

## Q&A FOR DEVELOPMENT OF QUEUE MANAGEMENT SYSTEM

Q1) A queue management system comprising a kiosk for persons of concern to choose the type of service based on their purpose of visit. A kiosk here, are you referring to a standee type of Ticket Printer or shall we propose a ticket printer with a pedestal is acceptable?

A) A ticket printer with a pedestal is acceptable.

Q2) Speaker- Is it a ceiling or box speaker?

A) The speaker would need to be suitable for our premise.

Q3) TV size- Is 55" or 32"? In Annex A specified is 55" screen, but in Annex C is mentioned 32" LED TV.

A) 55"

Q4) Ticket Printer: Devices/terminals/Kiosk for issuing tickets is 4 units. The 4 units will be used for 4 different Dept?

A) The printers will be used in different locations at our reception area. Preferably the printers to be able to print out different colours for different service requested.

Q5) If the answer for Question No.4 is yes- which means the 5 units of Display screens (55' or greater) will be placed at different departments?

A) Display screens to be placed in different location in the centre so it is visible to visitors. They should be able to display numbers called for the different services.

Q6) Would your team be able to provide all the LAN/network cables for the QMS devices? All the network cables will be connected to our Network Switch which will be located in the server room.

A) No

Q7) Would your team be able to provide PowerPoint for all the QMS devices?

A) No

Q8) Would your team be able to provide the additional timber to strengthen the partition wall for mounting the 55" and 32" TV?

A) No

Q9) Are you allowed instead of mobile apps, we propose web applications? This will reduce the development cost and time.

A) Yes. The requirement is for caseworkers to be able to access the system to call the visitor's number, not in sequence, from anywhere in our compound.

Q10) Based on the previous site visit, there are 5 services provided at your premise. Appreciate it if you could list all the services.

A) Registration, Card Renewal, RSD, DSU, MISC

**Q10) Do you require multiple user hierarchies?**

**A) Yes: Admin, User, Scheduler.**

**Q11) If possible, to integrate with a current PA system, do you allow it to integrate with Zone 1 & 2?**

**A) Yes.**

**Q13) Kindly advise the location of the system server.**

**A) Location should be in the Reception Centre ground floor switch room.**