



GOVERNMENT OF
THE REPUBLIC OF TRINIDAD AND TOBAGO

THE IMPLEMENTATION OF AN ONLINE APPOINTMENT AND QUEUE MANAGEMENT
SYSTEM FOR THE LICENSING DIVISION, MINISTRY OF WORKS AND TRANSPORT

- Instructions to Tenderers
- Conditions of Contract
- Form of Agreement
- Form of Submission
- Specifications
- Summary Cost Sheet

INSTRUCTIONS TO TENDERERS

THE IMPLEMENTATION OF AN ONLINE APPOINTMENT AND QUEUE MANAGEMENT SYSTEM FOR THE LICENSING DIVISION, MINISTRY OF WORKS AND TRANSPORT

Background

The Licensing Division of the Ministry of Works and Transport has implemented many initiatives to modernize and simplify day-to-day transactions to facilitate greater accessibility to the public. These service upgrades such as the homogenization of its records and databases to all its sites and the remote access to its databases by state agencies, online access to Drivers Permit and Vehicular Records, have improved business operations at the Licensing Division and increased customer satisfaction to its clientele.

In light of the current COVID-19 pandemic online operations have become more imperative. It has become absolutely necessary that measures be put in place to minimize risk to employees as well as customers accessing its services by providing an environment which will:

1. Maintain social distancing protocols
2. Provide real time solutions
3. Assist with the streamlining of services
4. Increase operational efficiency and customer satisfaction

Based on the aforementioned, the Implementation of an Online Appointment and Queue Management System is integral to the efficient delivery of such services by the Licensing Division.

1. GENERAL

Tenderers are advised to read all instructions carefully since failure to comply may result in the rejection of tenders.

The Ministry of Works and Transport (MOWT) (hereinafter called ‘the Purchaser’) is seeking to engage the services of a suitably qualified supplier for the Implementation of **Online Appointment and Queue Management System** for use by its Licensing Division which includes nine (9) locations within Trinidad and Tobago.

2. Submission of Tender

2.1 Tenderers must provide the following in their submission: -

- (i) The full name, signature, office and business address of the company;
- (ii) Signature of the person making the submission, or in the case of a company, partnership or business firm the signature of a duly authorized officer or employee of such company, partnership or the business firm;
- (iii) A firm delivery/completion period must be given. The implementation period should not exceed three (3) weeks. The implementation period will commence on the date which the successful tenderer receives the relevant notice to proceed or as agreed to at the signing of the agreement;
- (iv) An assurance shall be given that prices will remain valid for an initial minimum period of sixty (60) days from the closing date required or as stated otherwise;
- (v) Supportive literature/pamphlets/brochures, parts manual, operator/maintenance manual, workshop manual and any relevant documentation in the operation and maintenance of the system in English and electronic copy;
- (vi) The make, model and year of manufacture of all hardware devices are required;
- (vii) A warranty period of at least twenty-four (24) months on all Hardware
- (viii) Cost of One (1) year maintenance and support contract on software required

2.2 Bidders must submit an original and two (2) copies of the tender.

2.3 The document shall be addressed to

**Chairman
Permanent Secretary Tenders Committee,
Ministry of Works and Transport,
Corner Richmond and London Streets,
Port of Spain.**

3. AMENDMENT OF TENDER DOCUMENTS

- At any time prior to the deadline for submission of tender, the purchaser may, for any reason, whether at his own initiative or in response to a clarification requested by a prospective tenderer, modify the bidding documents by the issuance of an Addendum.
- The Addendum will be sent via e-mail to all prospective tenderers who have been issued the tender documents. Prospective suppliers shall promptly acknowledge receipt thereof by email to Purchaser at tender@mowt.gov.tt

4. COST OF TENDER

The Tenderer shall bear all costs associated with the preparation and submission of his Quotation and the Purchaser will in no case be responsible or liable for these costs regardless of the conduct or outcome of the bid.

