POLK COUNTY
Procurement Division
Fran McAskill
Procurement Director

NOTICE OF INTENT TO SOLE SOURCE

ISS 26-065, DIGITAL INFORMATION KIOSKS & SYSTEM

Polk County, a political subdivision of the State of Florida, does not currently have a system in place for automated visitor engagement. At this time, all visitor interactions are conducted through face-to-face communication with staff. Implementing these kiosks would allow us to provide a more robust and informative experience for our visitors during times when staff are not available or present at our Welcome Centers.

It is the intent of Polk County to sole source a system that provides data integration, hardware management, and visitor experiences are centralized and monitored through a secure, cloud-based system to be used at our Visit Central Florida Welcome Center for the next five (5) years.

SUMMARY:

Multi-device solutions specifically built for Travel and Tourism organizations. All data, hardware, and visitor experiences are centralized and monitored through a secure, cloud-based system, providing real-time insights and management. The centralized control platform is directly integrated into the operating system of each kiosk which provides for the kiosk to work both on-line and off-line.

Key Capabilities:

- **Centralized Control:** Manage multiple devices and platforms securely from a single system.
- **Seamless Integration:** Works with existing systems and travel industry partners.
- **Real-Time Alerts & Notifications:** Push critical updates and information across multiple channels.
- **Visitor Engagement Tools:** Enhance experiences through interactive content, gamification, and analytics.
- **Data & Analytics:** Provide actionable insights for local businesses, state organizations, and visitor management.
- **Turnkey Support:** Full installation, monitoring, and ongoing maintenance included.

Should any firm wish to provide information to Polk County, that they are able to provide these products, they can email support of their position to Tabatha Shirah, Senior Procurement Analyst at tabathashirah@polkfl.gov.

All submittals must be received by Wednesday, December 17, 2025, prior to 2:00 p.m., no exceptions.

Questions regarding this intent to sole source must be in writing and sent to Tabatha Shirah, Senior Procurement Analyst at tabathashirah@polkfl.gov. All questions must be received by Wednesday, December 10, 2025, prior to 4:00 p.m.