

## TECHNICAL REQUIREMENTS FOR THE QUEUE MANAGEMENT SYSTEM

1. One-Kiosk unit - 17-inch touch screen - supports at least Full HD resolution (1920x1080) (for better usability) to enables customers to choose the required services and get a ticket for the customer management system. With the ability to alert if the paper is about to expire.
2. (12)-LCD Counter Display screen size 15 inches number multi-color and operated (Wired /Wireless),  
For the wireless option, is should support different communication protocols (e.g., Bluetooth, RF, or Wi-Fi).
3. Employee counter program. (Possibility to add without restrictions) Windows 10/11 is installed on the employee's computer, through which the services are accessed using the employee's name instead of the counter number.
4. A 65-inch UHD TV screen to display numbers, videos, advertisements and promotional materials on it through the use of the program (Digital Signage Player) and to be able to divide the screen into more than one-part, different types of input formats (HDMI, USB, etc.) must be supported,
5. Reports and analytics (all details are displayed, analysis of service data, employee performance, waiting times, actual service, and exporting reports in EXL PDF format) and generating reports as needed, system must be capable to schedule and automate report generation,  
Data visualization (charts, graphs) must be supported.
6. The main control panel (Dashboard) through which all statistical details are displayed
7. Feedback can be collected via SMS or Mobile Application or Website  
Customer feedback on services, service website and employees can be collected via SMS, mobile application or website within a unified database.
8. (12) Tablets with touchscreen, 10 inches that is used to measure customer satisfaction.
9. Mobile Application to enable customers to deal with the Queue Management System remotely in which it supports Android and iOS platforms and push notifications for real-time updates.
10. Notifications through e-mail, SMS or WhatsApp.
11. Multilingual voice calling system with the possibility of adding and modifying.

12. The possibility of adding the services provided to customers in an unlimited number.
13. Multilingual system.
14. The possibility of integration with other systems using API's.
15. Enable the administrator to follow up on the real-time auditors and employees.
16. The sound unit must be a special type speaker unit supplied as part of the queuing system:
  - minimum speaker frequency range: 20 Hz to 20 kHz (standard range for clear audio).
  - Sound unit must be ceiling-mounted with adjustable brackets to direct sound effectively,
  - Vibration isolation to prevent structural noise from ceiling mounting.
17. The system should come with a one-year comprehensive warranty covering all parts and labor that include:
  - Monthly inspection and servicing to identify and fix potential issues before they cause downtime.
  - As-needed response to hardware/software faults.
  - Comprehensive system audit, including performance testing, cleaning, and full diagnostic.
  - Detailed logs of all maintenance activities performed, including (Date and time of service, Issues identified and resolved, Replaced components (if any)).
18. Training and Documentation:
  - Provide training for on-site IT staff to handle minor troubleshooting.
  - Supply detailed maintenance manuals, including wiring diagrams and software guides.
19. The system will be installed at ACC's location, all wiring and installation work is part of the system
20. The winning bidder undertakes to relocate the queuing system to a different location at ACC's premises during the first year upon ACC's request.