

Request for Site Proposal

Bismarck sites for vehicle registration self-service terminals

Introduction:

The North Dakota Department of Transportation (NDDOT) is responsible for the issuance of motor vehicle registrations and the license plate renewal decals. Currently, registrations and renewals can be completed either in person or online (web (dot.nd.gov) and mobile app (NDRenewals)). In addition, renewals can be conducted through a Self-Service Terminal (SST) machine. The SST is similar to an ATM and is designed to walk the customer through the registration renewal using certain identification verification processes. The terminal is able to accept payment by credit card (AMEX, MC, VISA, Discover, and pin-less Debit cards) and completes the transaction by issuing the license plate decals and vehicle registration directly from the machine. The Department currently plans on placing two (2) SST within the Bismarck area and one at NDDOT's headquarters as a Pilot Project for one year and if successful will be looking to expand the delivery of service to other areas of the state through additional SST placement.

Purpose:

The purpose of this proposal is to seek retail locations for placement of Self Service Terminal machines in the Bismarck area as part of a Pilot Project for one year.

Criteria:

1. An SST site shall be located in an area where it will provide service to a high number of customers.
2. A site shall be within line of sight of employees and be indoors or in a secure vestibule with sufficient heating and cooling to be no more than 80 degrees Fahrenheit or less than 50 degrees Fahrenheit.
3. A site shall be open to the public 24 hours per day, seven days per week. If proposals are presented with hours differing from 24/7 availability they will be evaluated on a case by case basis and subject to approval by the Department.
4. A site shall have a security camera which covers the SST and a DVR system connected to the camera with minimum record time of 72 hours. Data must be retained for a period of 2 weeks.
5. A site shall provide electricity with voltage at 120 VAG, 60HZ that can supply up to 8 amps.
6. A site shall provide necessary equipment and Internet circuit to provide connectivity to SST program components. The state vendor will work with the selected site to recommend equipment and connectivity options to determine the best option.
7. A site will be responsible for the monthly costs of the circuit provided.
8. A site for placement of the SST shall be at least 30 inches wide and 69 inches tall and 36 inches deep.
9. The site will be American Disabilities Act (ADA) compliant and must be accessible by all customers.
10. The above services shall be provided at no charge to the State of North Dakota.
11. A one-year commitment to the placement of the SST with at least 99% connectivity is required.
12. The State retains the right to determine the best location for placement of the SST in order to insure optimal usage and reserves the right to withdraw the service if it is

determined it is in the best interest of the citizens of North Dakota. Selection will be done based upon an evaluation of each proposal received.

Inquiries:

Prospective terminal location providers may make inquiries concerning this site proposal to: NDDOT Communications by phone at 701-328-2545 or by email at dot@nd.gov with the subject line "RFP for SST Site Proposal."

For technical questions about this proposal: Contact Russ Buchholz, NDDOT Information Technology Director by phone at 701-328-2561.