

Request for Proposals (RFP): Queue Management Solution as a Service Integrated with Patient Feedback System

1. Introduction

Addu Equatorial Hospital (AEH) invites proposals from qualified vendors for the provision, supply, and implementation of a **Queue Management Solution** for a period of five (5) years.

The proposed solution shall be designed to streamline queue management across multiple departments and branches, providing real-time monitoring, dynamic reporting, and seamless integration with third-party systems. The service aims to enhance patient flow, improve service delivery and increase overall operational efficiency.

The selected service provider will be responsible for **supplying, installing, and maintaining** all required equipment, software, and connectivity throughout the contract period.

2. Project Objectives

The objective of this project is to implement a reliable and modern Queue Management system that will:

- Streamline patients flow from registration to consultation.
- Minimize patient waiting times and enhance overall service efficiency.
- Support both on-site and mobile queuing options.
- Improve patient experience and service delivery.
- Improve patient flow and service delivery.

3. Scope of Work

The selected vendor will be responsible for:

- Supplying all required hardware and software.

- Hosting and maintenance of the system, ensuring 99% uptime.
- Continuous technical support, remote monitoring, and preventive maintenance.
- Periodic updates and feature enhancements during the 5-year time,
- Integration of Mobile Queue Service allowing patients to take tickets remotely using smartphones.
- System installation, testing and commissioning
- User /Admin Training
- Providing post-technical support and maintenance

4. Technical and functional Requirements

4.1 Queue Management Solution

The Queue Management Solution must include the following features

Requirements	Compliance (YES/NO)
Multi-location queue handling under a centralized platform	
Token issuance via kiosk, reception desk, or mobile device.	
Audio and visual notifications for token calls	
Real-time queue information displayed across all screens.	
Multi-Section Display - to display queue information together with multimedia content (videos, images, announcements, etc.).	
Service Categorization (consultation, billing, pharmacy)	
Mobile Queue (Virtual Queue) – patients can join queues remotely, view waiting times, and receive alerts when their turn approaches.	
Performance reporting and analytics – average service time, queue load, and staff utilization.	
Administrative Dashboard with user control and configuration.	
Scalability to add more user counters, room, or service types in the future.	
API availability for integration with HIS/EMR/Website	

4.2 Queue Management Solution

Component	Description / Function	Required Qty
Self Service Kiosk	Touchscreen kiosks for patients to take tokens and select services. Must support local printing and integration with central queue software.	Refer to Annex 1
Counter display	Smaller ceiling mounted displays to show being server in counter.	Refer to Annex 1
Counter Calling Terminals	Hardware or software-based calling interfaces for staff to call next token	Refer to Annex 1
Main Display / Signage (Multimedia) Player	Refer to Annex 1 for the number of main display TVs. The vendor shall propose the required number of digital signage or multimedia players based on the system design and the number of displays per player. Each player must be fully integrated with the queue management system to display queue information and multimedia content (video, announcement, etc.).	Vendor to propose
Mobile Queue Access	Web or mobile app-based interface allowing patients to take virtual token, view queue status, and receive notifications	1 system

4.3 Site and Infrastructure Requirements

AEH currently has an existing queue management setup with TVs and network points in most departments. Vendors are expected to design their solutions considering the following:

1. Existing TVs, network points, and cabling in departments should be reused where possible.
2. AEH will provide access to existing LAN switches and power outlets.
3. Vendor shall extend cabling only to location where additional network points are required as identified in Annex 1.
4. All cables must be laid through conduit piping and comply with Cat6 standards.

- Detailed departmental information, including the number of counters, kiosks, displays, and consultation rooms, is provided in **Annex 1 – Departmental Queue Management System Requirements Summary**.
- Vendors must align their proposal with the details in Annex 1.

5. Service Delivery Model

- The vendor shall provide the solution under a 5-year service agreement, inclusive of all required hardware, software licenses, updates and maintenance.
- All equipment remains the property of the vendor unless otherwise agreed at contract termination.
- Vendor shall ensure continuous operation, with preventive maintenance, remote support, and on-site response within an agreed SLA.
- The service fee shall cover hardware replacement, system updates, and 24/7 monitoring throughout the contract period.

6. Implementation & Handover

- The vendor shall be responsible for the complete installation, configuration, testing, and user training of the system prior to final acceptance.
- The system shall be handed over for live use only after successful user acceptance testing (UAT).

7. Training & Documentation

Training shall also cover:

- Preventive maintenance procedures and first-level troubleshooting to be carried out by AEH staff under vendor guidance,
- Escalation process and coordination for issues requiring vendor on-site intervention.
- Provide initial and refresher training sessions for AEH staff on system operation and administration.
- Deliver all documentation, including:
 - User and administrator manuals
 - System configuration guide

- Maintenance procedures
- Warranty and support details

8. Support and Maintenance

- AEH staff trained by the vendor shall perform basic preventive maintenance and initial issue resolution under vendor guidance.
- Vendor shall provide remote assistance for issue that can be resolved without site visits.
- For issues that cannot be resolved remotely or exceed the capability of AEH staff, on-site support shall be arranged within the agreed SAL response time.
- 24/7 helpdesk or remote support
- Regular system health monitoring and preventive maintenance.
- Hardware replacement at no additional cost in case of fault.

