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**SPECIFICATION FOR SUPPLY,
MAINTENANCE AND SUPPORT OF
CUSTOMER QUEUING SYSTEM**

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FOREWORD

This Request for Standard Services was prepared by the following member/s:

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4. DEFINITIONS

The definitions and abbreviations in the above documents (Normative Reference) shall apply to this specification.

ICT	Information and communication Technology
SLA	Service level agreement
IT	Information Technology
QMS	Queuing Management System
VGA	Video Graphic Adaptor
HDMI	High Definition Multimedia Interface
DR	Disaster recovery

5. REQUIREMENTS

5.1 General Requirements

- 5.1.1 The QMS shall be customized to the City Power's requirements by configuration and set-up only.
- 5.1.2 A concurrent use or enterprise based licensing shall be provided. (Flexible Licensing Structure).
- 5.1.3 The system shall be Hardware and Software-Based Solution.
- 5.1.4 The system shall have Integrated Multimedia functionality (voice & visual).
- 5.1.5 Solution shall be highly scalable.
- 5.1.6 The QMS shall provide comprehensive and configurable reporting.
- 5.1.7 Successful bidder shall be responsible for the provisioning and replacement of consumables shall be provided and replaced by the successful bidder for the duration of the contract, at City Power offices where QMS is installed.
- 5.1.8 Service Provider shall be required to use the server VM (VMware) provisioned by the City Power, the server operating system will be either MS Windows 2012 R2 or higher. The server shall comply with the security requirements of City Power.
- 5.1.9 City Power has two main data centers, one in Roodepoort and one in Reuven (Johannesburg) which may be used hosting centralized servers. City Power servers are mostly virtualized. It is recommended that Solution installed in a virtual environment
- 5.1.10 SOA architecture shall be provided for ease of integration with other applications, such as a SAP solution and the City Power's Data Warehouse.
- 5.1.11 Multiple Ticket Issuing devices shall be provided in walk-in center (depending on the size and layout of walk-in center).
- 5.1.12 The solution shall be resilient and reliable with high availability.
- 5.1.13 The system shall Support all 11 official languages.
- 5.1.14 The system shall prompt the user to select a language of preference when a client accesses the system, the selected language will be used by the system for interaction with the client.
- 5.1.15 If provided, language selection feature shall be configurable. i.e. – the QMS administrator shall be able to decide whether or not to enable the feature and which languages to enable.

6. FUNCTIONAL REQUIREMENTS

6.1 Ticket Issuing

- 6.1.1 The ticket dispensing kiosk shall have the capability to display a number of query types as defined by the City Power for the client to select from.
- 6.1.2 The kiosk shall provide customer with an option to enter meter/ account number and queue to call out customer by name.
- 6.1.3 The ticket dispensing kiosk shall be able to issue uniquely numbered tickets without duplicating numbers and have the capability to automatically reset the number sequence at the end of each day.
- 6.1.4 The ticket dispensing kiosk shall have the capability to issue a ticket based on the service or enquiry type that is selected by the customer.
- 6.1.5 In instances where by the query type is not listed, general queries shall be provided as an option.
- 6.1.6 The ticket dispensing kiosk shall have the ability to print the content within the ticket with certain information highlighted e.g.: ticket number in a bigger font, bold and date and time stamp in smaller font, customer details if provided and etc.
- 6.1.7 The system shall re-issue tickets in cases of malfunction or printer jam.
- 6.1.8 The system shall send alarms and notifications in cases of technical faults and consumables reaching low levels.
- 6.1.9 The tickets shall be small non sticky receipts that display that ticket number clearly and visibly.

6.2 Client Queuing

- 6.2.1 The system shall be able to handle both linear and virtual queuing principles. Linear queuing is when the client actually queues in a queue in front of the servicing agent. Virtual queuing is when the QMS do the queuing for the client and the client is called to be serviced by the correct client service agent.
- 6.2.2 The system shall be equipped with a display that has HDMI, VGA and Ethernet ports.

- 6.2.3 The display shall have the capability to play entertainment and other relevant informative content for the client facing screens (TV type screens and media player).
- 6.2.4 The display shall further be segmented and be able to display customer number or details in order of sequence and update as the queue moves along.
- 6.2.5 The customer numbers shall be grouped in accordance with services required.
- 6.2.6 The number or client details shall flicker for 30 seconds after it has been acknowledged or called for service.

