

Technical Annex

International Open Tender

Interactive Displays

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1. CALL AIM

Centro Ceibal calls for International Open Tender for the acquisition of interactive displays to use in classrooms, and associated services.

The following products and services are of MANDATORY quotation in this bid:

1. Interactive screens of 55" and/or 65".
2. Floor stand for display installation.
3. Remote screen management system.
4. Training service.
5. Technical support service.
6. 3 years extended warranty for the display.

In addition, the bidder may OPTIONALLY quote additional products/services that it deems convenient, in particular the following services:

7. Classroom installation service
8. Storehouse service

Each bidder may bid a maximum of 2 interactive display models per category. Category I corresponds to 55" screens and category II to 65" screens. They are independent categories and do not compete with each other in technical score. The bidder may bid one or both categories.

All documentation submitted must be segmented identifying each product by its corresponding model in the technical and economic offers.

Ceibal may award one or both categories.

The solution must comply with the confidentiality and data protection considerations specified in *ANNEX II: CONFIDENTIALITY AND DATA PROTECTION*.

2. REQUIREMENTS

This section describes the requirements of the products and services tendered.

The desirable requirement 2.1.14 Google EDLA Certification will be especially valued, in order to be able to provide the interactive display solution with Google's suite of applications.

Samples and/or DEMO of displays that do not have this certification at the time of bid submission will be accepted. In case of declaring compliance with the requirement and being awarded the contract, the bidder must prove that the certification has been obtained prior to the first shipment.

2.1. Interactive Displays

MANDATORY REQUIREMENTS				
MANDATORY REQUIREMENTS		COMPLIES		SPECIFICATIONS AND OBSERVATIONS
		YES	NO	
2.1.1	Category I: Size 55".			
	Category II: Size 65".			
2.1.2	LCD or LED type screen			
2.1.3	Minimum resolution: 3840x2160px			
2.1.4	Touch screen: At least 20 points of touch, 10 points of writing.			
2.1.5	Operating System: Android 11 or higher.			
2.1.6	Operating system and all its interfaces and configuration options in Spanish language from factory.			
2.1.7	Minimum storage: 32GB			
2.1.8	Minimum RAM memory: 4GB			
2.1.9	220VAC plug: Schuko CEE 7/4, CEE 7/7, or 3 in line (CEI 23-50 S11).			
2.1.10	Power cable: minimum length 3mts, minimum section 3x0.75 mm ² , and 100 % copper conductors.			
2.1.11	Stereo speakers			
2.1.12	Connectivity: WiFi Minimum: dual band 1x1: 802.11n (2.4 GHz) and 802.11ac (5GHz). Personal WPA2 security. If the TV does not have built-in WiFi module, a solution with external WiFi module is acceptable. Specify supported 802.11 and MIMO protocols. Ethernet			
2.1.13	Minimum number of ports: 2x HDMI 2x USB 3.0 1x Audio Input 1x RJ45			
2.1.14	VESA mounting standard			
DESIRABLE REQUIREMENTS		COMPLIES		SPECIFICATIONS AND

		YES	NO	OBSERVATIONS
2.1.15	Google EDLA certification			
2.1.16	Bluetooth 4.0 minimum connectivity.			
2.1.17	Availability of the device's Platform Key for the development of Ceibal applications.			

2.2. Floor stand for classroom installation

FLOOR STAND				
MANDATORY REQUIREMENTS				
MANDATORY REQUIREMENTS		COMPLIES		SPECIFICATIONS AND OBSERVATIONS
		YES	NO	
2.2.1	VESA standard mounting			
2.2.2	4 lateral support points			
2.2.3	Braking system for wheels			
2.2.4	Minimum lateral distance between supports: 60 cm			
2.2.5	Maximum weight supported: over 80kg			

2.3. Management system

The offer must include a remote screen management system. Through this management system, Ceibal will configure the interactive displays, send updates and applications, segment the universe of displays according to specific criteria, and perform basic troubleshooting.

The bidder shall provide a DEMO of the offered management system. SaaS solutions are preferred.

2.4. Training Services

The offer must include a training service for 20 people for the use of the interactive displays. The target audience for this training is teachers and/or Ceibal officials who will then transfer the knowledge of use to the field teams and end users.

In addition, the offer must include training in the use of the management system for 10 people. The target audience for this training is Ceibal's technical officers who will be the administrators of the solution.

2.5. Technical Support Service

The offer shall include a technical support service. The service must be quoted as an all-inclusive flat fee, covering the repair of non-warranty failures according to the volume ranges specified in *Annex I: Price Table*.

