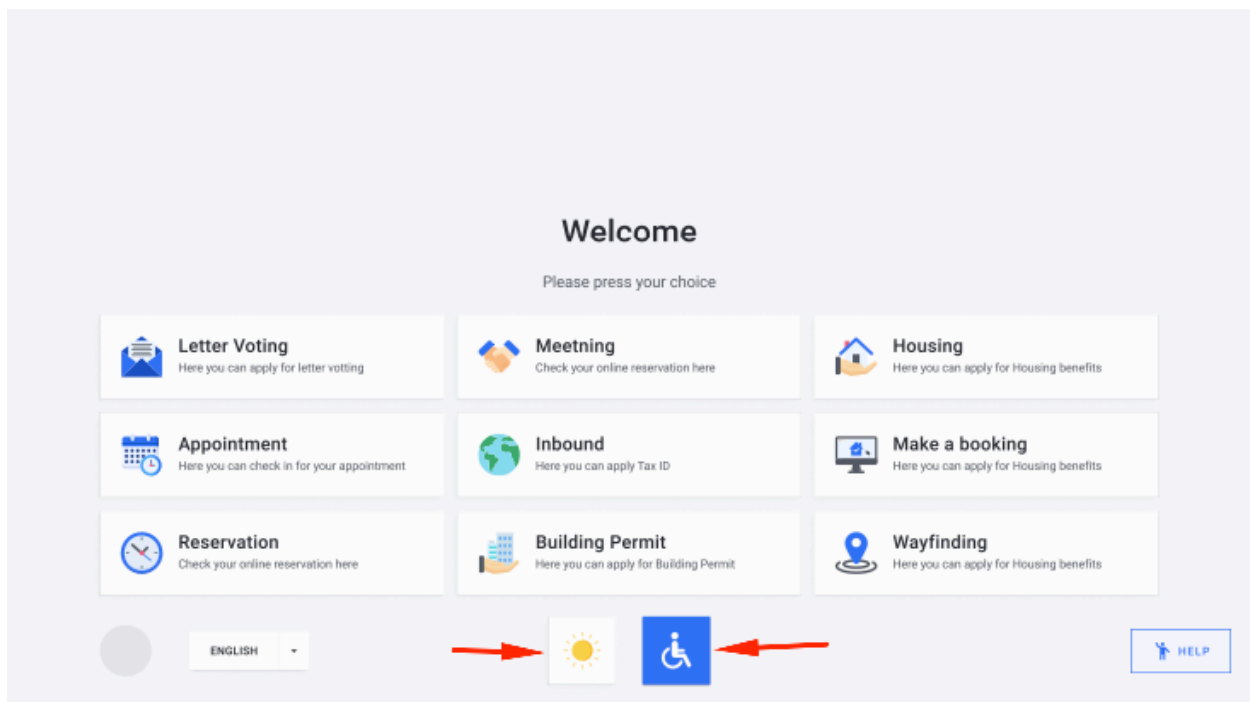


Figure 3 - Options to change contrast and 'wheelchair' button to activate NavBar. NavBar can also be activated by pressing the NavBar's button. When activated/pressed, the content of the kiosk will move down and a blue box will highlight which area is in focus (see figure 6).

FrontDesk Queue Management Systems Inc. | 1 Adelaide St East, Suite 3001, Toronto, ON, M5C 2V9, Canada | www.frontdesksuite.com

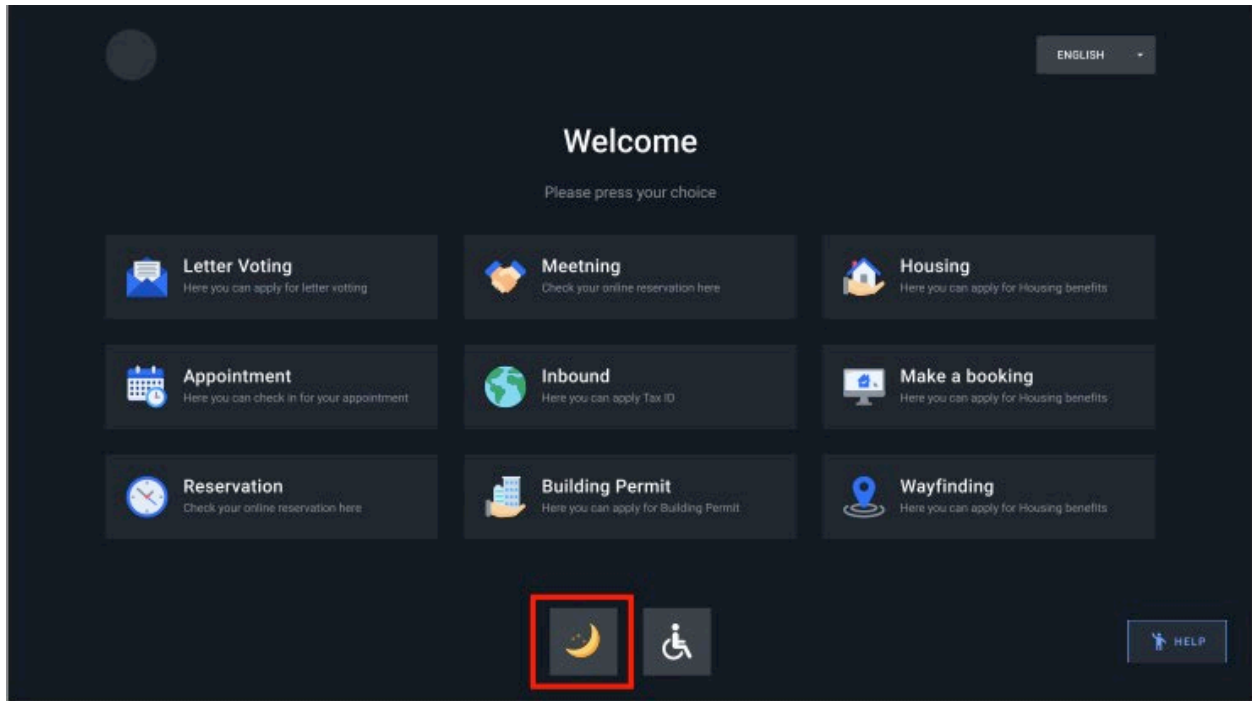


Figure 4 - View after selecting the contrast option

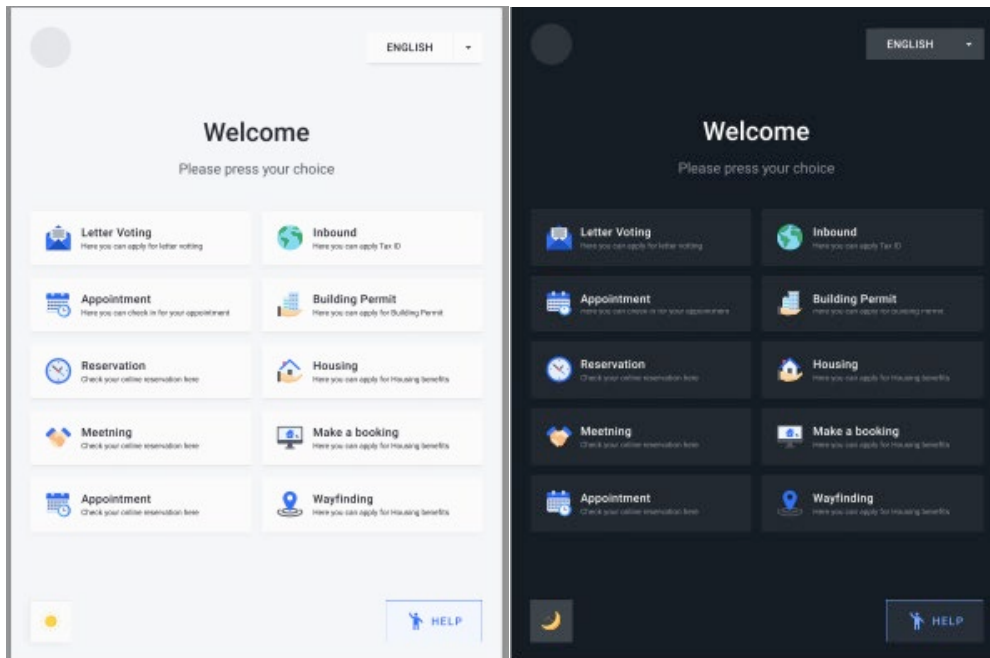


Figure 5 - Vertical view contrast (concept mockup) - Vertical view (OBS: Concept mockup)

