



Section 1: Requested Items Specifications and LTA holder’s statement regarding deviations

RFQ GP500465-1 – Dominican Republic – Procurement of tablets for public schools delivered to Santo Domingo and extended warranty support	
<p>The objective of this Project is to provide support to the Ministry of Education of the Dominican Republic in the implementation of the 2020-2021 National Education Plan, by assisting the public school system to get access to the ICT tools required in order to attend school remotely, in the context of the COVID-19 pandemic.</p> <p>In line with the above, UNDP Dominican Republic requested UNDP PSU to conduct the procurement of 800,000 tablets as well as warranty and technical support services to be provided locally.</p>	
General Technical Requirements:	Description/specification of equipment offered and LTA holder’s statement on deviations
All equipment and components must be of the required level of technology, new, and compliant with the specifications. Furthermore, all equipment and components must respond to current quality standards in international markets, be fully adequate to the use, and prove reliable and fully compatible.	
All equipment should have internationally recognized standards/environmental certificates	
The proposed solution should provide most energy efficient and effective levels of performance.	
All equipment, items and parts must be adequate for the repeated and continued use in the destination conditions, the LTA holder demonstrating good and professional understanding of the intended use by offering items of the adequate quality and type.	
Upon delivery, the LTA holder must provide accurate serial numbers for the tablets. Serial numbers must be provided in electronic format (MS Excel or MS Access).	
Language Support: All information and documentation must be in Spanish and English language.	
Electrical Power: standard voltage is 110 V and the frequency is 60 Hz. Power plugs standard – Dominican Republic.	
All equipment must be able to operate in environmental conditions in the Dominican Republic.	



No.	Especificaciones Mínimas y requisitos	Descripción de los bienes y servicios ofertados, Declaración de cumplimiento/desviaciones del Licitante (LTA Holder)
<p>1. Tablet</p> <p>Cantidad: 800,000 Unidades</p>	<p>Procesador:</p> <ul style="list-style-type: none"> • Procesador 64 bits de última generación (mínimo 4 núcleos, mínimo 1.5Ghz velocidad): <ul style="list-style-type: none"> ○ x86 (Mínimo Intel i 8ª generación o equivalente AMD); o, ○ ARM (min. Córtes A77) • El fabricante del procesador debe ser un fabricante internacional reconocido y presente entre los 5 productores con mayor cuota de mercado de procesadores para tablets. <p>Pantalla Pantalla multitáctil capacitiva; LED/LCD retroiluminada. Resolución: min 1200 x 800, 216 ppi, Tecnología True 24 Bit Color (16 Millones de colores) Anti-reflectante (la pantalla debe ser claramente visible aun contra luz directa) Tamaño de la pantalla: 10.1” (Desviaciones mínimas podrán ser consideradas)</p> <p>Sensores: Mínimo: Acelerómetro Sensor lumínico/ de proximidad</p> <p>Peso: Max 850g</p> <p>Sistema Operativo: Android 8.0 o superior con escalabilidad garantizada a las siguientes 3 actualizaciones de Android. Software para acceso remoto de los dispositivos (Teamviewer o equivalente para Android) deberá ser pre-instalada en las tabletas.</p> <p>Sistemas del lenguaje operativo: mínimo español, ingles</p>	