6.3 Servicing the Client

- 6.3.1 The system shall be able to match clients to the most appropriate client service agents that will provide the best service to the client (language and skill set). I.e. the client service agent best knowledgeable about the service area requested by the client.
- 6.3.2 The system shall have the capability to adjust service levels when acceptable waiting times are exceeded or client service agents become idle.

6.4 Queue management application

- 6.4.1 The Queue management application shall have log on credential with different levels such as service urgent, administrator/Manager, supervisor and manager.
- 6.4.2 The application shall be used to manage client service agent access and performance.
- 6.4.3 The application shall have System administration and allow an authorized City Power's personnel to log on and apply configuration changes.
- 6.4.4 User Administration/management shall have the ability to manage/execute the following functions:
 - a) Control/Configuration for ticket dispensing kiosk
 - b) Control/Configuration for the agent workstations and roles
 - c) Control/Configuration for various types of information displays
 - d) Control/Configuration for the audible and display alert notifications
 - e) Ability to Pre-identify/Pre-authenticate clients using a set of pre-configured information parameters to enable a customized service experience (integration with a backend system).
 - f) Ability to allow customers to log into the system and set an appointment.

6.5 Client Service Agent's activity

The agent's servicing the client shall perform the following functions from a PC based application (for function selection purposes):

- 6.5.1 Start recording the service duration, as they welcome the client
- 6.5.2 Stop the service time, as the client's query is resolved or escalated (and the client has left the cubicle and the agent completed the wrap-up activities).
- 6.5.3 Calls for the next person in Queue after resolving the previous clients query following the above clause.
- 6.5.4 Pend the ticket, if there is a no show from client. The client position in the queue will then be moved down the queue a pre-configured number of places or to the bottom of the queue and will be given another chance to be serviced.
- 6.5.5 Reroute the ticket, if unable to resolve the query or in case of a different query to what the ticket says.
- 6.5.6 Close the desk or log off when the agent desk is not active to service clients
- 6.5.7 Log on to activate/reactivate the desk to start receiving the clients.

6.6 Supervisor's activity

The supervisor managing the queue management operations shall have the ability to do the following:

- 6.6.1 Monitor the average waiting time per service type
- 6.6.2 Communicate with the Agent via the Queue management application and provide support and assistance as required
- 6.6.3 Start / Stop the Queue management operation, as a beginning of the day / End of the day activity.
- 6.6.4 Monitor and measure queuing performance
- 6.6.5 Command center functionality/dashboard that offers a country wide view of all service/activities in all walk-in centers.
- 6.6.6 Shall have the ability to manage the client service agent's (CSA's) availability roster, based on supervisor discretion.
- 6.6.7 Capability to provide a supervisor/manager dashboard view to monitor the queue.
- 6.6.8 Capture a duty roster for the day, Agent's availability such a lunch, tea and body breaks per agent.
- 6.6.9 Use the application to predict the workload and agent contingency required for servicing the expected load of clients.

6.7 Queue management reporting requirements (Real time reporting)

- 6.7.1 The system shall report on the following:
 - 6.7.1.1 Average waiting time per service type.
 - 6.7.1.2 Average service time (per client).
 - a) Per Service type.
 - b) Per Service Desk.
 - c) Per User (Customer Only).
 - 6.7.1.3 Average ticket issuing load.
 - 6.7.1.4 Report delivery scheduler.
 - 6.7.1.5 Real-time reporting on the longest wait time.
 - 6.7.1.6 Customer feedback/ service rating report per service type per agent
 - 6.7.2 The dashboard shall be accessible to the branch manager and the head office managers (to have a consolidated dashboard for all the regional offices with drill down capability) with the following
 - a) Number of clients serviced
 - b) Type of clients serviced and number
 - c) Average waiting times
 - d) Average service times
 - e) Number of abandoned tickets
 - f) Number of cases per query type, to identify a root cause for seasonal influx in order to react proactively in future
-

6.8 Integration Requirements/Capabilities

- 6.8.1 The QMS shall have the capability to integrate with other City Power back-end systems.
- 6.8.2 The System shall have a name check-in and name referral when called for service instead of a number (through SAP integration).
- 6.8.3 The system shall prioritize provide exclusive service to the elderly, disabled and technologically-inept clients, by pre-identifying their service query upfront.
- 6.8.4 The QMS shall have real-time integration to the City Power data warehouse and operational dashboards (for continuous sourcing of data to the data warehouse).
- 6.8.5 The display screens shall have the capability to display infotainment contents either from the QMS system itself or from an external source (e.g. TV signal, set-top box).