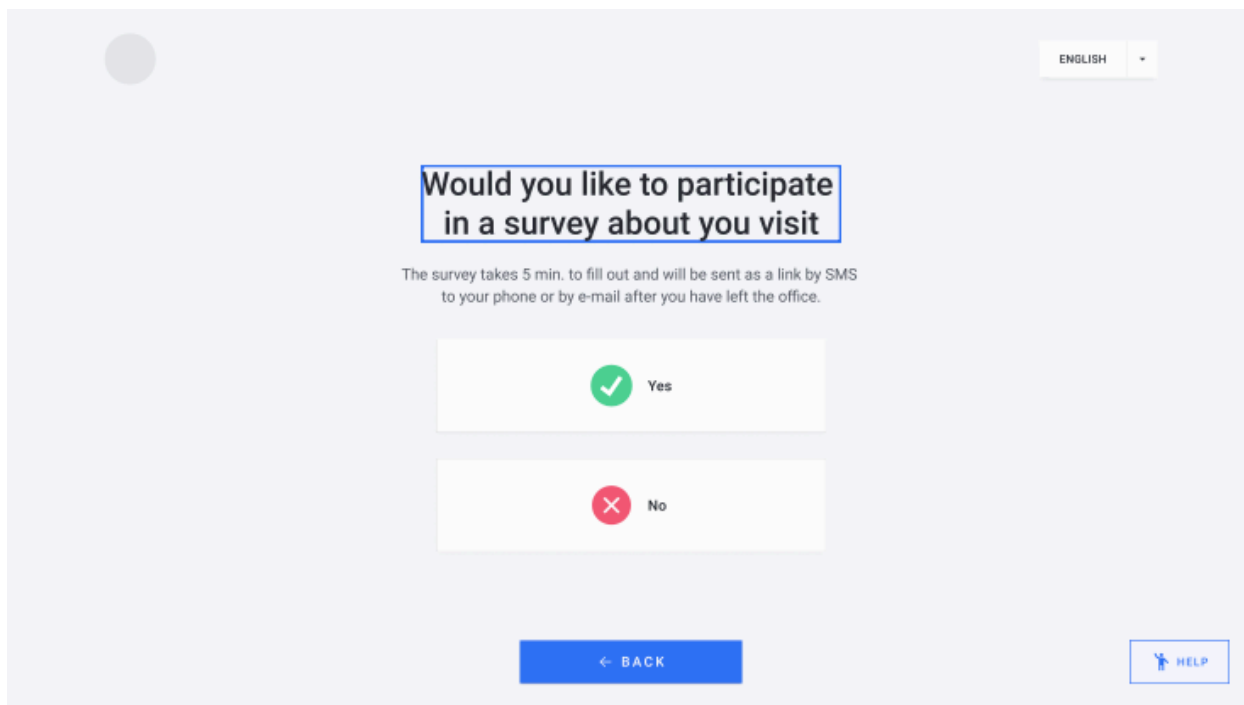


Figure 6 - On-screen highlight of selection made with NavBar. Text to speech is possible. You will use the Up/Down Arrow keys to move the highlighted area. The green button will select the option highlighted where applicable. If the headset input is activated the text will be read aloud.

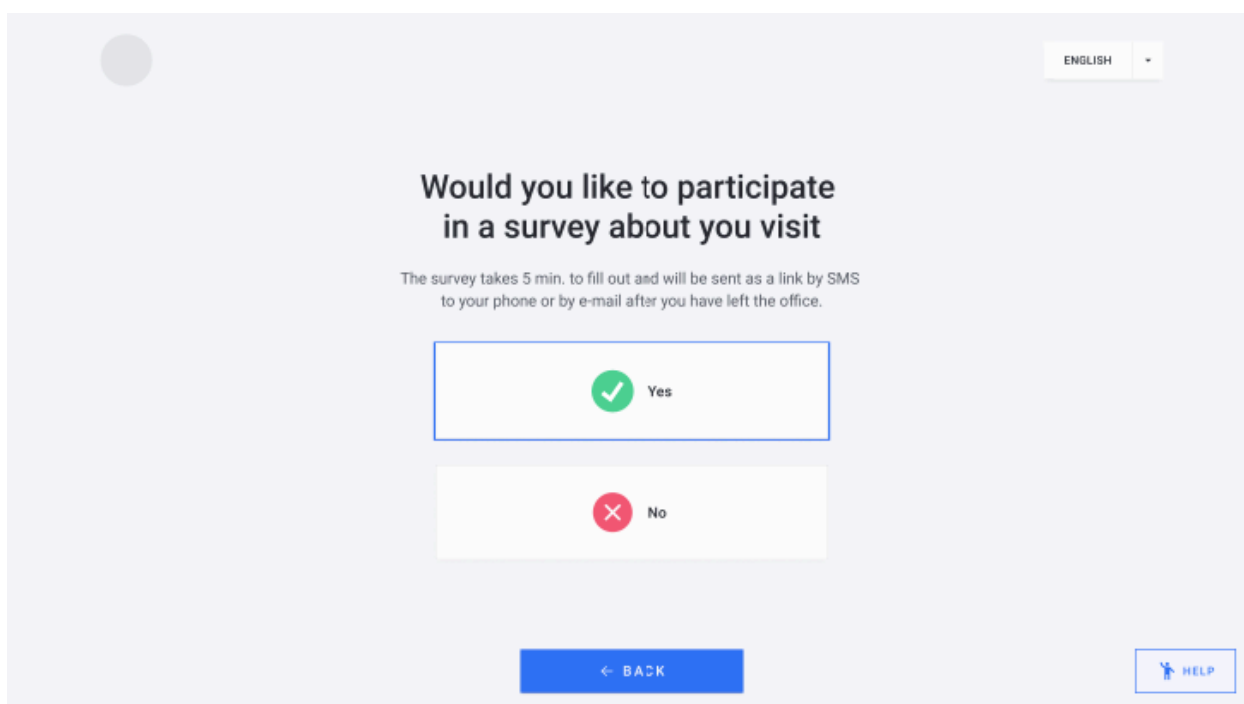


Figure 7 - On-screen highlight of button using tactile keyboard. Text to speech is possible



SECURITY

FrontDesk takes data privacy and IT security seriously.

Therefore, we offer several ways to log in to your FrontDesk account. From regular authentication through email/password to IP Approval so only certain IPs can log in etc.

Most importantly, we support logging in with Single Sign-On. We use the SAML authentication method and supports both cloud-based options such as Azure AD as well as on-prem solutions such as ADFS.

We can enter into tailor-made data protection agreements with our **customers and** understand that all organizations are different. We can offer a standard agreement based on our many years of experience, but also make sure to comply with the organization's data protection agreements.

For added comfort, we perform regular penetration testing on our system, and are externally audited every year to ensure the highest standards of data protection, standards, and use.





COMPLIANCE

FrontDesk works purposefully with compliance, so you can rest assured that we comply with applicable regulations when you use our solutions.

GDPR

FrontDesk is compliant with the EU General Data Protection Regulation and the Data Protection Act. We have appointed internal persons responsible for compliance with the legislation and subject ourselves to external audits every year. We annually publish an ISAE 3000 statement on the processing of personal data and security. Therefore, you can safely use our solutions. All data will be stored in the geographical location of the customer to meet local requirements.

Data processor agreement

As a customer of FrontDesk, your organization is data responsible for the data we process on your behalf, and we are data processors for your organization. Therefore, a data processing agreement must be entered into between our organizations. FrontDesk has a standard data processor agreement which can be reviewed by request.

Sub data processors

For our Cloud customers we have chosen to host the solution with Microsoft Azure, which thereby also processes personal data. In this relation, Microsoft Azure is considered a sub data processor. For encryption of data FrontDesk applies the encryption protocol TLS 1.2. Data encryption keys are administered by means of Transparent Data Encryption (TDE).

Customer Lockbox for Microsoft Azure is also applied so that Microsoft in connection with support and maintenance cannot access customer's data in FrontDesk. Thereby, Front Desk has contractually and technically ensured that customer data is not transferred to third countries without FrontDesk's knowledge and accept. In case of Microsoft's request for access to customer data FrontDesk will deny the request and inform the customer about the inquiry.