9. Proposal Submission Requirements

Vendor shall submit the following documents as part of their proposal:

- Company Profile and relevant experience in Queue Management Solutions.
- Technical specifications and compliance sheet.
- System architecture and proposed service model.
- Implementation plan and project timeline.
- Five-year service fee breakdown (annual or monthly subscription)
- Service Level Agreement (SLA) details.
- Optional proposal for system buyout at the end of 5 years.
- Manufacturer Authorization Letter or Certificate confirming authorization to supply, install, and support the proposed solution.

10. Evaluation Criteria

Proposal will be evaluated based on:

- Compliance with functional and technical requirements
- Experience and references in similar deployments
- Quality and reliability of the solution offered
- SLA and uptime commitment
- After-sales service and support quality

11. Contract Duration

- Five (5) years from the date of system commissioning.
- Renewable upon mutual agreement and performance review.

12. Service Level Requirements (SLR)

The selected vendor must commit to providing uninterrupted service availability and technical support in accordance with the service level targets described below.

Severity	Description	Response Time	Communication Channels	Examples
Severity A- Critical	Complete service outage affecting all users or branches. Immediate operational impact	Within 30 minutes	Telephone, Email, Instant Messaging	System down, all tokens not processing, queue display not updating, or no notification being sent.
Severity B – High	Service partially unavailable in one or more areas; major operational delay.	Within 1 hour	Telephone, Email, Instant Messaging	One kiosk or display not functioning, or mobile queue delayed.
Severity C- Low	Minor issue with limited operational impact	Within 2 hours	Telephone, Email, Instant Messaging	UI display misalignment, slow refresh, minor login issue.

Availability Requirements:

- Telephone & email support: Saturday to Thursday, excluding public holidays.
- Critical issues (Severity A) must be attended to 24/7, including public holidays.
- Planned on-site support within 48 hours for issues that cannot be resolved remotely.

Maintenance:

- Scheduled preventive maintenance to be carried out quarterly with prior notice to AEH.
- All faulty equipment shall be repaired or replaced by the vendor at no additional cost during the contract period.

13. Performance Monitoring

- The vendor shall provide **monthly SLA performance reports**, showing the number of incidents, resolution times, and system uptime percentage.
- Repeated failure to meet SLA targets may result in **penalties or service credits**, as specified in the contract

ANEX-1

Addu Equatorial Hospital - Departmental Queue Management and Feedback System Requirements Summary

Hospital	Service Center Name	Service Point Name	Service Point Type	No. of Consultation Rooms	No. of Standee Kiosk	No. of Counter Display	No of Main Display (TV)	Comment/Notes
AEH		Main OPD Reception Area	Reception		1	6	2	Network point required for Counter Display
AEH		Emergecy Reception Area	Reception		1		1	
AEH		Laboratory Reception Area	Reception		1		1	
AEH		Radiology Reception Area	Reception		1		1	
AEH	Dental/Ophthal/ENT	ENT/Ophtal/Dental Recetion	Reception				2	Service selection from main reception Kiosk
AEH		Dental Consultation	Consultation Room	2				
AEH		ENTConsultation	Consultation Room	2				
AEH		Ophthalmic Consultation	Consultation Room	2				
AEH		Optometry	Consultation Room	1				
AEH	Pediatric / Gyne	Pediatric consultation	Consultation Room	2			1	Service selection from main reception Kiosk
AEH		Obstetric and Gynecology Consultation	Consultation Room	2				
AEH		Reproductive Health Clinic	Nursing Care	1				
AEH	Physiotherapy	Physio Room	Therapy	1			1	Service selection from main reception Kiosk
AEH	Outpatient (OPD)	General Consultation OPD	Consultation Room	4			2	
AEH	Dermatology	Dermatology Consutlation	Consultation Room	2			1	
AEH	Internal Medicine	Internal Medicine Consutlation	Consultation Room	3				
AEH	Cardiology	Cardiology Reception	Reception				1	Service selection from main reception Kiosk
AEH		Cardiology Consultation	Consultation Room	2				
AEH		TMT	Consultation Room	1				
AEH	ER	General Consultation	Consultation Room	3		3	1	Service selection from ER reception Kiosk and same display will be used for consultation room also. Network point required for counter display
AEH	Urology	Urology Consultation	Consultation Room	2			1	Service selection from main reception Kiosk
AEH	Radiology	USG-ROOM 4002	Consultation Room	1			1	Servcie Selection from Radiology kiosk
AEH		X RAY Room	Radiology	1				
AEH		Flouroscopy	Radiology	1				

AEH	Public Health Unit	Vaccination & Growth Monitoring	Preventive	1			1	
AEH	Ortho / Surgery	Orhto Consultation	Consultation Room	2			2	Service selection from main reception Kiosk
AEH		Surgery Consultation	Consultation Room	2				
AEH			Procedure Room	1			1	
AEH	Nursing OPD	Nursing OPD - Procedure Room		1			1	Network point required. Service Selection form Main OPD Reception Kiosk