5. CONTENT OF TENDER DOCUMENTS

- The set of documents issued for the purpose of soliciting quotations includes: -
 - Instructions to Tenderers
 - Conditions of Contract
 - Form of Agreement
 - Form of Tender
 - Specifications
 - Summary Cost Sheet
- The Tenderer is expected to examine carefully all instructions, conditions, forms and terms. Failure to comply with the requirements will be at the Tenderers own risk.

6. EVALUATION CRITERIA

Tenders will be evaluated according to the following criteria: -

Organization Structure	-	10 Points
Past Performance/Track Record/Reliability	-	15 Points
Adherence to Specifications	-	35 Points
Implementation Period	-	20 Points
Extent of Warranty (Hardware)	-	10 Points
Provision of after sales support (SLA)	-	10 Points
Total	-	100 Points

Tenderers must submit adequate evidence to support each of the criteria listed above and must attain a minimum of at least 50% in each criterion with an average score of 70 points to be further considered.

Subsequent to the technical scores, an Evaluation Committee will determine for each Bid, the evaluated Bid Price by making any correction for errors. Upon correction of errors to all open bids, the selection of the most economically advantageous offer will be obtained by giving a 50/50 weighting between the price and technical quality. Table 1 below demonstrates how the 50/50 weighting system is used.

Table 1

Weighting and Ranking of Contractors								Rank
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	
<i>Contractors</i>	<i>Initial Technical Score (b)</i>	<i>Technical Comparison Score</i> $\frac{(b) \times 100}{\text{Highest (b)}}$	<i>Technical Weight Score (d)</i> $(c) \times 0.50$	<i>Corrected Price (e)</i>	<i>Price Comparison Score (f)</i> $\frac{\text{Lowest (e)} \times 100}{(e)}$	<i>Price Weight Score (g)</i> $\frac{(g)}{(f) \times 0.50}$	<i>Total (h)</i> $(d) + (g)$	
A	93.67	100.00	50.00	\$25,705,263.08	89.47	44.74	94.74	1
B	76.25	81.40	40.70	\$30,788,180.94	74.70	37.35	78.05	4
C	91.25	97.42	48.71	\$29,789,067.83	77.20	38.60	87.31	3
D	82.75	88.34	44.17	\$22,998,078.06	100	50.00	94.17	2

7. PREPARATION OF PROPOSAL

Tenderers are expected to examine all terms and instructions included in this document. All information requested in the documents must be provided. Failure to do so will be at your own risk and may result in rejection of the bid.

During preparation of the bid, Tenderers must give particular attention to the following: -

- (i) **Past Performance/Track Record/Reliability** Include a minimum of three references for contracts of a similar nature with whom the Supplier have entered into, preferably public sector references. Include the name, address, phone number, point of contact and description of the contract for each reference.
- (ii) **Management plan.** This section should describe the organizational unit(s) that will become responsible for the contract, and the general management approach towards a project of this kind. The Tenderer should comment on its experience in similar projects and identify the person(s) representing the Tenderer in the development and implementation of this system
- (iii) Detailed training plan/programme for maintenance and operation of the equipment including number of days, cost per participant and deliverables.

8.0 CLARIFICATIONS

Tenderers requiring a clarification of the tender documents must notify the purchaser in writing via email and should be referred to: -

Mr. Richard Baillie
Manager, Service Delivery and Support
Ministry of Works and Transport
E mail: tender@mowt.gov.tt

Requests for clarification shall be raised no later than 12:00 noon two (2) days before the deadline for submission of tenders to permit the circularizing of the replies to all Bidders, but without identifying the source.

Such answers as are necessary shall be given as a matter of assistance to the Bidders but that shall not be construed as adding to, or taking away from, or otherwise altering the meaning and intent of the bid requirement and/or the Tenderers' obligations thereunder which can be varied only by letter signed by the Permanent Secretary, Ministry of Works and Transport.

9. DEADLINE FOR SUBMISSION OF QUOTATIONS

Bids shall be delivered at the address specified not later than the time and date specified in the Notice for Tender.

10. LATE SUBMISSIONS

Any Submission received after the deadline prescribed will be rejected and returned to the Bidder.

11. MODIFICATION AND WITHDRAWAL OF BID

The Tenderer may NOT modify or withdraw his Tender after the Tender Submission.