We use several other sub data processors for our solution. We only use recognized data processors that we trust have the appropriate security measures in place to protect our data and our customer's data. We carry out annual audits with the data processors to ensure that their security setup meet current requirements.

We always carry out transfer impact assessments, implement appropriate supplementary measures and enter into standard contracts with relevant sub data processors in third countries, to ensure that we have an appropriate transfer basis.

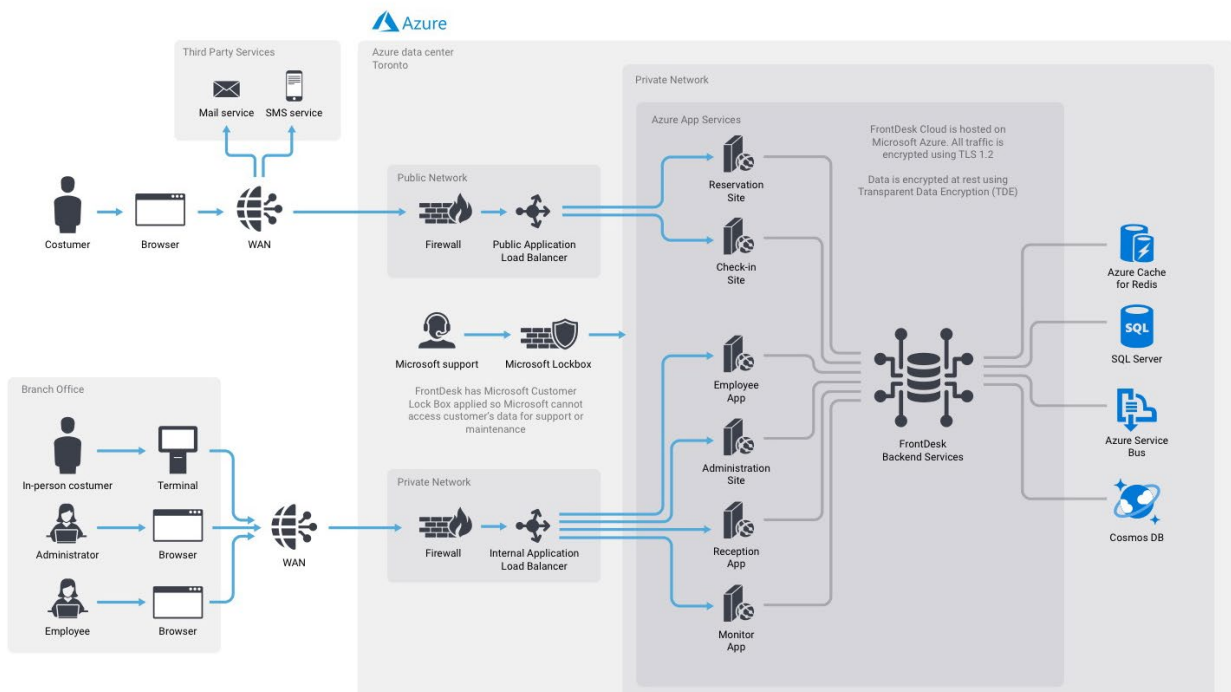
ISAE 3000

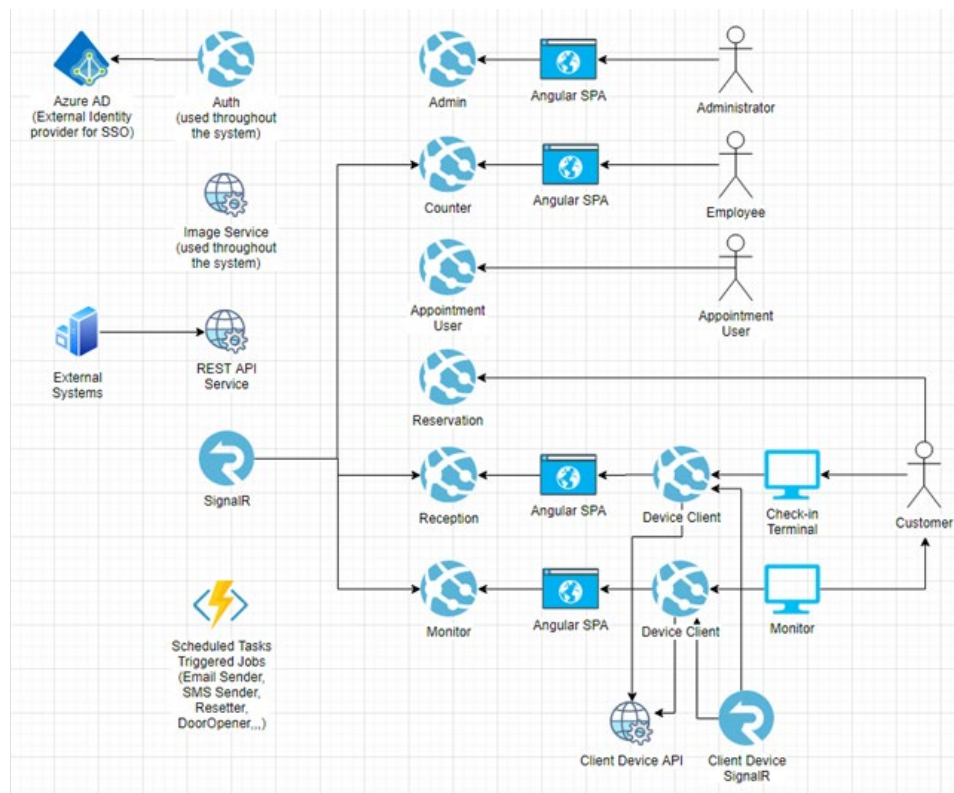
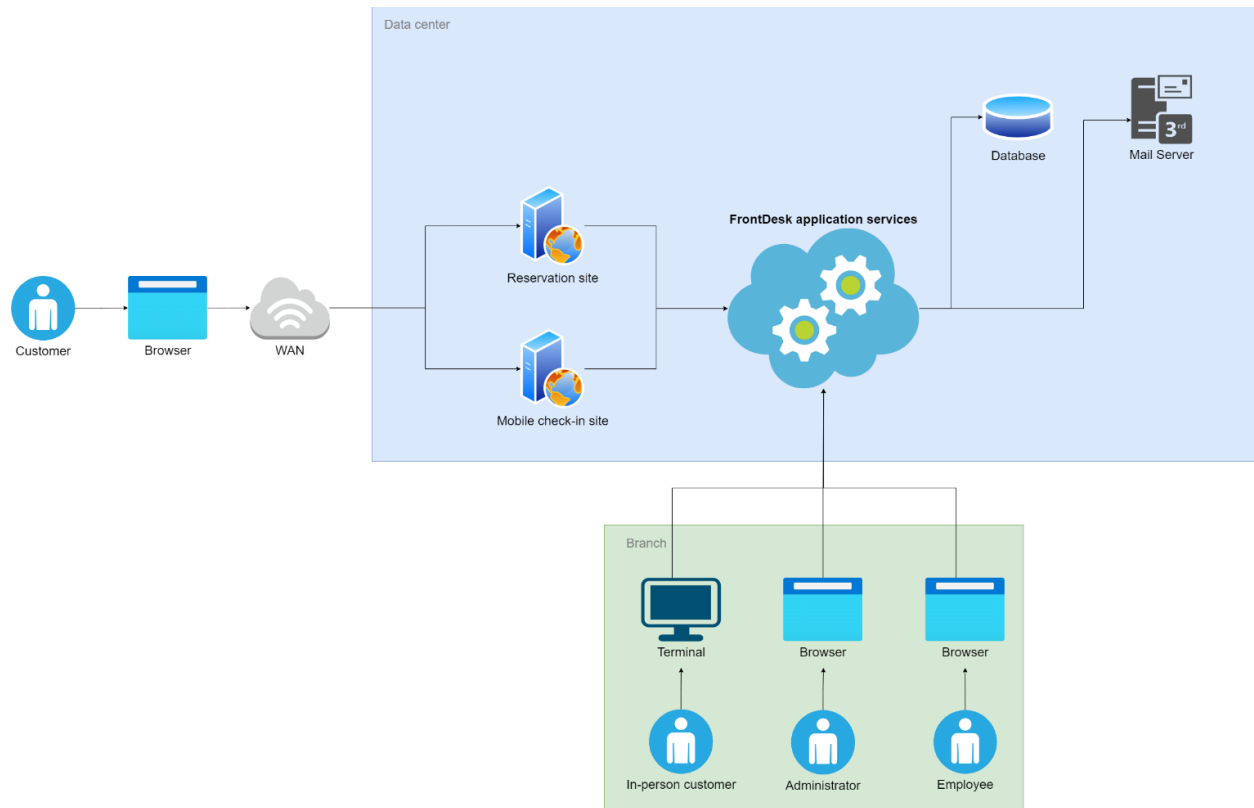
Every year we have an auditor's report prepared by an independent third party. The declaration covers all relevant areas within organizational, technical, and physical security in connection with the processing of personal data. The declaration is your assurance that we comply with the requirements set for us in the data processing agreement we have entered into with our customers. If you want to read more about our internal security and processing of personal data, you can download our latest ISAE 3000 on processing of personal data [here](#).