6.9 Service Providers Responsibilities

- 6.9.1 Maintenance & support for the duration of the contract.
- 6.9.2 The service provider shall adequately service all components of the provided QMS system so that it is continuously in good operational state during the duration of the contract.
- 6.9.3 The service provider shall repair or replace any faulty/broken equipment within 24 hours of such equipment being reported as out of service to the service provider. Repaired/replaced equipment will be provided back to City Power and reinstalled by the service provider.
- 6.9.4 All QMS consumables will be regularly replenished by the service provider at the sites where the QMS is installed.
- 6.9.5 The service provider will update all software components of the QMS system with the latest stable version available.
- 6.9.6 The service provider will replace all components of the QMS system that reach out of support status with functionally equivalent supported components during the duration of contract.
- 6.9.7 The service provider shall include re-installation costs of the system (hardware and software) in the walk-in centre as part of the maintenance and support contract, should the walk-in centre require re-installation of hardware or Software
- 6.9.8 The service provider shall provide the services of an integration engineer profoundly familiar with the QMS system to assist with integrating the QMS system with other systems at the City Power. The service provider shall provide costs of such integration effort as a separate price item as a fixed hourly rate, outside the monthly cost of the QMS service.
- 6.9.9 The service provider will comply with the City Power governance framework when deploying QMS components into production or when decommissioning QMS components.
- 6.9.10 The service provider shall supply and replace the damaged parts as and when required to keep the machines fully functional.
- 6.9.11 Provide a quotation for the supply and replacement of the damaged parts.
- 6.9.12 Supply the consumables as and when required

6.10 City Power's Responsibilities.

City Power will provide the following items and services as part of this Project:

- 6.10.1 Review and approval of the designs, drawings, and functionality of the system.
- 6.10.2 Providing support and access to facilities at the sites.
- 6.10.3 Coordination of the Service providers responsibilities
- 6.10.4 Overall inspection and approval of the Systems operational, repair and maintenance duties
- 6.10.5 Request support during systems failure and ensure systems restoration as per SLA

7. SUPPORT AND MAINTENANCE

- 7.1 The Service Provider shall have and provide a support center as a single point of contact for the resolution of system problems.
- 7.2 The Support Centre shall be available for support requests on Monday to Friday from 08.00 am – 17.00 pm (each "Business Day"); and Standby after hours including weekends and public holidays.
- 7.3 City Power shall request support and log call with the support center via telephone or email.
- 7.4 The Service Provider shall respond to all support requests.
- 7.5 The Support Centre shall access the system remotely for diagnosis and correction of problems.
- 7.6 The support center shall keep record of all logged support requests and issue a reference number for each incident logged.
- 7.7 The Support Centre shall track, monitor and manage the resolution of incidents from the initial support request to resolution.
- 7.8 Routing of incidents to appropriate resource for resolution shall be the responsibility of the support center.
- 7.9 The Support Centre shall respond to queries regarding the usage and performance of the system.
- 7.10 The service provider shall contact the City Power Representative at regular intervals to provide status and/or resolution of problems.
- 7.11 The supplier shall guarantee correct operation of the equipment for the duration of the contract.

8. CHANGE MANAGEMENT

Consider and provide a concise proposal for any other change management activities that you deem necessary and will ensure a successful implementation of your queue management solution with the City Power.

9. SERVICE LEVEL AGREEMENT

City Power will be responsible for the management of a signed Service Level Agreement (SLA) between City Power and the prospective service provider for the duration of the contract. Final SLA will be negotiated with the successful service provider during contract negotiations.

The service provider shall provide City Power with the procedure to be followed to log QMS related incidents at the service desk of the service provider.

10. TRAINING

- 10.1 The suppliers shall provide comprehensive training courses on the, operation and maintenance of the queuing system to City Power personnel.
- 10.2 The Service Provider shall clearly outline the layout of the recommended training.
- 10.3 The suppliers shall provide technical support on system and equipment queries for the duration of the contract.
- 10.4 The Service Provider shall provide training on the enhanced features and functionality as the system is upgraded
- 10.5 The service provider shall provide a copy of the training materials and user documentation to the City Power in an electronic readable format. City Power will be able to make copies of the material and internally distribute such material.