12. ACCEPTANCE

- The Ministry reserves the right to reject any or all Bids, without limiting the generality of the foregoing, a Bid will be summarily rejected if it is incomplete, obscure or irregular
- The Ministry reserves the right to accept or reject any Bid, and to annul the process and reject bids at any time prior to Award of Contract, without thereby incurring any liability to the affected Bidder or any obligation to inform the affected Bidders of the grounds for the action.
- The Ministry may declare the Tender void when none of the Bidders meet the intent of the Specifications.
- The Ministry does not bind itself to accept the lowest or any offer or to reimburse Bidders for any expenses incurred in proposing.

13. INCOME TAX AND VALUE ADDED TAX (V.A.T.) / NATIONAL INSURANCE

Tenders must be accompanied by **valid**:-

- (i) Income Tax and Value Added Tax Clearance Certificates issued by the Board of Inland Revenue and dated not more than six (6) months prior to the closing date of the tender;
- (ii) Certificate of Compliance issued in accordance with the National Insurance Act from the National Insurance Board valid at the date of close of tenders.

NB: The Value Added Tax must be shown below the tender price;

14. PAYMENT

100% after successful completion of contract after submission of an invoice or request for payment and acceptance by the Purchaser after contract has been properly executed.

The payment shall be made to the contractor under this contract in Trinidad and Tobago dollars (TT\$).

CONDITIONS OF CONTRACTS

THE IMPLEMENTATION OF AN ONLINE APPOINTMENT AND QUEUE MANAGEMENT SYSTEM FOR THE MINISTRY OF WORKS AND TRANSPORT LICENSING DIVISION

- 1.1 In this contract, the following terms shall be interpreted as indicated:
- (a) “The Contract” means the agreement entered into between the Purchaser and the Supplier, as recorded in the contract form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.
 - (b) “The Contract Price” means the price payable to the Supplier under the contract for the full and proper performance of its contractual obligations.
 - (c) “The Goods” means the equipment, which the Supplier is required to supply, deliver to the Purchaser under the contract.
 - (d) “The Services” means those services ancillary to the supply, delivery of the Goods, such as transportation and any other incidental services, such as installation, provision of technical assistance, and other such obligations of the Supplier covered under the contract.
 - (e) “The Purchaser” means the Permanent Secretary, Ministry of Works and Transport or his/her authorized agent. The Contractor shall at all times carry out the directions/instructions of the Permanent Secretary, Ministry of Works and Transport or his/her authorizing agent.
 - (f) “The Supplier” means the individual or firm supplying the goods and services under this contract.
 - (g) “The Project Site”, where applicable, means the place or places named in the Tender Documents for the delivery of the equipment.
 - (h) “Day” means calendar day.
- 2.1 These conditions shall apply to the extent that they are not superseded by provisions of other parts of the contract.
- 3.1 The Goods supplied under this contract shall conform to the standards mentioned in the technical specifications, and where no applicable standard is mentioned to the authoritative standards appropriate to the Good’s country of origin. Such standards shall be the latest issued by the concerned institution.
- 4.1 The Supplier shall not, without the Purchaser’s prior written consent, disclose the Contract, or any provision thereof, or any specification, plan drawing, pattern, sample, or information furnished by or on behalf of the Purchaser in connection therewith, to any

person other than a person employed by the Supplier in the performance of the Contract. Disclosure to any such employed person shall be made in confidences and shall extend only so far as may be necessary for purposes of such performance.

