

TERMS OF REFERENCE

MARINA REGIONAL OFFICE – NATIONAL CAPITAL REGION (MRO – NCR) DELIVERY, INSTALLATION, AND CONFIGURATION OF QUEING SYSTEM MANAGEMENT (LEASE TO OWN SCHEME)

I. Background

Pursuant to Presidential Decree No. 474, Executive Order No. 125/125-A, Republic Act No. 9295, and its implementing Rules and Regulations (IRR), Republic Act No. 11032 or the "Ease of Doing Business Act of 2018" issued last 28 May 2018, and its implementing Rules and Regulations, and in accordance with Administrative Order No. 04-19 or the Maritime Safety Plan, and Administrative Order No. 17-19 or the Guidelines Governing the operations of MARINA Regional Offices in the implementation of Policies and Streamlined Processes relative to shipping regulations, the MARINA Central Office Processing Center (MARINA-COPC).

II. Objective

1. To acquire queing management thru lease to own scheme, to increase efficiency in the delivery of services by delineating the promotional and regulatory functions being performed by frontline service units of the MRO-NCR.
2. To provide a system that can organize the queue of applicant by issuing ticket numbers based on the service they require, and projected by queing monitors;
3. To provide system that enable the servicing agent to call the queue ticket numbers issued 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 the monitor into several sections in order to display other video contents, advertisement, advisory, and other message together with queue-related information on the monitor;
4. Provide a system that have the facility to customize, add or remove service buttons according to the requirements of the MARINA;
5. Provide a system that shall have support for online and central monitoring of the system during operations;
6. Provide a system that shall have support for appointment-based scheduling of clients/customers.
7. Provide a monitor that support wide variety of video formats such as avi, mpeg, mp4, and wmv, at the same time allows multiple display layouts and switch between different display layouts.

III. Approved Budget for the Contract (Recommended Budget)

The Approved Budget of the Contract (ABC) is nine hundred ninety five thousand Pesos (Php995,000.00) inclusive of VAT and other applicable government taxes to be charged against the 2021 against Maintenance and other Operating Expenses (MOOE), inclusive of all applicable government taxes and charges.

IV. Supplier's Requirements

- 1. The Supplier must have at least three (3) Clients Satisfactory Rating with SEC, DTI or CDA Registration.
- 2. That the supplier has at least three (3) years of technical experience in the installation, commissioning and maintenance of Queuing Management System (QMS).
- 3. The supplier must have no pending case(s) against the government.

V. Deliverables

ITEM NO.	ITEM/PARTICULARS	QUANTITY/ UNITS	SPECIFICATION
1	65 inches Monitor Display	10 units	Resolutions 3840x 2160, full HD, 4k UHD, LED Backlight, Dynamic contrast ratio (3,000,000:1) Brightness 500cd/m2 response Time 6ms Connections : HDM x2 (2.0) x2 (1.4) Component Terminal (yes) Network: Lan Terminal (yes) DLNA (yes) Wall mounted (yes) Dimensions (WxHxD) 1452x310x875mm (WxDxH) with base 1452x83x837mm (WxDxH) without base Including the services of IT programmer and installation

2	Queuing Management Software (Unlimited License) ; a. Queuing server kiosk b. Servicing agents c. Multimedia display	6 units	
3	Server	1 unit	Form Factor - 1U Rack /2S • Processor - Intel Xeon E5-2620 v3 2.4GHz, 15M Cache, 8.00GT/s QPI, Turbo, HT, 6C/12T (85W) Max Mem • Memory / Max - 2 x 16GB RDIMM, 2133MT/s, Dual Rank, x8 Data Width (8/12 max DIMM slots) • HD Capacity - 2 x 500GB 10K RPM SAS 12Gbps 2.5in Hot-plug Hard Drive (max 8 HDD) • Optical - DVD+/-RW SATA Internal • RAID - PERC H730P Integrated RAID Controller, 2GB Cache • Onboard NICs - On-Board LOM 1GBE (Quad Port) • Power Supplies - Single, Hot-plug Power Supply (1+0), 550W • Static Rail-Ready Rails, Sliding Rails With Cable Management Arm • Keyboard - USB Keyboard • Mouse - USB Optical Mouse • Warranty - Three (3) years next Business Day On Site • OS - Windows Server 2012 • Other Requirements - Two (2) KVA UPS

4	Ticket Dispenser	4 units	15" Touch Screen Monitor • Thermal Printer with 80mmx70mm thermal paper • Wood Enclosure Ticket Kiosk Stand; Dimension: 41.5cm (L) x 39cm • (W) x 144cm (H) • 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 MARINA • has automatic cutter of printed queue tickets • capable of adding logo or other images and text on any part of the queue ticket • queue tickets are printed only when the selected service was pressed • has the capability to print the date and time on the ticket • queue numbers can be automatically reset at the beginning of each day • shall include initial supply of at least three hundred (300) rolls of thermal paper for printing the queue numbers
5	Thermal paper for queue kiosk	300 rolls	

VI. TECHNICAL FUNCTIONALITY

• Ticket Issuing

- The ticket dispensing kiosk should have the capability to display a number of query types as defined by MARINA for the client to select from.
- The ticket dispensing kiosk should be able to issue uniquely numbered tickets (i.e. No number duplication).
- The ticket dispensing kiosk should have the capability for the ticket dispensing kiosk to issue a ticket based on the service or enquiry type that is selected by the client;
- The ticket dispensing kiosk must 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 etc.;
- The ticket dispensing kiosk has the capability of ticket reprinting capability when there is a printer jam;

