

Queue Management System - RFP Questions & Answers

No	Question	Answer
1.	Could you please provide some more information on the connectivity in the rural areas? Are the vans equip with WiFi connectivity? if connectivity is provided in the van what is the average distance between the van and community hall?	The vans are equipped with Satellite communication equipment. No Cellular communication is available for the vans. The service provider is Vox Telecoms and the product is YahClick. WiFi is available. Assume 30 metre range line of sight.
2.	Do you require both visual and audio functionality as part of the mobile solution?	Yes
3.	Point 4.7 bullet point 3 - "start/stop the queue management operation ... "This functionality is available as an automated feature in our solution - would that be in order?	The start/stop functionality will also be required where an agent can be removed from the queue management system or introduced as and when required. If the automated feature fulfils our requirements then it is acceptable.
4.	Page 15 - the document refers to "Queue Management Pads" could you please provide more information/description of these?	The pads that the agent will use to press to call the next customer. This can either be implemented using a physical device or by interacting with an application running on the agent's PC/Notebook.
5.	Please provide the version of IE that the consultants notebooks/pc's will be running.	Current deployed version of IE is IE 11. If required, Chrome and Firefox can also be made available to the agents.
6.	The tender document mentions the use of adhesive and non-adhesive tickets - Could you indicate which would be preferable please?	Non Adhesive tickets to be provided.
7.	Placement of tablets for Customer feedback - IS GPAA considering a tablet per counter or one tablet at the exit in order for customers to capture feedback. If one per counter is considered, how many counters would it be installed at on site?	Customer feedback is not required to be part of this bid.
8.	Would customer feedback be included in phase 1 or phase 2?	Customer feedback is not required to be part of this bid.

9.	Point 4.3 bullet point 1 - Client Queueing - Could you please indicate at which centers customers will be doing linear queueing	Linear queuing will only be applicable if the sitting area is full ,as customers will be requested to queue in a physical line
10.	Point 4.7 - bullet point 6-9 - Could you provide any additional information/process on the how GPAA envision this management function to work?	The requirements are included in the tender document.
11.	Would it be possible to provide a floor plan per site and layout of the vans per region?	See Attached Spreadsheet for Counters per site and Mobile Vans Locations.
12.	Could you please provide an indication of the number of counters per site?	See Attached Spreadsheet for Counters per site and Mobile Vans Locations.
13.	Please clarify the Monthly cost - On page 18 we understand that the monthly cost should be all inclusive. The pricing schedule on page 23 indicates that the installation and setup cost needs to be split. Please confirm how this to be completed.	Preferred pricing is a single monthly cost including all services provided to the GPAA. While a bidder can quote for set-up costs, it is preferred that set-up costs are built into the monthly service costs over the duration of the project.
14.	Could you give an indication on the expected timelines for phase 1 to start and the commencement of phase 2.	The phase 1 will start within 1 month of bid winner appointment because we have the approved layouts for phase 1. Phase 2 will commence once we have approved layouts