- 4.2 The Supplier shall not, without the Purchaser's prior written consent, make use of any documents or information mentioned in the clause above, except for purposes of performing the Contract.
- 4.3 Any document, other than the contract itself, enumerated in Clause 5.1 shall remain the property of the Purchaser and shall be returned (all copies) to the Purchaser on completion of the Supplier's performance under the contract if so required by the Purchaser.
- 5.1 The Supplier shall indemnify the Purchaser against all third-party claims of infringement of patent, trademark, or industrial design rights arising from use of the Goods or any part thereof in Trinidad and Tobago.
- 6.1 A security of 2% of the contract price shall be retained after delivery, acceptance of Goods to cover any warranty obligation and shall be returned on completion of warranty period.
- 7.1 The Purchaser or his representative shall have the right to inspect and/or to test the Goods to confirm their conformity to the contract specifications and shall specify what inspections and tests are required and where they are to be conducted at no extra cost to the Purchaser. The Purchaser shall notify the Supplier in writing, in a timely manner, of the identity of any representatives retained for these purposes.
- 7.2 The inspections and tests may be conducted on the premises of the Supplier or its subcontractor(s), at point of delivery. If conducted on the premises of the supplier, all reasonable facilities and assistance, including access to drawings and production data, shall be furnished to the inspectors at no charge to the Purchaser.
- 7.3 Should any inspected or tested Goods fail to conform to the specifications, the Purchaser may reject the Goods, and the Supplier shall either replace the rejected Goods or make alternations necessary to meet specification requirements, free of cost to the Purchaser.
- 7.4 The Purchaser's right to inspect, test and where necessary, reject the Goods after the Goods' arrival in the stated destination shall in no way be limited or waived by reason of the Goods having previously been inspected, tested, and passed by the Supplier or its representative prior to the Goods arrival at the final destination.
- 8.1 The Supplier shall provide such packing of the Goods as is required to prevent their damage or deterioration during transit to their final destination, as indicated in the contract. The packing shall be sufficient to withstand, without limitation, rough handling during transit and exposure to extreme temperature, salt and precipitation during transit, and open storage. Packing case, size and weights shall take into consideration, where appropriate, the remoteness of the Goods final destination and the absence of heavy handling facilities at all points in transit.

9.1 The Supplier would be required to arrange for delivery of the equipment to the location specified by the Permanent Secretary, Ministry of Works and Transport within a maximum period of forty (40) days. Before delivery, the Supplier shall provide the Permanent Secretary with:

- (a) Copies of the Suppliers invoice showing Goods description, quantity, unit price and total amount.
- (b) Delivery note
- (c) Manufacturer's or Suppliers Warranty Certificate

The above documents shall be received by the Purchaser before arrival of the Goods and, if not received, the Supplier will be responsible for any consequent expenses.

9.2 If at any time during performance of the contract, the Supplier should encounter conditions impeding timely delivery of the Goods, the Supplier shall promptly notify the Purchaser in writing of the fact of the delay, its likely duration, and its cause(s). As soon as practicable after receipt of the Supplier's notice, the Purchaser shall evaluate the situation and may at his discretion extend the Supplier's time for delivery, in which case the extension shall be ratified by the parties by amendment of Contract.

9.3 If the Supplier fails to deliver any or all of the goods within the period(s) specified on the contract, the Purchaser shall without prejudice to its other remedies under the contract, deduct from the contract price as liquidated damages, 0.5% of the delivered price of the delayed Goods or unperformed Services for each week or part thereof of the delay until actual delivery up to a maximum deduction of 5% of the contract price. Once the maximum is reached the Purchaser may consider termination of the contract.

9.4 The Purchaser, without prejudice to any other remedy for breach of contract, by written notice of default sent to the Supplier, may terminate his Contract in whole or in part:

- (a) If the Supplier fails to deliver any or all of the Goods within the period specified in the Contract, or within any extension thereof granted by the Purchaser;
- (b) If the Supplier fails to perform any other Obligation (s) under the Contract.

9.5 In the event the Purchaser terminates the Contract in whole or in part, the Purchaser may procure, upon such terms and in such manner as it deems appropriate, Goods or Services similar to those undelivered, and the Supplier shall be liable to the Purchaser for any excess costs for such similar Goods for Services. However, the Supplier shall continue performance of the Contract to the extent not terminated.

9.6 Bankruptcy – In the event of a Supplier becoming bankrupt or instituting proceedings for liquidation of his affairs, or arrangement or composition with his creditors during the currency of the contract, the contract shall be terminated, immediately.