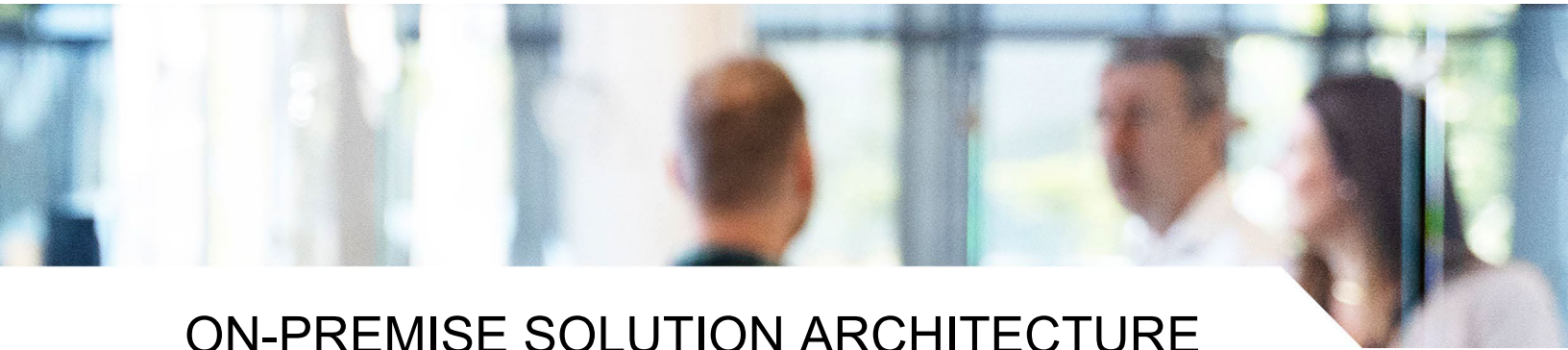


CLOUD SOLUTION ARCHITECTURE

FrontDesk is built as a microservice architecture for the cloud. All communication between services happens through HTTPS or through a message broker (Azure Servicebus or RabbitMQ). Each service is built as its own separate website and can be scaled independently based on the needs of the customer.



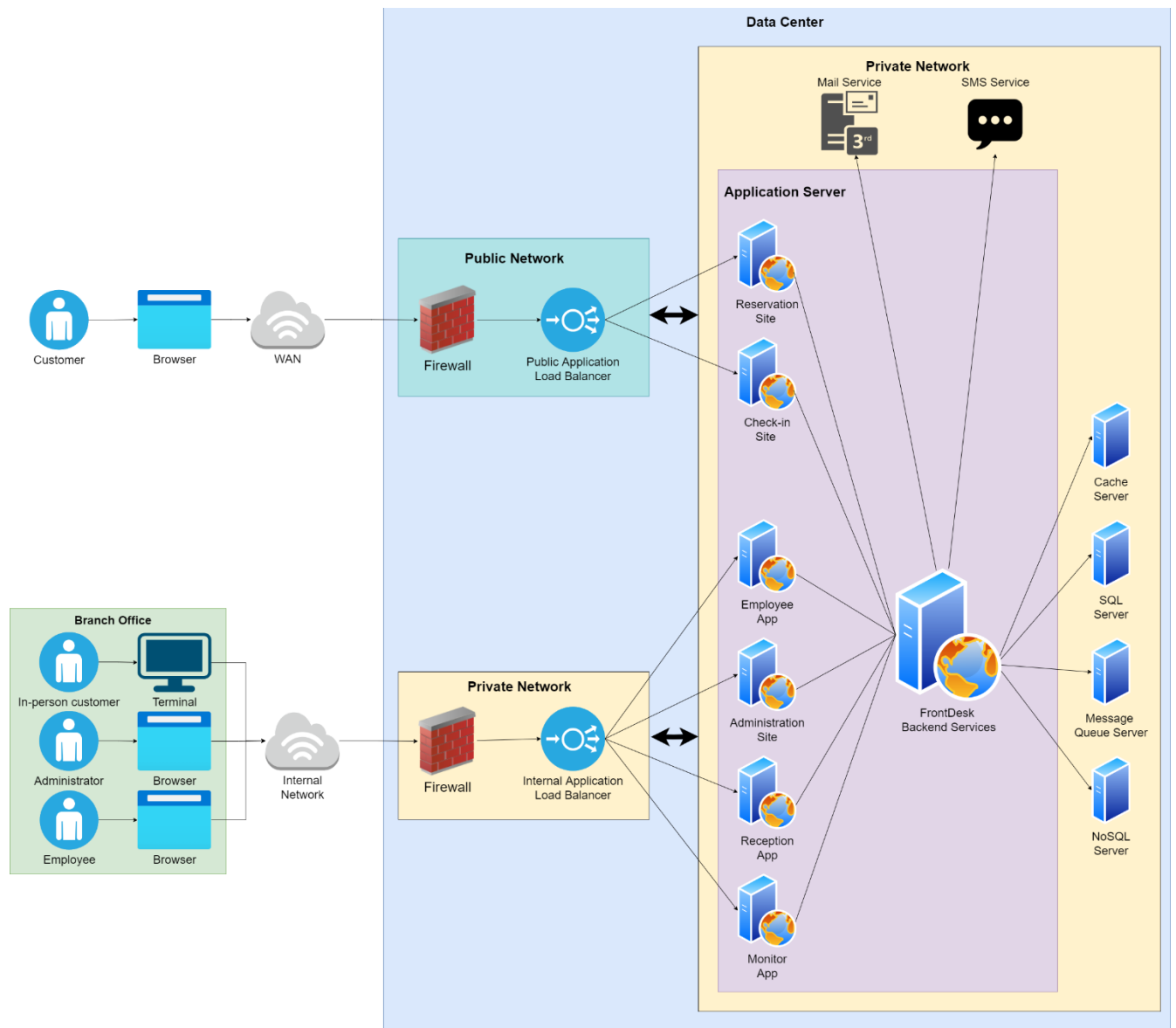




ON-PREMISE SOLUTION ARCHITECTURE

FrontDesk is built as a modern microservice architecture in mind and consists of 35+ services.

All communication between services happens through HTTPS or through a message broker. Each service is built as its own separate website or background service and can be scaled independently based on the needs of the customer.



Recommended Server Specifications

Overview

The server's resources required for a FrontDesk environment in production depend very much on the deployment environment, the different type of workloads being employed based on the modules used and the throughput in terms of concurrent users, response time goals and workload (no of customers / appointments).

The following guidelines is based on the system details used by the FrontDesk EU datacenter serving 1.000+ concurrent employees connected through SignalR, 20.000+ reservations per day, serving 100.000+ page requests per day.

The guidelines presented here are therefore just that GUIDELINES, it is imperative that any FrontDesk deployment be thoroughly performance tested in the client environment and tuned to match the environmental constraints.

- Use a 64-bit machine.

- Use a machine with multiple CPU cores.

- Use separate Network Interface Cards (NIC) for incoming client traffic and backend database communication. The communication to each should be bound strictly to each card and pass over a separate backplane.

