



ATTACHMENT 1

Kiosk with a Smile: Live-Agent Government Services, Right in Your Community

The **Kiosk with a Smile** is an innovative, self-service solution that brings motor vehicle registration renewals and related services directly to Oviedo residents — without the need to travel to a Tax Collector office. Unlike traditional kiosks, this system connects users to a **live, friendly agent** through a secure video link. The agent walks the resident through the process, answers questions, and completes the transaction in real-time, all from within the kiosk.

This citizen-first approach increases accessibility and convenience for residents who might otherwise face long travel times, office wait times, or scheduling conflicts. The kiosk provides a modern and personal alternative that blends technology with the human touch.

Importantly, there is no direct cost to the City of Oviedo. Through a partnership with the **Seminole County Tax Collector**, TAP OATA will supply the kiosk hardware, software, and any needed staffing or support. The only request of the City is to provide:

- A small, accessible physical space for the kiosk;
- An electrical outlet;
- An external internet connection with no firewall restrictions.

Key Benefits to Oviedo and Its Residents:

- **Free to the City** — no cost for equipment, maintenance, or staffing.
- **Live video agents** offer real-time assistance, ensuring a smooth experience.
- **Fast, convenient access** to motor vehicle services right in the community.
- **No burden on City staff or infrastructure.**
- **Part of a trusted collaboration** with the Seminole County Tax Collector.

With the **Kiosk with a Smile**, Oviedo continues to lead with innovation and citizen service — bringing essential government functions closer to the people, with a human touch and zero cost.

For Questions, please contact:

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The Thinman Series

The Thinman Series are standalone, multimedia kiosks with outstanding configuration flexibility. The streamlined design and durable construction make this kiosk an ideal model for most any kiosk application. The attractive curved face and trim options can be customized to complement any environment. Generous LCDs combined with additional overhead display options maximize digital signage benefits. This kiosk can be finished with your color and trim preference, logo, and advertising materials for the greatest consumer impact and corporate brand reinforcement.

Highly Versatile and Widely Deployed

One of the most widely deployed models in the world, the Thinman is designed for simple field service with hinged or front access service doors. ADA compliant screen placement can range from 54" to 48" height, providing self-service options to all your customers. This kiosk is designed to accept a wide variety of optional components from biometrics to printers, wireless modules to card readers.



Base Model Includes:

- Durable Powder Coated Steel Enclosure
- Premier PC Brands / Application-Appropriate Model Options
- Dual Amplified Speakers
- 17" or 19" LCD Display(s)
- Rugged Keyboard with Trackball



Optional Components:

- Touch Screen Interface
- Insert or Swipe Credit Card Reader
- Card Dispenser
- PIN Pad
- Barcode Scanner
- MSR Smart Card Reader
- Biometric Fingerprint Reader
- RFID Reader
- Wide Thermal Printer
- Laser Printer
- Lite Receipt Printer
- Ticket Printer
- Camera
- WiFi Capability
- Additional Overhead Display



Enclosure Dimensions:

- 60.1" High, 19.62" Wide, 22.5" Deep
- Weight: 165 pounds
- Optional overhead display adds 18" to the height and 20 lbs. to the overall weight

FILE WITH DYELINES



FILE WITHOUT DYELINES

