

Request for Written Quotes: TCTC-20-Kiosks Amendment #1 – Questions and Answers

1. What is the function of the infrared proximity sensor?

Answer: We are considering the added security measure of allowing the touchscreen to disable at a timed interval from when a person vacates the kiosk station and would like the sensor in case we add this.

2. So the user interface would consist of a single menu view where the user can select a site?

Answer: The interface would have a menu of several sites, including the College site and other career-related resources; however, we would like the screensaver to scroll through various custom screens about aforementioned resources.

3. The only dynamic data controlled by the backend admin site would be add/remove websites?

Answer: The dynamic data updates are made by the backend admin site to keep our site current. This may include adding or removing web sites

4. “Must include a Job Applicant Software that provides ability to search, interact, and apply for job postings via online application or resume submission”

Does this mean we are to provide a custom job search website? Or are we to add “College Central Network” as another site accessible from the menu?

Answer: We currently use multiple resources for job searches, so would need to create a page of resources and links. We absolutely need to be able to access College Central Network; however, we also may change to an alternate website resource and need the ability to change, as needed, to stay updated with our current contracts.

5. How would the job search site work with a “resume submission”? How would the user upload his resume from the kiosk?

Answer: We are not requiring a direct port for which anyone can access the kiosk with their resume on an external drive. The kiosk should serve as more of an informational contact point. Resumes would upload from an account that can be accessed from the kiosk. No information will be loaded onto the kiosk. Students should be able to click a link to send an email to one of our career counselors for resume review or link to other helpful resume creation resources.

6. Live Help Desk Support during standard business hours

Is a web/email ticketing solution sufficient? Or do you require phone support? Is this for TCTC admin support requests only?

Answer: While we are open to using email/web for solutions, since kiosks will be stand-alone on multiple campuses, phone support must be available so that we can be on-site in front of the unit. The support applies to any TCTC admin support, including IT, Career office, on-site administrators and marketing.

7. Do you have any preferences regarding the mounting/stand style?

Answer: The stand must be of durable, quality metal and must be able to be customized with a long-lasting (non-peeling) skin. It must fit our designated places on each campus, and be of appropriate height for standing interactions.

8. What will the overhead display show?

Answer: The overhead display will show content developed by marketing to advertise our office and resources.