TERMS OF REFERENCE

PROJECT TITLE:　　　　　　Development of Queue Management System

AGENCY NAME:　　　　　　United Nations High Commissioner for Refugee (UNHCR)

COUNTRY OF ASSIGNMENT:　　Kuala Lumpur, Malaysia

1) GENERAL BACKGROUND

UNHCR Malaysia over the years has been providing protection services to the persons of concern at the Refugee Center located in Kuala Lumpur. The persons of Concern (PoC) approach the UNHCR Reception Centre to obtain information, seek asylum, renew documents, report on protection problems and request help in the form of assistance and solutions. PoC visit the UNHCR office both with appointment and walk ins for services and for general information inquiry. UNHCR intends to install a queuing management system in its Reception Center to improve flow management and to increase process efficiency.

2) OBJECTIVES

- Provide an online tool with Mobile App and integrate-able with other platforms for notifications, operational data, biometric and authentication systems among others.
- Provide a system that can organize the queue of PoCs by issuing queue ticket numbers based on the service they require
- Provide a system that allows PoC/User to select the services they need by pressing the configurable service buttons in the touch screen device interface/monitor for automatic issuance of the numbered queue ticket. Tickets issued to be printed with different colours to differentiate the multiple services
- Provide a system that have the facility to customize features according to the requirements of the Agency.
- Provide a system that shall include the software and/or hardware components to enable the servicing agent/system to call the queue ticket numbers issued by the system and to show in the main display the queue ticket number being called/serviced and the servicing counter calling/servicing the queue ticket number.
- Provide a system that allows creation of multiple display layouts and switch between different display layouts.
- Provide a system that shall be able to store statistical data/information and generate regular reports related to PoCs traffic, waiting and processing time and other reports that would show the efficiency of services provided.

- Provide a system that shall have support for appointment-based scheduling of PoCs.
- Provide a system that can assign service providers/case workers to different counters/rooms.
- Provide a system that shall have support for online and central monitoring of the system during operation.

3) SCOPE OF WORK

A well-managed and fair waiting environment keeps UNHCR persons of concern informed about the waiting period before they are served. Clear, and transparent communication and predictability eases anxiety of the UNHCR persons of concern attending the Registration Centre during the waiting period and supports a more efficient and productive environment.

A well-functioning appointment system reduces waiting period and enables a more effective and efficient contact time between the Beneficiaries and UNHCR staff. Beneficiaries attending UNHCR services may be given an appointment by date only, and/ or by date and hour. The system is supposed to be designed to manage the number of beneficiaries at the Registration Centre between 3 waiting areas/ processes.

The Registration Centre receives up to 1,000 individuals on a daily basis, distributed between several process flows and among several different service areas.

Contractor's obligation

The contractor's scope of works below summarizes the contractor's obligation:

- The contractor will design the queuing management system, perform, and install all works stipulated in the offer and put it in commission, according to UNHCR services type. Therefore, it is required that the contractor maps out the services provided in the Registration Centre and develops a cross-functional queuing management system proposal.

- The design option shall mandatorily include ticket printers, screens, controllers, calling system, communication equipment in the prefab, speakers, keypads, display units, advertisement system, hubs and connections. Inherently, it should include all the required software components of the QMS.

- The new QMS system shall be completely isolated from the existing LAN infrastructure and electricity system.

- The contactor shall submit a Bill of Quantity (BoQ) and diagrams of the proposed option with detailed specifications, manufacturer details and quantities required.

- The contractor shall provide a list of advantages and disadvantages of the proposed design, including proposed recommendations for mitigating the disadvantages.

- The contractor shall submit a detailed time plan for all proposed works.

- The contractor shall explain the details of the reports that the system would generate. It is required that the Reports are subject to transformation to other systems, such as Excel sheets, PDF, etc.

- All wiring shall be well insulated and if required buried according to Malaysian regulation and put in pipes.

- UNHCR will release the final payment to the contractor once all as-built drawing are handed over from the contractor to UNHCR.

