

دائرة اللوازم والمشتريات - حرم رام الله

RFP 01-2023.24

Mobile Based Queuing System RFP



AAUP is seeking proposals from qualified vendors to provide a **Mobile Based Queuing System** that will improve patient flow, reduce wait times, and enhance the overall patient experience for our Ramallah Campus new clinic.

1. Background

AAUP Ramallah Campus Clinic is a comprehensive medical clinic located in Al-Rihan, Ramallah. We are currently intended to serve patients from community. We are looking to implement a mobile based queuing system to address the following challenges:

- Long wait times
- Patient frustration
- Inefficient check-in process
- Lack of communication with patients

2. Objectives

The objectives of this project are to:

- Implement a mobile queuing system that allows patients to book appointments online, check in remotely, and track their place in line.
- Reduce wait times by at least 20%.
- Improve patient satisfaction by at least 10%.
- Increase staff efficiency by at least 5%.

3. Requirements

The following are the minimum requirements for the mobile queuing system:

- Online appointment scheduling



- Mobile check-in
- Real-time queue tracking
- Patient notifications (text message ,app messaging (i.e. WhatsApp , any other app), or email)
- Integration with our electronic medical record system.
- User-friendly interface for both patients and staff
- Scalability to accommodate future growth
- 24/7 customer support

4. Proposal Requirements

Proposals should include the following information:

- Company overview
- Product description
- Features and benefits
- Pricing
- Implementation plan
- Necessary hardware, software, and mobile applications.
- Customer support plan
- References

5. Evaluation Criteria

Proposals will be evaluated based on the following criteria:

- Functionality
- Ease of use



- Integration capabilities
- Scalability
- Customer support
- Price

- للمراجعة والاستفسار بخصوص المواصفات يرجى الاتصال على هاتف 022941999 رقم داخلي 1910 .
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