- f. The ticket dispensing kiosk should have an alert capability if there is a technical problem with the kiosk; and
 - g. The ticket dispensing kiosk should have an early warning when consumables i.e. thermal paper reach low level.
- **Client Queuing**
 - a. The system should 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; and
 - b. While waiting, the QMS should have the capability to play entertainment and other relevant informative content on the client facing multimedia display.
- **CONSUMABLES**
 - a. 300 rolls of thermal papers for the QMS system must be provided by the service provider.
- **INTEGRATION REQUIREMENTS/CAPABILITIES**
 - a. More attentive service for elderly, disabled and technologically-inept clients, by pre-identifying their service query upfront.
 - b. The display screens must 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).
- **QUEUE MANAGEMENT REPORTING REQUIREMENTS**

The Queue Management System must have real time reports but not limited to the following:

 - a. Average and longest waiting time per service type;
 - b. Average service time (per client):
 - Per Service type
 - Per Service Desk
 - Per User (Client Only)
 - c. Average ticket issuing load;
 - d. Report delivery scheduler;
 - e. Client feedback report per service type per agent;
 - f. Dashboard that must be available to the supervisors:
 - Number of clients serviced
 - Type of clients serviced
 - Average waiting times
 - Average service times
 - Number of abandoned tickets;
 - g. Number of cases per query type, to identify a root cause for seasonal influx in order to react proactively in the future.

VII. Technical Support

The Supplier shall provide technical support via telephone/fax, on-site assistance to resolve technical and other related problems. Resolution can be delivered in the form of telephone, electronic and/or on-site resolution. It shall refer to a condition wherein the reported problem is resolved by the proponent to the satisfaction of the end-user.

The proponent shall resolve a problem within twenty-four (24) hours after it was reported by MARINA in any available and fastest means of communications.

VIII. Work Required

The supplier shall include additional components required to make the system operate, although not specifically detailed in this specification.

IX. Acceptance Plan

A certificate of acceptance for any of the bid shall be issued by the MARINA only after completion of the scope of work and compliance to all the requirements

X. Vendor's Responsibility

The Supplier shall install and configure all deliverables.

XI. Maintenance, Support and Warranty

- The Supplier shall provide technical support via telephone/fax, on-site assistance to resolve technical and other related problem. Resolution can be delivered in the form of telephone, electronic and/or on-site resolution. It shall refer to a condition wherein the reported problem is resolve by the supplier to satisfaction of the end-user.
- To provide maintenance for the duration of the warranty period, adequate supply of parts must be readily available.
- After Sales Service and Support during the warranty period, all reported defects shall be completely/satisfactorily repaired/replaced by the winning supplier.
- The MARINA shall have the right to reject and return the unit(s) and cancel the corresponding Contract if units delivered are defective, incomplete or noncompliant to the specifications herein specified.

XII. Delivery Schedule

- The supplier shall supply, deliver, test and commission the Command Center in the period of forty-five (30) calendar days from receipt of the Notice to Proceed (NTP) at the MARINA Building, Bonifacio Drive, cor. 20th Street, Port Area, Manila;
- Deliveries should be made within office hours and on regular working days on or before the stipulated date in the contract unless otherwise specified for valid reason why the same cannot be complied with; and

- MARINA shall impose penalty of 1/10 of 1% of the total value of the undelivered order for each day of delay as liquidated damages after the specified allowable number of days to deliver the units.

XIII. TERMS OF LEASE

- The leased shall be for a period of One(1) year;
- Payment shall be made on monthly basis for one (1) year subject to submission of billing statement and other supporting documents by the winning bidder, exclusive of any additional tax; and
- The Supplier shall turn-over all equipment after the period of lease.

ARNIE F. SANTIAGO MSC MSA
Officer-In-Charge, MRO - NCR



PURCHASE REQUEST

Office: <u>MRO – NCR. ENFORCEMENT SERVICE</u>		PR No. : <u>2021-02-056</u>			
Division/Section:		SAI No. : <u>17 FEB 2021</u>			
Date Request: <u>08 January 2021</u>					
Item No.	Unit	Item Description	Quantity	Unit Cost	Total Cost
1	LOT	Supply, Delivery, Installation and Configuration of the Queuing Management System (QMS) including IT Programing and program maintenance	10	99,500	995,000.00
		TOTAL			995,000.00
Requisitioning Officer					
Signature:					
Printed Name:		ARNIE F. SANTIAGO MSc MSA			
Designation		Officer-In-Charge, MRO NCR -Enforcement Service			
Purpose:		FOR THE PURPOSE OF PROCUREMENT OF QUEUING MANAGEMENT SYSTEM (QMS) AT NCR STCW, MDS, PITX, SM MANILA AND POEA			
CERTIFICATION					
☒ FUNDS AVAILABLE					
☐ NO FUNDS AVAILABLE					
		 RALPH A. NARVAEZ OIC – Chief, Budget Division			
		☐ Approved ☐ Disapproved			
		PR Approver			
Signature:					
Printed Name:		VADM ROBERT EMPEDRAD AFP (Ret)			
Designation		Administrator <u>2/22/21</u>			
Note: Please indicate specific purpose other than "for official use of the Office." (e.g. monthly regular supplies, as per APP. special projects, etc.					