11. DOCUMENTATION

- 11.1 The service provider will provide design documentation (including Architecture of the solution) for the QMS systems prior to the installation to City Power in electronic format.
- 11.2 The service provider shall provide City Power with System Documentation including design as well as as-built documentation.
- 11.3 The service provider will provide "as built" documentation for all QMS systems once they have been installed to the City Power in electronic format.
- 11.4 The service provider shall provide comprehensive documentation regarding the integration capabilities of the QMS system. This documentation shall include description of how to invoke services on the QMS system by other systems and how the QMS system can invoke services at other systems (where applicable)
- a) Full technical and functional details for all items offered shall be submitted.
 - b) All instruction manuals shall be provided for the equipment offered.
 - c) The manuals shall be in English and sufficiently detailed to enable City Power staff to use and maintain the system.

12. QUALITY MANAGEMENT

A quality management plan shall be set up in order to assure the proper quality management of the civil work during design, development, production, installation and servicing phases. Guidance on the requirements for a quality management plan may be found in the ISO 9001:2015. The details shall be subject to agreement between City Power and the Supplier.

13. HEALTH AND SAFETY

A health and safety plan shall be set up in order to ensure proper management and compliance during the manufacture, installation, removal, transportation, and disposal of scrap material/Waste/E-waste. Guidance on the requirements of a health and safety plan shall be found in ISO 45001:2018 standards. The details shall be subject to an agreement between City Power and the Supplier.

14. ENVIRONMENTAL MANAGEMENT

An environmental management plan shall be set up in order to ensure the proper environmental management and compliance is adhered to during the manufacture, installation, removal, transportation, and disposal of scrap material/Waste/E-waste. Guidance on the requirements for an environmental management system shall be found in ISO 14001:2015 standards. The details shall be subject to an agreement between City Power and the Supplier. This is to ensure that the asset created conforms to environmental standards and City Power SHERQ Policy.

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ANNEX A - BIBLIOGRAPHY

None

ANNEX B - REVISION INFORMATION

DATE	REV. NO.	NOTES
MAY 2020	0	First issue
DECEMBER 2021	1	Second issue Added ISO 45001 Updated normative references
December 2024	2	Third issue Updated signatories, table of contents and ISO requirements Update technical schedule

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ANNEX C - TECHNICAL SCHEDULES A & B:

Schedule A: City Power's specific requirements

Schedule B: Guarantees and technical particulars of equipment offered

Ite	Sub-clause of CP_TSSPEC_291	Description	Schedule A	Schedule B
		OEM	XXX	
	5.1.1	The QMS shall be customized as to 5.1.1	Required	
	5.1.2	A concurrent use or enterprise based licensing as to 5.1.2	Required	
	5.1.3	Software and Hardware Based Solution.	Required	
	5.1.4	Integrated Multimedia functionality (voice & visual).	Required	
	5.1.5	Solution shall be highly scalable.	Required	
	5.1.6	Comprehensive and configurable reporting.	Required	
	5.1.7	Replacement of consumables shall be provided for the duration of the contract, at City Power	Required	
	5.1.8	Compatible with City Power's ICT Infrastructure and its security requirements.	Required	
	5.1.9	Solution shall be installed in both Data Centers for redundancy purposes as to clause 5.1.9	Required	
	5.1.10	Ease of integration with other applications and the City Power's Data Warehouse.	Required	
	5.1.11	Multiple Ticket Issuing devices shall be provided in walk-in center as to clause 5.1.11	Required	
	5.1.12	Resilient and reliable solution with high availability.	Required	
	5.1.13	Support for all 11 official languages	Required	
	5.1.14	The system shall prompt the user to select a language of preference as to 5.1.14	Required	
	5.1.15	Language selection feature configurable by administrator as to 5.1.15	Required	
	6.1.1	Capability to display a number of query types as for the client to select from s to 6.1.1	Required	
	6.1.2	Option to enter meter/ account number or client number as to 6.1.2	Required	
	6.1.3	Issue uniquely numbered tickets without duplicating numbers as to 6.1.3	Required	
	6.1.4	Issuing of tickets based on the service or enquiry type that is selected by the customer.	Required	
	6.1.5	General queries option as to 6.1.5	Required	
	6.1.6	Ability to print tickets as to 6.1.6	Required	
	6.1.7	Re-issue tickets in cases of malfunction or printer jam.	Required	
	6.1.8	Send alarms and notifications as to 6.1.8	Required	
	6.1.9	The tickets shall be small non sticky receipts as to 6.1.9	Required	

Note: Ticks, Cross [X], Asterisk [*], Word [Noted] or TBA ["To Be Advice"] shall not be accepted.