This service should not cover the logistics of the entire country. Ceibal will recover the failed screens and claim support from Montevideo. The bidder's service shall pick up the screens at the Ceibal Building and return them to the Ceibal Building, or to Ceibal's logistics operator in Montevideo.

2.6. Classroom installation service (optional)

The bidder may quote a physical installation service for the interactive display/stand.

If this service is quoted, it must be quoted per classroom and separately from the rest of the products/services offered. Since the schools in this project are distributed throughout the country, the bidder may segment its offer by department or geographic region.

2.7. Storehouse Service (optional)

The bidder may quote a depot service for temporary storage of the displays and stands prior to installation.

3. WARRANTY

The bidder shall warrant that the products supplied under the contract shall be new, complete, unused and free from defects attributable to design, materials, workmanship, storage conditions (proper packaging, temperature and humidity), shipment or any act or omission of the bidder that may become apparent in the normal use of the products under the conditions prevailing in the country.

Displays and bracket shall be warranted for 1 year and the bidder shall quote an extended warranty for a term of 3 years for the display. See section 5. OFFER

4. DELIVERY DEADLINES

The following maximum delivery dealines are desirable:

- Initial delivery of a container of interactive displays and their respective stands (approximately 200 displays) with ETA 90 calendar days after the award resolution is communicated.
- ETA of the remainder of the awarded lot.
 - 50%: within 30 calendar days after initial delivery.
 - 50% within 60 calendar days after initial delivery.

If unable to meet these deadlines, the bidder shall specify delivery deadlines in its bid.

5. OFFER

This section describes everything that must be included in the bid, as well as how it should be structured and presented.

5.1. Presentation

5.1.1. Technical offer

The technical bid shall be submitted segmented in the following folders, **in a separate file and with a password:**

1. Folder with background specification. It must be detailed:
 - Background information on the provision of interactive screens. **Particularly those associated with educational projects should be indicated.**
 - List of clients and respective contacts.
2. Folder with the following complete tables:
 1. Section 2. *Requirements.*
 2. Section 6.3 *Interactive Display.*
 3. Section 6.4 *Management System.*
3. Folder with the documentation requested in section 5.2 DOCUMENTATION complete for each model of interactive display and floor stand offered.
4. Folder with delivery deadline specification. If the desired delivery time specified in section 4. Delivery time is not met, indicate the proposed delivery time.
5. Folder with specification of privacy and data security policy, as specified in *APPENDIX II: CONFIDENTIALITY AND DATA PROTECTION.*
6. (Optional) Folder with the description of the installation service, in case of bidding.
7. (Optional) Folder with the description of the deposit service, if offered.
8. (Optional) Folder with any additional technical information that the bidder considers pertinent to provide.

5.1.2. Economic offer

The economic offer shall be submitted segmented in the following folders, **in a separate file and with password:**

1. Folder with the table in *Annex I: Complete Price Table.*
2. (Optional) Folder with quotations for additional products and/or services associated with the interactive displays that the bidder wishes to include.

5.2. Documentation

The offer must include the following documentation:

DOCUMENTATION	
MANDATORY WITH THE OFFER	
5.2.1	Interactive Display Technical Specifications

5.2.2	WiFi card technical specifications
5.2.3	Floor stand technical specifications
5.2.4	Floor Stand assembly manual
5.2.5	Indicate if there is the possibility of consuming APIs for data collection and display management.
MANDATORY PRIOR TO DELIVERY OF THE AWARDED PRODUCT	
5.2.6	User's manual of the interactive display in Spanish language
5.2.7	Management system user's manual in Spanish language

Manuals 5.2.6 and 5.2.7 can be provided at the time of bidding.

5.3. Samples

The bidder may submit **ONE** sample of each model offered at the time of the offer opening. If Ceibal already has a sample of the equipment offered, the bidder shall explicitly state this in its offer, indicating that the sample is representative of the model offered.

In exceptional cases and when there are justified reasons in Ceibal's judgment, the bidder may defer the delivery of samples for a reasonable period of time that Ceibal will evaluate.

In the event of not being able to meet the sample delivery deadline, the bidder shall carry out an on-site or remote DEMO of the models offered.