- 10.1 The Supplier may be required to provide any or all of the following materials, notifications, and information pertaining to spare parts manufactured or distributed by the supplier:
- (a) Such spare parts as the Purchaser may elect to purchase from the Supplier, provided that this selection shall not relieve the Supplier of any warranty obligations under the Contract; and
 - (b) In the event of termination of production of the spare parts:
 - (i) advance notification to the Purchaser of the pending termination, in sufficient time to permit the Purchaser to procure needed requirements; and
 - (ii) following such termination, furnishing at no cost to the Purchaser, the blueprints, drawings, and specifications of the spare parts, if requested.
- 12.1 The Supplier warrants that the Goods supplied under the Contract are new, unused, of the most recent of current models, and that they incorporate all recent improvements in design and materials unless provided for otherwise in the Contract. The Supplier further warrants that all Goods supplied under this Contract shall have no defect, arising from design, materials, or workmanship (except when the design and/or material is required by the purchaser's specifications) or from any act or omission of the supplier, that may develop under normal use of the supplied Goods in the prevailing conditions at the named destinations or project sites.
- 12.2 This warranty shall remain valid for one year after the Goods, or any portion thereof as the case may be, have been delivered to and accepted at the final destination indicated in the Contract.
- 12.3 The Purchaser shall promptly notify the Supplier in writing of any claims arising under this warranty.
- 12.4 Upon receipt of such notice, the Supplier shall, with all reasonable speed, repair or replace the defective Goods or parts thereof, without costs to the Purchaser. Such replacement or repairs shall be subject to the approval of the Permanent Secretary, Ministry of Works and Transport.
- 12.5 If the Supplier, having been notified, fails to remedy the defect(s) within 3 months, the Purchaser may proceed to take such remedial action as may be necessary, at the supplier's risk and expense, and without prejudice to any other rights, which the Purchaser may have against the supplier under the Contract.
- 13.1 The Supplier's request(s) for payment shall be made to the Purchaser in writing, accompanied by an invoice describing, as appropriate, the Goods delivered and Services performed, and by documents submitted, and upon fulfillment of other obligations stipulated in the contract.

- 14.1 Prices charged by the Supplier for Goods delivered and Services performed under the Contract shall not vary from the prices quoted by the Supplier in its bid, with the exception of any price adjustments in the Purchaser's request for bid validity extension, as the case may be.
- 15.1 The Supplier shall not transfer or assign directly or indirectly to any person or persons whatsoever, any part of the contract without prior approval in writing, of the Permanent Secretary Tenders Committee.
- 16.1 The Purchaser and the Supplier shall make every effort to resolve amicably or by direct informal negotiation any disagreement or dispute arising between them under or in connection with the Contract.
- 17.1 The language is English.
- 18.1 The contract shall be interpreted in accordance with the laws of Trinidad and Tobago.
- 19.1 Any notice given by one party to the other pursuant to this Contract shall be sent in writing or by cable, telex, or facsimile and confirmed in writing to the other party's address specified.
- 20.1 A local Supplier shall be entirely responsible for all taxes, stamp duties, license fees, etc. incurred until delivery of the contracted Goods to the Purchaser.

DRAFT
FORM OF AGREEMENT

TRINIDAD AND TOBAGO

THIS AGREEMENT made this _____ day of _____ in the Year Two Thousand and Twenty between the Ministry of Works and Transport (hereafter called the Employer”) of the One Part and (_____ name of contractor) having its office at (_____ state address) (hereinafter called ‘Contractor’) of the Other Part.

WHEREAS the Employer is desirous that the Contractor execute THE IMPLEMENTATION OF AN ONLINE APPOINTMENT AND QUEUE MANAGEMENT SYSTEM FOR THE MINISTRY OF WORKS AND TRANSPORT LICENSING DIVISION and has accepted a Tender by the Contractor for the execution completion and maintenance of such works.

AND WHEREAS Contractor was invited to propose for the performance and completion of the works by invitation to tender dated the _____ day of _____ 2020.

_____ a company duly continued under the Company Act 1995 and having its registered office at _____ in the sum of _____ Dollars (\$) being ten percent (10%) of the contract sum.