Tender Number: _____

Tenderer's Authorised Signatory: _____
Name in block lettersSignature

Full name of company: _____

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ANNEX C - TECHNICAL SCHEDULES A & B:

Schedule A: City Power's specific requirements

Schedule B: Guarantees and technical particulars of equipment offered

Ite	Sub-clause of CP_TSSPEC_291	Description	Schedule A	Schedule B
	6.2.1	Able to handle both linear and virtual queuing principles as to 6.2.1	Required	
	6.2.2	Equipped with a display that has HDMI, VGA and Ethernet ports.	Required	
	6.2.3	Display entertainment and other relevant informative content as to 6.2.3	Required	
	6.2.4	Segmented display of details and update as to 6.2.4	Required	
	6.2.5	Grouping of customer numbers in accordance with services required as to 6.2.5	Required	
	6.2.6	30 second flickering of client number as 6.2.6	Required	
	6.3.1	The system shall be able to match clients to client service agent as to 6.3.1.	Required	
	6.3.2	The system shall provide the ability to adjust service levels as to 6.3.2	Required	
	6.4.1	Have log on credential with different levels as to 6.4.1	Required	
	6.4.2	Usable to Manage client service agent access and performance.	Required	
	6.4.3	Allow authorized City Power's personnel to log on and apply configuration change as follows	Required	
	a)	Control/Configuration for ticket dispensing kiosk as to 6.4.4	Required	
	b)	Control/Configuration for the agent workstations and roles	Required	
	c)	Control/Configuration for various types of information displays	Required	
	d)	Control/Configuration for the audible and display alert notifications	Required	
	e)	Ability to Pre-identify/Pre-authenticate clients as to 6.4.4 e)	Required	
	6.5.1	Record service duration as to 6.5.1	Required	
	6.5.2	Stop the service time, as the client's query is resolved as to 6.5.2	Required	
	6.5.3	Calls for the next person as to 6.5.3	Required	
	6.5.4	Pend the ticket, if there is a no show from client and moved down the queue as to 6.5.4	Required	
	6.5.5	Reroute the ticket, if unable to resolve the query as to 6.5.5	Required	
	6.5.6	Close the desk or log off when the agent desk is not active to service clients	Required	
	6.5.7	Log on to activate reactivate the desk to start receiving the clients.	Required	

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ANNEX C - TECHNICAL SCHEDULES A & B:

Schedule A: City Power's specific requirements

Schedule B: Guarantees and technical particulars of equipment offered

Ite	Sub-clause of CP_TSSPEC_291	Description	Schedule A	Schedule B
	6.6.1	Monitor the average waiting time per service type	Required	
	6.6.2	Use application to provide services	Required	
	6.6.3	Start / Stop the Queue management operation, as to 6.6.3	Required	
	6.6.4	Monitor and measure queuing performance	Required	
	6.6.5	Command center functionality/dashboard that offers a country wide view of all service/activities in all walk-in centers.	Required	
	6.6.6	Manage the client service agent's as to 6.6.6	Required	
	6.6.7	Supervisor/manager dashboard view to monitor the queue.	Required	
	6.6.8	Capture a duty roster for the day and Agent's availability as to 6.6.8	Required	
	6.6.9	Use the application to predict the workload and requirements for servicing as to 6.6.9	Required	
	6.7	Real time Queue management reporting requirements	Required	
	6.7.1.1	Average waiting time per service type.	Required	
	6.7.1.2	Average service time (per client).	Required	
	a)	Per Service type.	Required	
	b)	Per Service Desk.	Required	
	c)	Per User (Customer Only).	Required	
	6.7.1.3	Average ticket issuing load.	Required	
	6.7.1.4	Report delivery scheduler.	Required	
	6.7.1.5	Real-time reporting on the longest wait time.	Required	
	6.7.1.6	Customer feedback report per service type per agent	Required	
	6.7.2	Accessible to the branch manager and the head office managers as to 6.7.2	Required	
	a)	Number of clients serviced	Required	
	b)	Type of clients serviced and number	Required	
	c)	Average waiting times	Required	
	d)	Average service times	Required	
	e)	Number of abandoned tickets	Required	
	f)	Number of cases per query type, to identify a root cause for seasonal influx in order to react proactively in future	Required	

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ANNEX C - TECHNICAL SCHEDULES A & B:

