

Procurement of Queuing System
For Philippine Deposit Insurance Corporation

NAME OF COMPANY : _____
 ADDRESS : _____
 TELEPHONE NO : _____
 CONTACT PERSON : _____

Fact Sheet	MINIMUM MANDATORY REQUIREMENT
Approved Budget of the Contract (ABC)	PHP300,000.00
Main Feature	<ul style="list-style-type: none"> • system that can organize the queue of customers by issuing queue ticket numbers based on the service they require • shall allow the customer to select the services they need by pressing the configurable service buttons in the touch screen interface/monitor for automatic issuance of the numbered queue ticket • shall have the facility to customize, add or remove service buttons according to the requirements of the Corporation • shall include the software and/or hardware components to enable the servicing agent 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 • has capability to divide an LCD/LED TV monitor into several sections in order to display other video contents, advertisement, advisories and other messages together with the queue-related information on the same LCD/LED monitor • supports wide variety of video formats such as avi, mpeg, mp4, and wmv • allows creation of multiple display layouts and switch between different display layouts • shall be able to store statistical data/information and generate regular reports related to customer traffic, waiting and transaction time and other reports that would show the efficiency of customer handling • shall have support for appointment-based scheduling of clients/customers • shall have support for online and central monitoring of the system during operation • the proposed system should be compatible with the following hardware that will be provided by PDIC during implementation <ul style="list-style-type: none"> i. TV Monitor, with the following specifications:

	<ul style="list-style-type: none"> ▪ MyView 32 inch model ▪ HD Ready ▪ aspect ratio of 16:9 ▪ screen resolution of 1366 x 768 ▪ contrast ratio of 3000:1 ▪ maximum color of 16.7M ▪ supports various input connectors for cable/antenna, AV, HDMI, USB and VGA <p>ii. PC Server, with the following specifications:</p> <ul style="list-style-type: none"> ▪ IBM X3100 M4 model, 64-bit architecture ▪ Windows 2008 R2 Operating System ▪ Intel Xeon 4-core CPU 3.1 GHz processor ▪ 4GB memory ▪ 1 TeraBytes of Hard Disk Drive
Ticket Dispenser	<ul style="list-style-type: none"> • shall include supply, delivery and installation of at least one (1) ticket dispensing machine with the following features: <ul style="list-style-type: none"> i. touch screen interface ii. capable of issuing different series of queue tickets for at least seven (7) types of services, which can be expanded based on the future requirements of the Corporation iii. supports thermal printing iv. has automatic cutter of printed queue tickets v. capable of adding logo or other images and text on any part of the queue ticket vi. queue tickets are printed only when the selected service was pressed vii. has the capability to print the date and time on the queue ticket viii. queue numbers can be automatically reset at the beginning of each day • shall include initial supply of at least fifty (50) rolls of thermal paper for printing the queue numbers
Counter Terminals	<ul style="list-style-type: none"> • shall include the necessary user/software licenses to setup/configure the system in at least twelve (12) service counters using the computers to be provided by PDIC with the following technical specifications: <ul style="list-style-type: none"> i. Windows 7 32-bit or later version of Windows OS ii. Intel Core i7 processor iii. 4MB RAM iv. 500GB hard disk v. installed with Internet Explorer 8 • upon installation, servicing counter agents shall be able to perform the following functions:

	<ul style="list-style-type: none"> i. call the next queue number to be served ii. repeat calling the queue number, if needed iii. recall or random call a queue number iv. Inquire the number of waiting customers and current queue status v. capable of inputting of the type of transaction made by the customer vi. capable of monitoring multiple transactions using a single queue number vii. transfer customer to another service based on the prioritization guidelines to be identified by the Corporation
Warranty	<ul style="list-style-type: none"> • One (1) year on parts and services • In case of any technical problem within the warranty period, a service engineer should report on-site within four (4) hours to resolve the problem • In case of defect within the warranty period, a service unit of the same or higher specification should be provided by the supplier, free of charge within 48 hours after the problem was reported to the supplier
Delivery, Installation and Implementation	<ul style="list-style-type: none"> • delivery of the equipment shall be within 45 working days upon execution of the contract or receipt of the Notice to Proceed (NTP). • installation, setup and configuration shall be within 60 working days upon execution of the contract or receipt of the Notice to Proceed (NTP). • Except for the LAN cabling requirements, other deliverables should include all cables, end connectors, splitters and other ancillary equipment/materials/peripherals that might be needed to install, setup, commission and operate the system • Cost of bid should also be inclusive of other activities needed to ensure the successful implementation of the project
User training and Documentation	<ul style="list-style-type: none"> • Detailed users training on the proper operation of the system for at least ten (10) PDIC personnel • Hands-on training/knowledge transfer on System Administration for at least two (2) IT personnel • submission of complete documentation of user and system manuals
Payment	<ul style="list-style-type: none"> • Payment shall only be made upon the issuance of the certificate of completion and acceptance of the project

NAME OF AUTHORIZED REPRESENTATIVE OF BIDDER : _____
POSITION : _____
SIGNATURE : _____