

Request for Proposal (RFP)

Installation, Support, and Maintenance of WAVTECH Electronic Queue Management System

Subject: Request for Proposal - Installation, Support, and Maintenance of WAVTECH Queue Management System

Dear Team,

Greetings from FMIC.

FMIC has acquired an Electronic Queue Management System (e-QMS) to enhance patient service management and improve the patient experience across its facilities.

After evaluating several solutions, FMIC has selected the WAVTECH Queue Management System as its preferred platform. The proposed deployment consists of six service stations supporting multiple services through a maximum of five service counters or reception desks located across the same premises. FMIC also anticipates expanding the solution in the future.

As the manufacturer does not provide local on-site installation and maintenance services, FMIC invites qualified vendors and suppliers with expertise in WAVTECH e-QMS solutions to submit proposals for the implementation, support, and maintenance of the system under the management of the ICT Department.

System Specifications

Hardware Components

S/N	Item	Description
1	Spectra Controller	Spectra Central Controller
2	Ticket Dispenser Unit	Dual Printers Ticket Dispenser, 17" LCD M-13 and Single Printer Ticket Dispenser, 17" LCD F-19
3	Counter Display Unit	Queue Information Display LCD
4	Audio Speaker	TOA PC-658R Speaker
5	Audio Amplifier	TOA A-2060 60W Amplifier
6	8-Port PoE Switch	Communication device for Counter Display Units
7	Donatello	Android media processor for the waiting-area display

Software Components

S/N	Item	Description
8	Central Reporting Software License	Annual client license for each site
9	WebTSU Software	Web Teller Station Unit license for each service counter
10	Spectra Dashboard	Central reporting and real-time monitoring dashboard

Scope of Services

- Installation and configuration of all hardware and software components
- Integration, testing, and commissioning of the complete solution
- Preventive maintenance twice per year
- On-demand troubleshooting, repair, and replacement of faulty components
- Local technical support and issue resolution
- End-user and administrator training
- Technical documentation and knowledge transfer
- Compliance with applicable standards and regulations

Proposal Requirements

- Company profile and relevant experience with WAVTECH or similar queue management solutions
- Detailed scope of work and implementation approach
- Maintenance and support structure, including proposed service-level commitments
- Commercial quotation with a clear pricing breakdown
- References for similar completed projects, if available

Commercial Pricing Schedule

The vendor shall provide a detailed, itemized quotation. The Complete System implementation amount must be shown separately from unit pricing for individual stations, counters, support activities, maintenance, and future expansion..

S/N	Pricing Item	Cost Details	Unit	Qty.	Unit Price	Total
1	Complete System installation and commissioning	Complete deployment of six stations and five counters, central controller, software, integration, testing, training, documentation, and handover.	Lot	1		
2	Additional future station installation	Unit rate for installing and integrating each future station.	Station	Unit rate		
3	Preventive maintenance visit	Inspection, testing, cleaning, health check, and report.	Visit	2/year		

S/N	Pricing Item	Cost Details	Unit	Qty.	Unit Price	Total
4	On-demand on-site support	Technical support outside scheduled maintenance.	Visit	Unit rate		
5	Annual SLA support and maintenance	Annual support coverage based on the proposed SLA.	Year	1		

Your prompt response will be highly appreciated. Should you require any additional information or clarification, please do not hesitate to contact me.

Kind regards,

ICT Department
FMIC