Schedule A: City Power's specific requirements

Schedule B: Guarantees and technical particulars of equipment offered

Ite	Sub-clause of CP_TSSPEC_291	Description	Schedule A	Schedule B
	6.8.1	Capability to integrate with other City Power back-end systems.	Required	
	6.8.2	Have a name check-in and name referral when called for service instead of a number in accordance with 6.8.2	Required	
	6.8.3	The system shall prioritize provide exclusive service to the elderly, as to 6.8.3	Required	
	6.8.4	Real-time integration to the City Power data warehouse and operational dashboards as to 6.8.4	Required	
	6.8.5	Capability to display infotainment contents as to 6.8.5	Required	
	6.9.1	Maintenance & support for the duration of the contract.	Required	
	6.9.2	Adequately service all components as to 6.9.2	Required	
	6.9.3	The service provider shall repair or replace any faulty/broken as to 6.9.3	Required	
	6.9.4	Replenishment of consumables as to 6.9.4	Required	
	6.9.5	Software and firmware updates as to 6.9.5	Required	
	6.9.6	Replace all components of the system for the duration of contract as to 6.9.6	Required	
	6.9.7	Re installation cost as separate item	Required	
	6.9.8	Re-installation of hardware and software as part of maintenance as to 6.9.8	Required	
	6.9.9	Compliance with City Power's governance framework.	Required	
	6.9.10	Supply and replace the damaged parts as and when required to keep the machines fully functional.	Required	
	6.9.11	Provide a quotation	Required	
	6.9.12	Supply the consumables as and when required	Required	
	6.10	Acknowledgement of all City Power's responsibilities as to clause 6.10	Required	
	7.1	A support center as a single point of contact as to 7.1	Required	
	7.2	The Support Centre's availability as to 7.2	Required	
	7.3	Call logging via email or telephone as to 7.3	Required	
	7.4	The Service Provider shall respond to all support requests.	Required	
	7.5	Remote access of system by support center as to 7.5	Required	
	7.6	Keep record and issuing reference numbers as to 7.6	Required	

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ANNEX C - TECHNICAL SCHEDULES A & B:

Schedule A: City Power's specific requirements

Schedule B: Guarantees and technical particulars of equipment offered

Ite	Sub-clause of CP_TSSPEC_291	Description	Schedule A	Schedule B
	7.7	The Support Centre shall track, monitor and manage the resolution of incidents as to 7.7	Required	
	7.8	Routing of incidents to appropriate resource as to clause 7.8	Required	
	7.9	Respond to queries regarding the usage and performance of the system.	Required	
	7.10	Regular updates on status and resolution of queries	Required	
	7.11	Guarantee for the duration of the contract	Required	
	8.	Change Management as to clause 8	Required	
	9.	Service level agreement as to clause 9	Required	
	10.1	Comprehensive training as to clause 10.1	Required	
	10.2	Layout of the recommended training.	Required	
	10.3	Technical support on system & equipment queries as to 10.3	Required	
	10.4	Training on the enhanced features and functionality as the system is upgraded as to 10.4	Required	
	10.5	Provide Copies of materials & user documentation as to 10.5	Required	
	11.1	Design documentation as to 11.1	Required	
	11.2	System Documentation and as-built documentation as to 11.2	Required	
	11.3	As built documentation after installation as to 11.3	Required	
	11.4	Comprehensive documentation regarding integration as to 11.4 which include the following;	Required	
	a)	Full technical and functional details for all items offered shall be submitted.	Required	
	b)	All instruction manuals on the equipment offered.	Required	
	c)	The manuals shall be in English and sufficiently detailed	Required	
	12	Quality Management as to clause 12	Required	
	13.	Health And Safety Management as to clause 13	Required	
	14.	Environmental Management as to clause 14	Required	

Note: Ticks, Cross [v, X], Asterisk [*], Word [Noted] or TBA ["To Be Advice"] shall not be accepted.

Tender Number: _____

Tenderer's Authorised Signatory: _____
Name in block lettersSignature

Full name of company: _____

DEVIATION SCHEDULE

Any deviations offered to this specification shall be listed below with reasons for deviation. In addition, evidence shall be provided that the proposed deviation shall at least be more cost-effective than that specified by City Power.

Item	Sub-clause of CP_TSSPEC_291	Proposed deviation

Note: Ticks, Cross [✓, X], Asterisk [*], Word [Noted] or TBA ["To Be Advice"] shall not be accepted.

Tender Number: _____

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Name in block letters Signature

Full name of company: _____