Application server

- 2 x 2.6GHz CPU, 4 cores

- 64GB RAM

- 300GB disk space (excluding O/S)

- Kubernetes or any equivalent container orchestration system

Persistent storage server

- 2 x 2.6GHz CPU, 4 cores

- 64GB RAM

- RAID 5 / 10 disk configuration

Supported Platforms

Application Servers

Any platform that supports hosting ASP.net Core 6.0 (See <https://docs.microsoft.com/en-us/aspnet/core/host-and-deploy/>)

To ease deployment and upgrading to newer versions it's recommended to use container orchestration tools like Kubernetes.

Persistent storage

- SQL Server 2016 or newer for relational database.
- MongoDB 6.0 or newer for persistent storage of events.
- Redis cache 6.2.4 or newer for distributed temporary caching of data.
- RabbitMQ 3.10.8 or newer for service-to-service message storage

Clients

The administrators and employees access FrontDesk using a web browser.

The clients communicates with the application server over HTTPS (WebSockets enabled).

FrontDesk supports most newer browsers but it's recommended to use Chrome for maximum support.

Operating a FrontDesk on-premise environment

FrontDesk supplies description of configuration and access to a container registry which contain images for the FrontDesk services, migration and testing applications.

We also provide Helm charts for configuring and updating Kubernetes clusters.

We highly recommend on-premise customers to run a testing environment.

All FrontDesk webservices have a health endpoint that should be monitored.

Daily operation

The customers are responsible for managing, monitoring all aspects of FrontDesk and required infrastructure running on their on-premise environment.

Licenses required for infrastructure including operation systems and databases are the customers responsibility.

Keeping infrastructure up to date is customers responsibility.

The customer should have adequate back-up in place to prevent data loss.

Updates

FrontDesk is updated approximately every 3rd week.

Updates are announced approximately 3 weeks in advance in the FrontDesk newsletter. The newsletter contains information about changes and new features.

FrontDesk is released to our EU datacenter on Tuesdays at 22:00 CET. After this day, the updates are rolled out daily to servers outside of the EU.

After this time updates are available to our customers running on-premise solutions.

FrontDesk runs a detailed QA process to eliminate bugs before changes to applications are released. This eliminates most bugs from the system but in cases where high severity or high impact bugs are found in production these are patched outside scheduled releases and made available as “hot fixes”.

FrontDesk recommends on-premise production environments releases to happen 2 weeks after FrontDesk updates their EU production environment to decrease the number of hot fixes as 90% of these are found during the first week of running in production.

Testing

FrontDesk recommends updating on-premise test environments soon after a release is made available.

FrontDesk provides a testing application that should be run against environments (both testing and production) after updates to ensure that services and infrastructure are configured correctly. The application also does integration tests against critical FrontDesk functionality.

Services that benefit from outbound internet connection

Some of FrontDesk services benefits from being able to load data from FrontDesk central servers.

Currently this is the FrontDesk Helpdesk and the FrontDesk translations system.

Services that require outbound internet connection

FrontDesk's on-premise solution has one service that requires internet connection. This is the licensing service which runs continuously to ensure that the on-premise system is been used in agreement with the contract between FrontDesk and the customer.

If the licensing service hasn't been able to contact the central FrontDesk licensing server for 30 days a warning will appear in both the FrontDesk Administration site and the FrontDesk Employee app.

If the licensing service hasn't been able to contact the central FrontDesk licensing server for 45 days FrontDesk services will stop working.



MAINTENANCE AND SUPPORT

Maintenance: Built on Microsoft Azure cloud infrastructure we can ensure reliable uptime, and backups to restore data. From the date of takeover all hardware and software delivered to the Customer according to the Agreement is subject to the FrontDesk's guarantee for operational efficiency.

General system updates are part of the maintenance agreement. FrontDesk recommends on-premise production environment to be within 2 releases of the latest release to ensure that FrontDesk Technical Support Team can help, and to ensure that critical bugs and security patches are applied, and that the system complies with current legal requirement.

If on-premise environments are not updated, it could limit the FrontDesk Support Team in providing necessary consulting and troubleshooting.

User Support: Users of FrontDesk have free access to FrontDesk Support Hotline during its opening hours as part of the Support & Maintenance license. When performing hands-on support, FrontDesk invoices cf. the price list and according to actual time consumption for e. g. training of employees, coding (including changing opening hours or intervals on booking pages, changing system texts, adjusting info screens) and sending mass SMS.

User support is carried out via e-mail, telephone, remote access and/or Microsoft Teams. When carrying out support at the Customer's premises, FrontDesk invoices transport time and other costs acc

ording to consumption.

Technical Support: In the event of hardware or software breakdowns which mean that operations cannot be maintained, FrontDesk's Technical Service Team undertakes to immediately, upon the Customer's request, begin remote diagnostic testing, troubleshooting and then rectification.

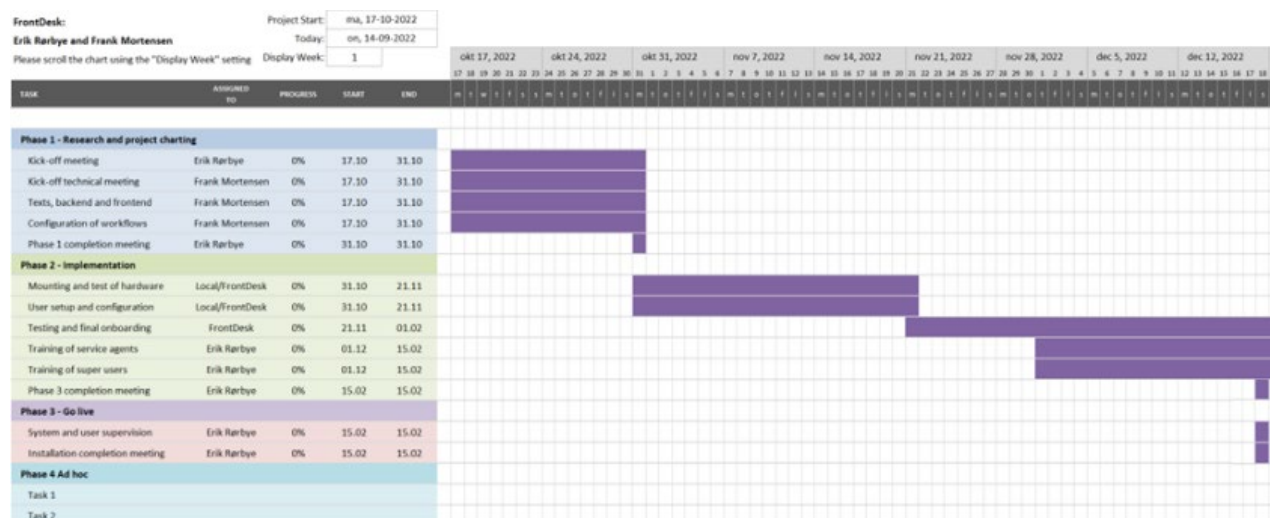
Depending on the type of issue FrontDesk Technical Service Team could be required to get supervised remote access to the on-premise servers in order troubleshoot.

The applicable Support-email and Support-hotline will be shared locally.

PROJECT PLAN

For all new customers a detailed project plan is a key part of the agreement. FrontDesk will appoint a Project Manager and an Onboarding Manager as key personnel during the implementation phase.

A basic implementation project will take 3-4 weeks from introduction to go-live.



REFERENCES

More than 100 cities are using FrontDesk to manage the customer flows and appointment for their citizen facing services. The system is continuously updated based on feedback from all these cities. On request we are happy to share contact information for the purpose of reference visits and exchange of information. An excerpt from the reference list:



Qualifications - Meet/Exceed Genesee County requirements

FrontDesk Queue Management Systems Inc. is fully prepared to meet and exceed the requirements outlined in Section 6, "Scope of Work," by leveraging our extensive expertise and proven track record in implementing queue and appointment management solutions. The system streamlines appointment booking and queue management and is designed to save time and resources for both citizens and employees. With features like real-time appointment scheduling, SMS and email reminders, and customizable workflows, we make it easy for the Genesee County to provide efficient and convenient services to communities. Below is a detailed explanation of how we will address each requirement:

1. Designing and Implementing a Centralized Queue and Appointment Management System

FrontDesk will design and implement a centralized queue and appointment management system that seamlessly serves multiple departments within Genesee County. Our system is built on a scalable, cloud-based architecture, allowing for integration across various departments while maintaining centralized control. The system supports real-time data sharing and management, ensuring that all departments operate cohesively. We will work closely with your team to understand the specific needs of each department and ensure the system is tailored to handle the diverse range of services offered. Our we have multiple satisfied clients across North America that can testify our ability to design, develop and implement systems.