5.4. Demos

If no sample is provided, the bidder shall provide a DEMO of the interactive display in person or remotely. In addition, the bidder shall provide a DEMO of the management system. **In the case of an on-site DEMO, the bidder must indicate where it proposes to perform the DEMO.**

See section 6. *Evaluation criteria* where a guide of what Ceibal will request in the DEMOS is detailed. Unless expressly stated otherwise, the requirements requested in this section are not mandatory.

Each bidder will have 1 hour for the DEMO of displays and 1 hour for the DEMO of the management system.

6. TECHNICAL EVALUATION CRITERIA

This section details the criteria for the technical evaluation of the offers.

6.1. Background

The bidder's background in the provision of interactive displays will be evaluated, and those backgrounds related to educational projects will be especially valued. The bidder's previous work with Ceibal will also be evaluated.

6.2. Compliance with mandatory requirements

Any offer that does not comply with any of the mandatory requirements requested in the corresponding category of section 2. *Requirements* will be discarded.

6.3. Interactive display

The evaluation of the interactive displays will be carried out with a sample or a DEMO of the product, as specified in section 5.

If no sample is provided, Ceibal will request the bidder to show the following functionalities of the screens in the DEMO:

INTERACTIVE DISPLAY				
DEMO		COMPLIES		SPECIFICATIONS AND OBSERVATIONS
		YES	NO	
6.3.1	Display interfaces, screen buttons and speaker locations.			
6.3.2	Display system specifications according to DevCheck application:			
	Operating System, storage, RAM, Processor, GPU.			
	Display characteristics (e.g. resolution).			
6.3.3	Perform screen performance tests:			
	PC Mark for Android installation and Work 3.0 test run.			
6.3.4	Show connectivity features:			
	WiFi connectivity information with 2.4 and 5GHz networks.			
	DevCheck results referring to bandwidth, supported standard and link speed connected to an open network defined by the bidder.			
	Static and DHCP IP configuration.			
	Display upstream, downstream and latency results using the Fast application on the same network.			
6.3.5	Show installation and execution of applications and/or contents provided by Ceibal from a pendrive connected to the screen.			
6.3.6	Show if the system has a system application store. If so, show how it works.			

6.3.7	Show if the system has access passwords and their specifications. For example, when turning on the computer or entering Configuration.			
6.3.8	Possibilities to restrict the installation of applications to qualified users, for example, by means of passwords.			
6.3.9	Show the use of the whiteboard and how the generated content is shared.			
6.3.10	Show installation and execution of Google application suite (Youtube, GMail, Drive, Google Play, etc.).			
6.3.11	Wireless screen sharing with Android and Windows devices. Show operation and if the screen asks for access confirmation.			
6.3.12	Show connection to Bluetooth devices, in case the screen supports it (e.g. speaker or mouse) and validate operation.			
6.3.13	Show if the operating system includes Google services. For example, in the "System" section of DevCheck.			
6.3.14	Show access to debug and factory reset configuration.			
6.3.15	Display navigation and searches through the web browser included in the screen			

In case of non-compliance with some of these functionalities the bidder may show alternative options. For example, for requirement 6.3.10 regarding Google applications, the bidder may show alternative options for the installation and execution of such applications (through the use of the browser, indirect access through other application stores, etc.).

The apks and/or content to be installed and tested are specific to Ceibal and will be made available for such purposes. In addition, an apk for screen performance testing during the DEMO will also be included.

The delivered applications and files may only be used by the bidders for the purposes of the demo, being prohibited their unauthorized use, transfer, reproduction, etc., outside the aforementioned framework.

Ceibal may disqualify those solutions that do not reach a minimum acceptable threshold in the technical evaluation.

6.4. Management system

The bidder shall perform a DEMO of the remote screen management system. In the DEMO Ceibal will evaluate the available functionalities of the system, verifying the mandatory requirements and evaluating the desirable requirements specified in the following table:

MANAGEMENT SYSTEM DEMO		
MANDATORY REQUIREMENTS	COMPLIES	SPECIFICATIONS AND

		YES	NO	OBSERVATIONS
6.4.1	Display all management system interfaces in Spanish language.			
6.4.2	Show sending, installing/uninstalling, updating applications (apks) remotely and transparently to the user, both to individual screens and to groups of specific displays.			
6.4.3	Show that the system uses HTTPS and has management and administration of SSL certificates.			
DESIRABLE REQUIREMENTS				
6.4.4	On/off status of the device, as well as on/off history over a given period (e.g. 1 month)			
6.4.5	Display segmentation for monitoring according to different criteria (e.g. specific displays, sets of displays according to serial number, etc.).			
6.4.6	Application usage and execution time.			
6.4.7	Remotely observe and take display control.			
6.4.8	Monitor hardware status (CPU, RAM, storage, etc.).			
6.4.9	Remote reboot and shutdown.			
6.4.10	Sending push notifications (plain text, multimedia, hyperlinks, etc.).			
6.4.11	Sending multimedia files.			
6.4.12	Remote reset to factory or previous known state.			
6.4.13	Remote wallpaper configuration			
6.4.14	Indicate whether the management system allows upgrading the operating system and sending Android updates remotely.			
6.4.15	Roles of users who can log in to the management system and password management.			
6.4.16	Show functionality for logging actions in the system.			
6.4.17	Indicate if there is the possibility of consuming APIs for data collection and screen management.			
6.4.18	Show usb port blocking and the possibility to disable debug mode to avoid unauthorized access.			

7. ANNEX I: PRICE TABLE

The bidder shall submit the quotation of products and services by completing the following tables. **The management system must be included in the display price.** Any additional licenses the bidder wishes to quote for must be specified and quoted separately.

Any additional features that the display may support, or additional services that the bidder wishes to quote for **may be quoted separately.**

PRICE TABLE			
INTERACTIVE DISPLAYS with INCLUDED MANAGEMENT SYSTEM			Unit price USD CIF MVD
Model	Size	Volume	
		Up to 500	
		Between 501 and 1000	
		Between 1001 and 1500	
		More than 1500	
FLOOR STAND			Unit price USD CIF MVD
		Up to 500	
		Between 501 and 1000	
		Between 1001 and 1500	
		More than 1500	
TRAINING SERVICE			Price UYU Plaza, tax included.

USE OF DISPLAYS for 20 people			
MANAGEMENT SYSTEM for 10 people			
SUPPORT SERVICE			Price UYU Plaza, tax included.
Model	Awarded volume	Maximum devices to be supported per year	
	Up to 500	50	
	Between 501 and 1000	100	
	Between 1001 and 1500	150	
	More than 1500	150	
WARRANTY			Price UYU Plaza, tax included.
3-year extended warranty			
INSTALLATION SERVICE (OPTIONAL)			Unit Price UYU Plaza, tax included.
Service of physical installation in classroom of interactive display/floor stand.			
STOREHOUSE SERVICE (OPTIONAL)			Unit Price UYU Plaza, tax included.
Storehouse service for storage of interactive displays/floor stands.			

8. ANNEX II: CONFIDENTIALITY AND DATA PROTECTION

The Company that is awarded the contract, expressly undertakes to keep in the strictest confidentiality all the information it processes or uses during its relationship with Centro Ceibal. Confidential Information includes, among others and by way of example, the following information: all strategies, business plans and procedures, proprietary information, software, tools, processes, procedures, images, personal data, methodology, information and trade secrets, and other information and material of Ceibal, as well as of the students, beneficiaries, teachers, study centers, which may be obtained by the Company from any source or may be developed as a result of this contract.

In case the bidder has access to personal data, it must inform in its offer where it hosts the data as well as its privacy and data security policy. In this case, it is obliged to treat the personal data to which they have access in accordance with Law No. 18.331, of August 11, 2008 and Decree No. 414/2009, of August 31, 2009, only for the provision and within the framework of the contracted service, and may not use them for any other purpose or for their own benefit, whether free or onerous, nor assign, communicate or transfer them to third parties, except with prior authorization from Centro Ceibal.

In no case access to personal data may be understood as assignment or permission for their free use by the selected bidders.

Likewise, they are obliged to adopt the necessary security measures to guarantee the security and confidentiality of personal data and avoid its adulteration, loss, consultation or unauthorized treatment, as well as to detect deviations of information.

In case the personal data is hosted, even temporarily, outside the national territory, the importer must be located in countries considered with adequate levels of European standards of data protection, in accordance with Directive 95/46/EC of the European Parliament and of the Council, as amended, concordant and complementary.

At the end of this contract, or upon request of Ceibal and/or the owners, they are obliged to return or delete from all their systems and physical and logical files, whether their own or contracted to third parties, the personal data accessed, obtained or processed under this contract, as well as the associated metadata, if applicable.

Personal data is considered to be information of any kind referring to specific or determinable natural or legal persons, including, but not limited to, any numerical, alphabetical, graphic, photographic, acoustic or any other type of information referring to them directly or indirectly, in accordance with the provisions of Article 4 of Law No. 18.331 and Articles 1 and 4 of Decree No. 414/009.