- The design and consequently the works shall include all structures, necessary finishing materials to deliver a high quality of works whether mentioned or not in these terms of reference. As a designer, it is the duty of the contractor to include all necessary items in the works whether included in the TORs or not.

- Samples of all materials proposed in the design shall be submitted for prior approval. No works shall commence without the written approval of the Engineer in-charge representing UNHCR.

- The contractor shall list all the works included in the design and shall include the detailed specifications of each item.

- The final cost proposed by the contractor shall also include all other requirements which are not mentioned in the TOR as determined as a result of the detailed site visit.

- The expected project duration is 4 months, and the contractor shall indicate in writing in the offer its conformity to this.

- Designs and drawings shall be approved by UNHCR prior to the commencement of the works.

- Weekly report and regularly updated time plan shall be submitted to UNHCR engineers.

- Staffing: a full time experienced electrical/IT engineer shall always be on site to supervise the works and shall report to UNHCR engineers.

- The contractor shall provide the training to the technical focal point on maintaining the system and grant the focal point an unlimited access to the QMS.

- The Contractor shall transfer the copy rights of maintaining the system to UNHCR upon the end of the aftersales services and shall put it in writing that all rights are to be transferred to UNHCR. UNHCR will procure the maintenance services for the QMS after that period through a competitive procurement process.

- This is a lump sum project for the design and implementation of QMS system.

- The system warranty period is 1 year-free of charge, and the offer shall include the price of after sale service period for 3 years.

UNHCR Obligations

- UNHCR shall grant access to the contractor to the site.

- UNHCR, Technical and ICT units shall monitor the progress and the quality of the works.

- UNHCR shall issue interim and final payments in accordance with the terms and conditions of the contract.

- UNHCR Technical Teams shall be ready to clarify technical matters to the contractor.

- UNHCR shall call for weekly and/or whenever required site meetings with the contractor.

- UNHCR shall sign the final invoice and certify the works completed upon satisfactory delivery of the contractor's services as per A.

4) IMPLEMENTATION SCHEDULE, PLACE OF DELIVERY & INSTALLATION

The contract will have 20 working days per month. The work will be completed in 4 months from the day of issue of the contract. The estimated date for project completion is 1st February 2023.

5) FINAL PRODUCTS

Deliverables for this project are:
- A queue management system comprising a kiosk for persons of concern to choose the type of service based on their purpose of visit.
- A system with capability for users to call numbers out of sequence from any part of the Reception Centre.
- Display devices that show the numbers that are being serviced with history of the last 10 numbers.
- Audio devices with calm and soothing alert when numbers are called.
- A system to produce statistical reports.

Minimum Hardware Requirements:

Sno	Item	Quantity
1	Devices/terminals/Kiosk for issuing of tickets	4
2	Display screens (55' or greater)	5
3	Display screens (10') to be placed on service counters	10
4	Sound devices	8
5	Cabling and other connections	1

6) PROVISION OF MONITORING AND PROGRESS CONTROLS

The successful vendor should provide progress reports on a weekly basis at project update meetings. This meeting should be attended by CCT and ICT units.

7) TEAM COMPOSITION, DEGREE OF EXPERTISE AND QUALIFICATIONS

Interested firms must have the following experiences.

i.   The Firm must have experience in Queue, scheduling, and appointments management systems.

ii.   Experience and knowledge of the humanitarian processes management activities and call center management system implementations will be an added advantage.

iii.   The Consultant's staff must have the following qualifications among others, MSc Information systems or Software Engineering, BSc. Computer Science/IT and industry recognized certifications like MCDBA, CCNA, MCITP, MCTS, Security+, MCPD, A+, PMP, MCSE, CISSP etc.

iv.   Experience of working and/or understanding of the case management systems will be an added advantage.

8) REVIEW TIME REQUIRED

Contractor is expected to submit outputs at each milestone for review. Estimated time required for outputs to be reviewed is 2 weeks from submission date.

9) PAYMENT TERMS & MILESTONES

1st Payment (20%)	Upon submission of detailed work plan and project timeline.
2nd Payment (40%)	Upon 50% completion of the project.
3rd Payment (40%)	Upon project completion with final UAT and as-built drawing.