2. Developing a User-Friendly Kiosk and Online Appointment Registration Interface

We understand the importance of having a user-friendly interface for both staff and the public. Our platform offers customizable interfaces that can be tailored to the specific needs of each department. Whether it's for the County's Circuit Court, Probate Court, Veterans Affairs or Clerk, the kiosk and online appointment registration interface will be intuitive and accessible, reducing the learning curve for new users.

The interface will be designed with usability in mind, incorporating features like language selection, accessibility options, and mobile-friendly design to cater to a wide range of users. Users can book virtual appointments using Zoom or Teams or a call-back appointment.



Smart Kiosk

- Check in on Kiosk or Smartphone to appointments
- Book time for a service or receive a regular walk-in ticket
- Print tickets with relevant information

All this will lead to:

- Freed up staff resources by letting kiosk triage
- Staff will be notified upon guest check-in
- Ensure residents are service-ready by including questions on the kiosk
- A modern and innovative look in your lobby

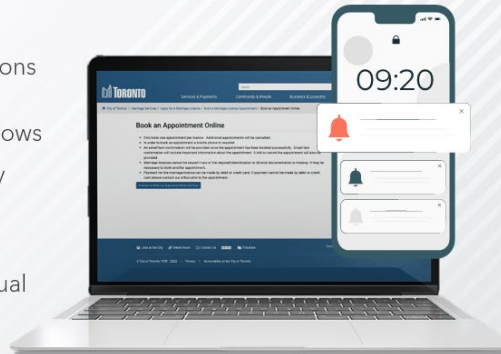


Online Appointment Booking

- Create/sync schedules that match your operations
- Allow for quick and easy online appointment booking with approvals and customized workflows
- Triage for the correct service with e.g., eligibility criteria and payment options

All this will lead to:

- Reduced number of scheduling calls and manual workflows
- Reduced number of walk-ins
- Reduced wait times



Information Displays

- Show relevant content such as today's schedule and counter operations
- Dynamic content such as schedules, videos, news ticker and wayfinding
- Always up-to-date information with no need for manual intervention

All this will lead to:

- Increased awareness for visitors
- Less questions for staff



3. Customizing the System to Accommodate Unique online appointment and queue management workflows

FrontDesk excels in customizing systems to meet the unique workflows and requirements of different departments. Our solution allows each department to define its specific workflow within the centralized system, including customized appointment types, service categorizations, and prioritization rules. We offer the flexibility to configure the system so that it aligns perfectly with the operational needs of each department, ensuring a seamless integration of departmental processes. This customization capability will enable each department to operate independently while benefiting from the efficiencies of a centralized system. The system can be set to request uploading of documents and to execute payments prior to confirming an appointment. In addition, FrontDesk has launched Conversational AI capabilities that enable customers to call in, be triaged and qualified by AI, and then book a callback, virtual, or in-person appointment. These conversational AI capabilities are tightly integrated with FrontDesk's booking engine and resource management. Several of our clients in Europe has adapted this capability and we are running a pilot project with a US base client.

4. Providing Equipment, Delivery, and Installation

As part of our comprehensive service, FrontDesk will supply all necessary hardware, including Smart Kiosks, digital signage, and other queue management devices. Our team will handle the entire process, from equipment procurement to delivery and installation at your facilities. We ensure that all equipment is configured and integrated into the queue management system, tested thoroughly to guarantee functionality, and installed in a manner that minimizes disruption to your daily operations.

5. Providing Comprehensive Training Sessions

To ensure that departmental staff are fully equipped to use the system, FrontDesk will provide comprehensive training sessions tailored to each department's needs. These sessions can be in person or virtual or a combination and will cover all aspects of system usage, from basic operations to advanced administrative functions. We will also offer specialized training for IT and administrative staff who will manage the system. Our training approach includes hands-on practice, user guides, and ongoing support to ensure that all users are confident and proficient in using the system.

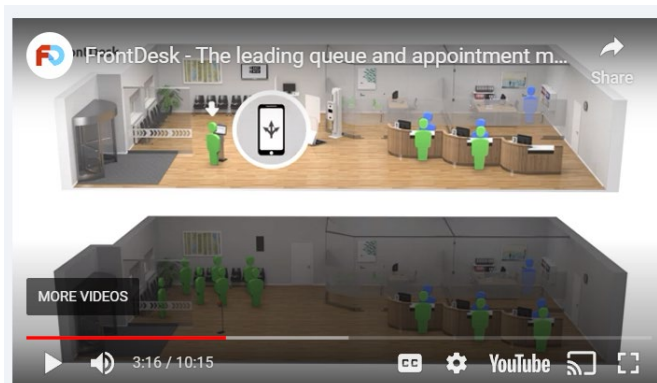
6. Offering Ongoing Technical Support and Maintenance

FrontDesk is committed to providing ongoing technical support and maintenance services to ensure the reliability and performance of the queue management system. We offer 24/7 technical support, with a dedicated helpdesk available to address any issues that may arise. Our maintenance services include regular system updates, security patches, and performance optimizations to keep the system running smoothly. We also conduct periodic reviews and assessments to identify areas for improvement and ensure that the system continues to meet your evolving needs.

FrontDesk Queue Management Systems Inc. is dedicated to delivering a solution that not only meets but exceeds the requirements outlined in the Scope of Work. Through careful planning, customization, and ongoing support, we will ensure that your centralized queue management system operates efficiently, enhances user satisfaction, and supports the diverse needs of your organization. We are confident in our ability to provide a comprehensive, reliable, and user-friendly solution that will serve your organization for years to come.

This Video shows how FrontDesk will Meet and Exceed Genesee County's Expectations

<https://frontdesksuite.com/en/newlanding/>



7. ORGANIZATIONAL CHART

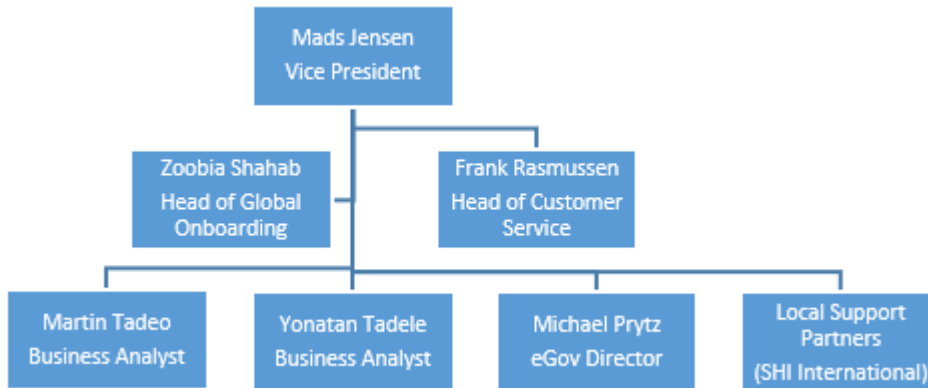
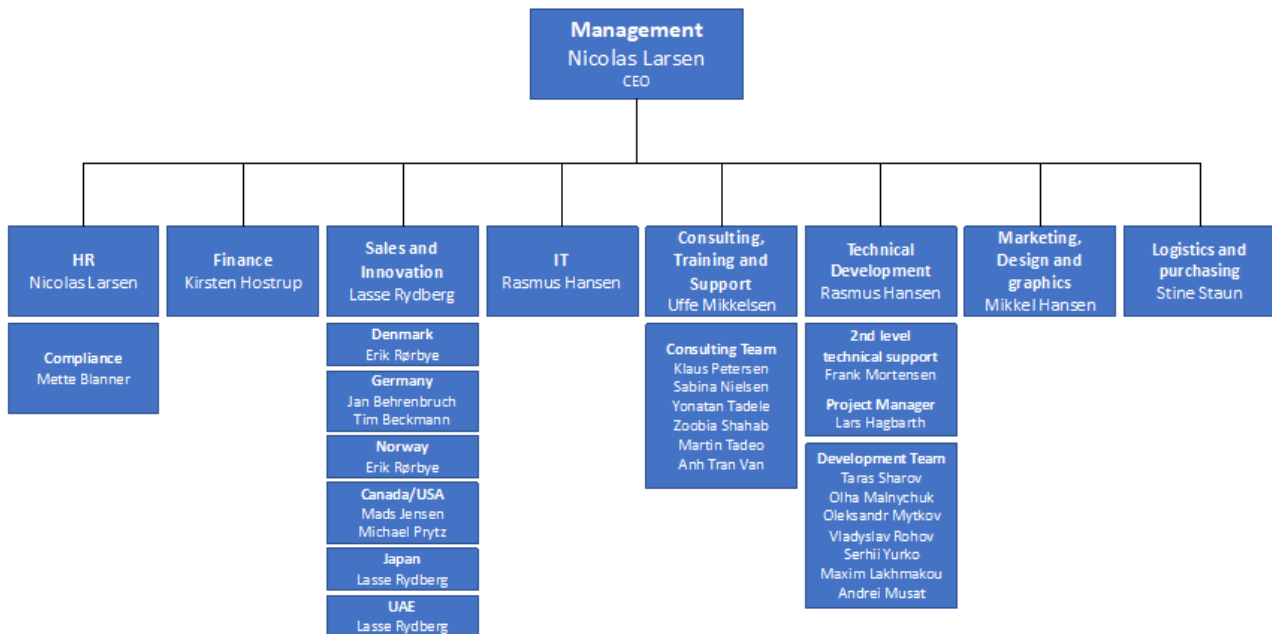
Provide an organizational chart identifying key members of the employees who will be assigned to perform the work. The chart should clearly delineate roles and responsibilities of the various team members. Identify key individuals by name and title.