AND WHEREAS by a letter dated the _____ day of _____ 2020 the Contractor was informed that the Permanent Secretary Tenders Committee had accepted its tender to perform and complete the works and I have been awarded a contract in the sum ofDOLLARS (\$)) or such other sum as may be payable in accordance with the terms and conditions of the contract.

NOW THIS AGREEMENT WITNESSETH as follows:

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract hereinafter referred to.
2. The following documents shall be deemed to form and be read and constructed as part of this Agreement:

- (a) *Notice to Supplier*
- (b) *Tender Documents*
- (c) *The Addenda, if issued*
- (d) *The Bid*
- (e) *The letter of Award of Contract*

3. In consideration of the payments to be made by the Employer to the Contractor as hereinafter mentioned, the Contractor hereby covenants with the Employer to execute, complete and maintain the project in conformity in all respects with the provisions of the Contract. It is agreed that the project to be formed under this contract shall be commenced on _____ and shall be commenced on _____ duly maintaining a reasonable rate of progress.

The Employer hereby covenants to pay to the Contractor in consideration of the satisfactory execution, completion and maintenance of project, based on unit prices as stated in the tender herein enclosed, all as provided in the said Tender and other Contract Documents, the sum of

(TT\$) Trinidad and Tobago Dollars in the manner prescribed by the Contract.

4. The Contractor for itself and its assigns and the Employer (but not so as to impose any personal liability on the Permanent Secretary, Ministry of Works and Transport.
5. Mutually covenant that they will respectively perform and observe the several provisions of the contract to be performed and observed by them respectively under this Agreement.

IN WITNESS WHEREOF Permanent Secretary,
Ministry of Works and Transport or his/her representative for and on behalf of the
Government of the Republic of Trinidad and Tobago has hereunto set his/her hand the
day of 2020.

SIGNED by the within-named)

.....
(Name in Block letters))

Permanent Secretary or his/her)
Representative for and on behalf of the)
Government of the Republic of)
Trinidad and Tobago)
in the presence of)

THE COMMON SEAL OF)

Hereto affixed by)

.....
(Name in Block letters))

It's Secretary in the)
presence of)

.....
(Name in Block letters))

One of its Managing Directors)
who signed same in accordance)
with its By-Laws in the)
presence of)

FORM OF TENDER

THE IMPLEMENTATION OF AN ONLINE APPOINTMENT AND QUEUE MANAGEMENT SYSTEM FOR THE MINISTRY OF WORKS AND TRANSPORT LICENSING DIVISION

Chairman
Tenders Committee
Corner Richmond and London Streets
Port of Spain

Dear Sir,

I/We

having examined the documents, do hereby offer THE IMPLEMENTATION OF AN ONLINE APPOINTMENT AND QUEUE MANAGEMENT SYSTEM- PHASE I FOR THE MINISTRY OF WORKS AND TRANSPORT LICENSING DIVISION at a cost of _____

_____ (TT\$ _____)

plus Value Added Tax of _____

(TT\$ _____)

I/We agree to supply and deliver within _____ days or within such extended period as may be approved by the Ministry of Works and Transport.

I/We agree to abide to the prices quoted in this Tender for a period of ninety (90) days from the closing day of receipt of tenders.

I/We understand that the Ministry is not bound to accept the lowest or any other tender.

Signature of Tenderer

Name of Firm

Name of Signatory in BLOCK LETTERS

in capacity of _____

Address of Firm

(Position held)

Date of Tender: _____

Telephone No: _____

Phone / Fax: _____

Company Seal/Stamp

SUMMARY SHEET

THE IMPLEMENTATION OF AN ONLINE APPOINTMENT AND QUEUE MANAGEMENT SYSTEM
FOR THE MINISTRY OF WORKS

Items No.	Description	Quantity	Unit Cost	Total Cost TT \$
1	Suitable Wireless Display Monitors	12		
2	Portable Touch Screen Que Management Call Devices	16		
3	Software – Online Appointment Module			
4	Queue Management Module			
	Sub Total			
	VAT on local charges (12.5 %)			
	Total			

.....
Name of Firm/Tenderer

.....
Signature of Tenderer

.....
Date of Tender

.....
.....
Address of Tenderer

.....
Telephone No.