SHI Response:

SHI is partnering with FrontDesk Suite to deliver the best possible solution to Genesee County. Please see the following pages for FrontDesk's Organizational Chart.

Genesee County:

Provide an organizational chart identifying key members of the employees who will be assigned to perform the work. The chart should clearly delineate roles and responsibilities of the various team members. Identify key individuals by name and title.

Org Chat of FrontDesk Queue Management North America Team that will be key employees assigned:**Org Chart of FrontDesk Queue Management Corporate structure:**

List of key individuals that will participate in the Genesee County RFP#24-395

Key individuals assigned to the Genesee County RFP:

Name of Individual	Position	Office Location	Role and Responsibilities	No of years with company	No of years in the industry	Certifications	No of assigned customer accounts
Mads Jensen	Vice President	Toronto	Management, Admin, Quality Control, Overall responsibility for company in North America	3	8	Process Consultant, Master (MA) Information Science,	All
Zoobia Shahab	Head of Onboarding	Toronto	Onboarding, 2 nd Level Technical Assistance, Reporting and Analytics, Quality Control	4	6	IBM – Data Science Methodology	All
Martin Tadeo	Business Analyst	Toronto	1 st level support, configuration, hardware, consulting	3	6	Certified SAFe 5 Agilist, Professional Scrum Master I (PSM I)	All
Yonatan Tadeo	Business Analyst	Toronto	1 st level support, configuration, accessibility consulting	2	5	Cisco Certified Network Associate (CCNA), Master of Engineering (MEng), Innovation & Entrepreneurship	All
Michael Prytz	eGov Director	Toronto	Director e-Gov solutions. Responsible for day-to-day client contact and project management	1.5	15	Corel, Oracle, Sizmek	All
Frank Mortensen	Head of Support	Copenhagen, DK	2 nd level support	5	20		All
Rasmus Hansen	CTO	Copenhagen, DK	3 rd level technical support, integrations	12	12		All

8. CURRENT WORK ASSIGNMENTS & CONTRACTUAL OBLIGATIONS

Indicate current and projected work assignments of key personnel identified in the proposal, and for each key personnel, identify current percentage of completion and expected completion date.

SHI Response:

SHI is partnering with FrontDesk Suite to deliver the best possible solution to Genesee County. Please see the following pages for FrontDesk's Current Work Assignments & Contractual Obligations response.

Work Assignments and Completion Status of Key Personnel

1. Mads Henning Jensen, Vice President (Project Manager)

- **Current Assignment:** Leading the overall management of North America, including coordination between the client and internal teams.
- **Current Percentage of Completion:** 60%
- **Projected Completion Date:** Oct 24
- **Next Steps:** Finalizing milestones, preparing for the final review and handover.

2. Michael Prytz, Director eGov Solutions (Project lead)

- **Current Assignment:** Leading the overall project management, including coordination between the client and internal teams, and overseeing the implementation schedule.
- **Current Percentage of Completion:** 40%
- **Projected Completion Date:** Oct 24
- **Next Steps:** Finalizing project milestones, preparing for the final review and handover.

3. Rasmus Hansen, Chief Technology Officer (CTO)

- **Current Assignment:** Overseeing the technical aspects of the project, including system architecture, security implementation, and integration.
- **Current Percentage of Completion:** 50%
- **Projected Completion Date:** Dec 24
- **Next Steps:** Finalizing system integration, performing rigorous testing, and addressing any technical issues.

4. Lasse Rydberg, Chief Innovation Officer (CIO)

- **Current Assignment:** Leading the innovation strategy, focusing on deploying advanced features and ensuring system scalability.
- **Current Percentage of Completion:** 30%
- **Projected Completion Date:** Sep 24
- **Next Steps:** Integrating feedback from the initial deployment, refining system functionalities, and preparing the system for future upgrades.

5. **Head of Global Onboarding, Zoobia Shahab**

- **Current Assignment:** Coordinating user training and onboarding, ensuring that all users are familiar with the new system.
- **Current Percentage of Completion:** 35%
- **Projected Completion Date:** Nov 24
- **Next Steps:** Conducting training sessions, providing support during the initial deployment, and gathering user feedback for improvements.

6. **Technical Support Lead, Martin Tadeo**

- **Current Assignment:** Preparing the support infrastructure, including the helpdesk and remote diagnostics.
- **Current Percentage of Completion:** 35%
- **Projected Completion Date:** Aug 24
- **Next Steps:** Finalizing the support process, training the support team, and establishing clear communication channels with the client.

7. **Yonatan Tadele, Business Analyst**

- **Current Assignment:** Analyzing business needs and aligning them with the system's capabilities.
- **Current Percentage of Completion:** 45%
- **Projected Completion Date:** Aug 24
- **Next Steps:** Finalizing the alignment of system features with business requirements, documenting user needs, and ensuring continuous alignment throughout the project.

This format provides a clear view of each key personnel's current role, their progress, and what remains to be done, along with specific dates for expected completion. Feel free to adjust the percentages and dates as per the actual project timeline and progress.

9. DEMONSTRATION OF FINANCIAL STABILITY

Submit with the proposal your organization's most recent financial audit, annual compiled financial statements, or annual consolidated financial statements.

SHI Response:

With over 6,000 employees worldwide, SHI is proud to be the largest privately held woman and minority owned business enterprise in the US. We maintain more than 30 global offices in North America, EMEA, and APAC. In addition to our global offices, our technology centers include integration centers, customer innovation center, and executive briefing center, which are located at our headquarters in New Jersey. In 2023, SHI reached \$14 billion in gross sales and set the stage for continued exponential growth.

In combination with our articulated purpose and passion, this growth stems from a laser focus on customer service, dedicated and tenured leadership, committed account executives and a broad spectrum of customers and partners.

Since SHI is a privately-owned company with no bank debt, we are nimble and able to reinvest in our business with integrity and in a way that aligns with customers' values and needs. SHI continues to invest in new infrastructure, most recently with a state-of-the-art integration center in the United Kingdom as well as co-locations in the Netherlands and Singapore. We also make significant investments in hiring more resources—the people with whom the County engages.

Our financial strength and stability are predicated on our staunch affiliations within our communities—our relationships with customers, partners, OEMs, and our own SHI colleagues.



SHI is a private corporation and thus will not be providing financial audits or consolidated financial statements at this time.

10. STATEMENT OF THE PROJECT

State in precise terms your understanding of the project as presented by this RFP. Include in this section a detailed summary of the Vendor's approach to providing services required by this RFP.

SHI Response:

SHI is partnering with FrontDesk Suite to deliver the best possible solution to Genesee County. Please see the following pages for FrontDesk's Statement of the Project response.