SPECIFICATIONS

Hardware

- 1) **Twelve (12) Suitable Wireless Display Monitors**
- 2) **Sixteen (16) Portable Touch Screen Que Management Call Devices**

**Note a minimum of two years warranty on Hardware*

Phase I

Software

General Specifications (Web Based)

The Online Appointment and Queue Management System must allow for a level of seamless integration via customers making bookings online or a customer choosing to walk-in for service. For example, a customer making an appointment for 10:00am at a particular location for a specific service, that appointment must be distinctly made available for service at the required counter station when the service is due at the selected 10:00am time. Also note, the system must allow for a turn-off and turn-on of walk-in services at a supervisor's or administrator's discretion.

Each Counter Clerk will be equipped with the required software and computer to view and trigger the next customer service. *Please note suppliers are not required to quote on Computers but are however required to provide the required specification of the Hardware Device required to provide the service.*

The System must provide for key reports indicating key performance indexes related to customer wait time for each service along with other relevant information to management to assist with tuning of appointments time and required services.

Software – Online Appointment Module

Minimum Features:

1. Add and format a minimum of 12 user definable fields: Text, numbers, dates and checkboxes. Default fields for commencement are as follows:
 - Client Identification: DP, PP or PP
 - Client Name (Surname, Last Name)

- Email address
- Unique appointment reference Number
- Queue Number/reference (To be used to display service under queue management)
- Service Type Listing (Transfer, Inspection, Application for DP etc.....)
- Date and Time of Appointment
- Telephone Contact
- Location of Appointment (Caroni, Wrightson Road, San Fernando, Point Fortin etc....)

2. Administrative support.

- User Levels (Administrator and Users)
- Setting Up of Location
- Setting Up of Service Types
- Calendar Format/Layouts (eg. daily, weekly or monthly layouts)
- Time Slots Duration
- Calendar Minimum and Maximum Advance Bookings
- Enable or Disable Email Notification
- Cancellation Limits (Minimum time allotted for cancellation)
- Addition of Service Providers (Sites)
- Ability to assign specific Service Types to Service Providers
- Pre-set Providers work hours and individual holidays

3. Searches and Exports

- Find any appointments by Provider, Surname, Service Types, Sites, Customer, Phone Number and other fields
- Export and print appointment reports in PDFs, Excel, Word

4. Filtering of Views, Sorts and Printable Report by:

- Date
- Time
- Service Type
- Sites
- Combination of any of the above

Software – Queue Management Module

Minimum Features:

1. General

- Customer to be called by Counter Clerks via use of a Computer and Queue Management Software
- Customer to be called by Cashiers via use of a portable touch screen device
- Assigned Counter Clerks must have the ability to switch Service Types via Supervisory Override
- Ability to call relevant and required appointments
- Re-Queue Calls
- Cancel call after threshold call count and login no show
- Repeat calls (Call again)
- Route to specific agents/sections
- Ticket format – print customer name, greeting, service, promotional message, time of arrival
- Screen display format – shows waiting customers, line length, waiting time, multiple services and messages
- All user interfaces must be Web-based, easy to use

2. Administrative Support:

- All configuration settings must be parameter based, require no programming, done remotely from the server and affect all sites immediately.
- User Levels (Administrator, Users and Supervisors)
- Setting of Messaging and Advertisements

3. Reports

- Workforce management reports back-office work breaks and sign-out reasons.
- Online reporting – view online agent activity, waiting time, aggregate (sites real-time service level and performance).
- Alerts – send online messages indicating long waiting times, long service duration, inadequate staffing levels, VIP customer arrival, or any other rule-based alert to display onscreen.
- Generate service statistics by counter clerks' logins
- Other relevant reports

Phase II

Please note Phase II of this project will allow for electronic payment when changing dates on certain type appointments. In addition, Phase II will provide Users the opportunity to upload certain documents for verification prior to confirmation of appointments for selective service types. Such appointments awaiting confirmation will be placed in a pending mode until electronic confirmation is provided.