Statement of Project – Genesee County

Summary of proponents understanding of the Genesee County Project

The project, as outlined in the RFP, revolves around the implementation of a comprehensive queue and appointment management system across multiple service locations for Genesee County covering important customer facing entities such as Circuit Court, Probate Court HR, FOC, Clerk, Veterans, Health Department and more. The goal is to streamline customer interactions, reduce wait times, and optimize the allocation of staff and resources at each service center. This system is expected to support both walk-in and appointment-based services, enhance accessibility for all customers, and provide robust analytics for continuous improvement.

FrontDesk Queue Management Approach to Providing Services

FrontDesk Queue Management Systems Inc. proposes a multifaceted approach to fulfilling the requirements set out in the RFP. The key elements of their approach are:

Key Features of the Integrated System

1. Kiosk Queue Management:

- **Check-In Process:** Upon arrival at the service location, customers can check in using the Smart Kiosk. The kiosk recognizes pre-booked appointments and integrates them directly into the queue management system.
- **Walk-In Flexibility:** For walk-in customers, the kiosk allows them to either enter a queue for immediate service or book the next available appointment. The system dynamically adjusts to manage both scheduled and unscheduled visits.

2. Remote Appointment Booking:

- **Online Platform:** Customers can book appointments remotely via a customizable online booking site. This platform allows customers to select services, choose a preferred time slot, and provide necessary details in advance.
- **Automated Notifications:** After booking, customers receive automated confirmations and reminders via SMS or email. These notifications can include a link for mobile check-in, which reduces the need for on-site interaction.

3. Seamless Integration:

- **Unified Queue Management:** Both remote bookings and walk-ins are managed through a unified queue system. This ensures that all customers, regardless of how they booked, are served efficiently.

4. Enhanced Customer Experience:

- **Flexibility:** Customers can choose between booking appointments remotely or walking in, based on their preferences and convenience. This flexibility reduces wait times and improves service efficiency.
- **Accessibility:** The system is designed to be accessible, with features like language selection, assistive technology for those with disabilities, and mobile check-in options.

5. **Data Integration and Analytics:**

- **Centralized Data Management:** All data from remote bookings and kiosk interactions are centralized, allowing for comprehensive reporting and analytics. This helps in understanding customer flow, peak times, and resource allocation.
- **Actionable Insights:** The system provides actionable insights that help optimize operations, such as adjusting staff schedules based on expected appointment loads or analyzing the effectiveness of the queue management process.
- **Intelligent Resource Management:** The system can dynamically manage resources, allocating staff based on customer needs and the complexity of the service required, thereby optimizing service times and enhancing customer satisfaction.

2. **Customization and Flexibility:**

- **Administrative Module:** The administrative module allows for easy configuration of services, schedules, and queues. This module is central to the management of daily operations and provides real-time data for decision-making.

3. **Accessibility and Compliance:**

- **Accessibility Features:** The solution is designed to be inclusive, with options for customers to request accessibility support during the booking process. Additionally, the kiosks are equipped with assistive technologies to ensure ease of use for all customers, including those with disabilities.
- **Compliance:** The system is fully compliant with GDPR as well as with HIPAA, IRS 1075, and CJIS standards, ensuring that all personal data is processed securely. Regular audits and ISAE 3000 reports provide assurances of data protection.

4. **Support and Maintenance:**

- **Ongoing Support:** FrontDesk offers comprehensive support services, including a dedicated support hotline, remote diagnostics, and regular updates. The support structure is designed to ensure minimal disruption and rapid resolution of any issues.
- **Continuous Improvement:** The system is continuously updated based on feedback and evolving customer needs, ensuring that it remains at the cutting edge of queue management technology.

5. **Project Management and Implementation:**

- **Detailed Project Plan:** FrontDesk provides a structured project plan, with key milestones and timelines clearly defined. This ensures a smooth implementation process, from the initial setup to final acceptance testing.

This approach is designed to meet the specific needs set out in RFP24-395, ensuring a robust, scalable, and compliant solution that enhances the service experience for both customers and staff across all service locations.

11. LITIGATION

Please describe any lawsuits that were filed against your company in the last five (5) years and the results of those lawsuits. Please describe any mediation or arbitrations your company has been involved with in the last five (5) years and the results of those arbitrations/mediations.

SHI Response:

Within the last seven years, (a) SHI International Corp. has not been involved in any investigations or litigation, whether civil or criminal, that are material to our business or financial condition or that pertained to failures in our business relationships, and no such investigation or litigation is currently pending, and (b) SHI International Corp. has received no claims pertaining to significant contractual failures, whether actual or alleged, and has not entered into any settlement agreements relating thereto.

TERMS AND CONDITIONS DISCLOSURE

SHI's standard proposal validity is 30 days from date of submission. Should a contract be awarded to SHI as a result of this response, SHI will hold firm pricing for the proposed solution for 30 days from the date of award. As a reseller, we are dependent on pricing set by manufacturers which can be subject to fluctuation given unpredictable market conditions, possible supply chain changes or constraints, or other factors beyond SHI's control.

Please see Section 4 'Statement of Exceptions' for SHI's Proposed Exceptions to terms.

RESELLER TERMS

For the proposed solution, SHI is acting strictly as a reseller/billing agent. The third-party IT services proposed in this bid shall be provided by third parties and you (customer) acknowledge that SHI shall have no liability to you for such third-party IT services beyond the processing of invoices and payment therefore. All terms and conditions governing the proposed services will be between you and the third-party services provider.

PAYMENT TERMS

SHI's standard approach to payment terms with each of our valued customers is Net 30 days from the date of invoice.

CONFIDENTIALITY STATEMENT

This response contains information that is considered confidential and proprietary to SHI International Corp.

EXCEPTIONS TO TERMS AND CONDITIONS

SHI respectfully requests the following exceptions to the terms and conditions contained in the Genesee County's solicitation, as well as those noted above, be incorporated into any contract awarded to SHI as a result of this response. SHI will negotiate these terms and conditions promptly and in good faith.


SHI International Corp.

290 Davidson Avenue

Somerset, NJ 08873

888-764-8888

SHI.com


Signature Authorization

Effective immediately, the following individuals are authorized to sign such contractual documents for SHI International Corp. as are specified below and on page 2 of this Authorization, and their respective signatures in such capacities shall bind SHI International Corp. to the signed document.

Level 1	Level 2	Level 3
Aimee Cantrell, Manager of Proposals	Chandler Gorda – Lead Contracts Specialist	Cassie Skelton, Director of Contracts
Alicia Jones, Sr. Proposal Specialist	Megan Allen, Sr. Contracts Specialist	Darek Awas, Associate Director of Contracts
Arianne Mount, Director of Public Sector Contract Compliance		Erin Rose, Sr. Lead Contracts Specialist
Cassandra Hansen, Director of Proposal Content Strategy Development		John Oese, Manager of Contracts
Cindy Fuentes, Sr. Proposal Specialist		Jenna Watson, Assistant General Counsel
Cindy Hill, Proposal Specialist		Kevin McCann, General Counsel
Dan Calabrese, Sr. Proposal Specialist		Kristina Mann, Sr. Manager - Contracts
Dan Rouette, Sr. Director of Proposals		Maria Randle, Sr. Lead Contracts Specialist - UK
Jamie Watson, Sr. Proposal Specialist		Mary Youssef, Associate General Counsel
Joanna York, Sr. Lead Contracts Specialist - Operations		Michael Drecolias, Sr. Lead Contracts Specialist
Kayleigh O'Kane, Proposal Specialist		Sarah Perfetto, Sr. Contracts Specialist
Marguerite Berete-Aw, Proposal Specialist		
Maya Lynch, Proposal Specialist		
Moitrayee Majumdar, Sr. Proposal Specialist		
Pamela Wilkinson, Sr. Contracts Administrator		
Staci McDonald, Manager of Proposals		
Stacie Becker, Sr. Proposal Specialist		

This authorization shall be in effect until rescinded. All previous signature authorizations are hereby rescinded.

SHI International Corp.

DocuSigned by:

 427E8237A3CA426

Signature
 Thai Lee

Name
 President & CEO

Title
 7/1/2024

Date



We Are SHI

**We bring together
IT and Procurement
like never before**