<p>Conectividad: Wifi IEEE 802.11ac/b/g/n, Bluetooth 4.1, Conectividad 3G, 4G LTE a través de SIM CARD (No incluida), voz y datos GPS y A-GPS Puerto de Audio Jack 3.5mm. Micro-USB 2.0 Micrófono y Altavoces estéreo integrados Puerto para tarjeta SD</p> <p>Memoria: Mínimo 3Gb</p> <p>Almacenamiento interno: Mínimo 32GB ampliable a través de tarjeta SD</p> <p>Camara: Delantera: Mínimo 5 Megapíxeles Trasera: Mínimo 5 Megapíxeles</p> <p>Batería: Min 4500 mAh. Garantizando 4 horas de funcionamiento a pleno rendimiento.</p> <p>Temperaturas soportadas:</p> <ul style="list-style-type: none">• Encendida : 0° a 50°C (32° to 122°F)• Apagada: - 10° a 70° C (14° to 158°F) <p>Humedad soportada:</p> <ul style="list-style-type: none">• Encendida: 10%<RH<90%• Apagada: 5%<RH<90% <p>Certificaciones: Medioambientales: ENERGY STAR o equivalente Estándares EMC: CE, FCC</p> <p>El fabricante deberá contar con los siguientes certificados cubriendo los procesos de manufactura de los equipos (o equivalentes): RoHs, REACH and WEEE</p>	
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	<ul style="list-style-type: none">• Accesorios Deberá incluir todos los accesorios relevantes, incluyendo:<ul style="list-style-type: none">○ Cable de Carga y transferencia de datos Micro-USB a USB 2.0 – Longitud mínima 1 metro○ Adaptador de USB a corriente para carga a través de corriente alterna (Mains), AC 100-220 V, NEMA 1-15P (dos polos, sin tierra).○ Auriculares estéreo con micrófono integrado, conector Audio Jack 3.5mm de longitud mínima 1,20m. compatible con el Tablet ofertado.<ul style="list-style-type: none">▪ Impedancia mínima de los audífonos: 16 a 300 Ohm, compatible/complementario al Tablet ofertado▪ El micrófono debe cumplir con los requisitos de captura y grabación de audio de la versión pertinente de Android▪ Controles de subida y bajada de volumen, y un botón multifunción integrados.○ Periférico de entrada para tableta en forma de lápiz, el cual debe incorporar un cordel de material duradero (o elemento similar) para poder unirse a la funda de la tableta y así evitar su pérdida.○ Cubierta adhesiva de Vidrio templado, pre-instalada/adherida a la tableta, o en su defecto incorporada en la caja que contiene la Tablet.○ Funda protectora de (tipo carcasa) con absorción de impactos de hasta 1 metro en piso rígido, ofreciendo una protección completa de la tableta (a prueba de impactos en 360 grados)<ul style="list-style-type: none">▪ Material: silicona o equivalente▪ Compatible en su totalidad con el modelo de tableta ofrecida, con orificios precisos para las funciones de carga, cámara, volumen, inserción de auriculares, etc.▪ Con un soporte ajustable que permita la sujeción estable de la tableta en modo horizontal.▪ Color: azul▪ La funda protectora debe incorporar una ranura o hueco en el que se pueda insertar/guardar el lápiz óptico, que a su vez estará unido a dicha funda por medio de un cordel u elemento equivalente para evitar su pérdida.○ Cada tableta deberá llevar adherida una pegatina tipo holograma con el logo del MINERD (tipo holograma siempre y cuando esto no retrase los tiempos de entrega, los LTA Holders deben comunicar en caso que esto supusiera un retraso en las entregas), de un tamaño	
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<p>2. Warranty and technical support services</p>	<p>Warranty coverage and technical support services are required for the tablet and accessories for a period of 1 year.</p> <p>The warranty will commence after the goods have been delivered to the DPU delivery location in Santo Domingo, inspected, and accepted by the End User (this is applicable to each shipment).</p> <p>The supplier will be requested to provide all necessary licenses and certificates that confirm that MINERD will receive 1 year of warranty and support service from the manufacturers and the supplier.</p> <p>Furthermore, the supplier will be requested to provide a written letter issued by the manufacturers of the tablets confirming that spare parts for the supplied tablets will be available in the local market for at least two additional years (i.e. minimum of three years in total counting from the date of acceptance of the goods by the end-user).</p> <p><u>To ensure effective and timely provision of the technical support service during the requested period, the Supplier must either provide such service from its own office in the Country (which should have already been established and functional for at least 3 years and be fully qualified for the task) OR identify and partner with a local company established in the Dominican Republic, with the necessary experience and resources. The selected local partner must comply with the following minimum requirements:</u></p> <ol style="list-style-type: none"> 1. A minimum of 3 years of fully-relevant experience in the ICT business field, and a proven track record in providing technical support services for large-scale projects across the country (<i>LTA holder to submit the local subcontractor's profile/description, contact details, and a list of previous contracts implemented relevant to the scope of this RFQ</i>); 2. To have a main office in the capital district, already established and fully operational (mandatory requirement). To have offices or service centers in the other three geographical areas of the Dominican Republic (northern area, western area and south-eastern area). If the selected local partner does not have offices in all of the aforementioned locations, it must be demonstrated that 	



	<p>from the main office/other regional offices they have full capacity of deployment to all regions, in order to comply with all the service requirements and requested/mandatory resolution times (<i>LTA holder to provide details of the local support strategy, location of in-country offices or services centers, etc.</i>).</p> <ol style="list-style-type: none"> 3. Designate a project manager and at least two senior technicians, with relevant academic qualifications in Business Administration, Project Management and/or ICT Engineering (the latter is mandatory for the senior technicians), to be dedicated to this project. (<i>LTA holder to submit their CVs</i>). 4. The selected local partner must be duly accredited/certified by the manufacturer of the offered goods. <p>LTA holders are requested to submit a copy of the intended partnership agreement signed between the LTA holder and selected local partner, clearly stating the roles and responsibilities of both parties during the implementation of this project.</p> <p>Technical Support Service Requirements:</p> <ol style="list-style-type: none"> 1. Technical support will be provided nation-wide. 2. The supplier will be requested to provide in advance the contact details of the technical service provider: <ul style="list-style-type: none"> ○ Two different mobile numbers from the main telephone companies to be provided and to be operational at least 8 hours/day and 5 days/week to receive support calls during regular business hours (regular business hours and days are Monday to Friday from 9 am to 5 pm, except for public holidays); ○ At least one dedicated e-mail address to be provided. 3. The tablets shall bear a sticker (adhered on the back of the tablet cover) clearly showing the name of the technical service provider, and the helpdesk contact numbers and e-mail address. Stickers to be provided by the supplier according to the following specifications: <ul style="list-style-type: none"> ○ Self-adhesive thick and waterproof resistant vinyl material stickers with glossy finish. ○ Approximate size: large enough to fit all the information to be printed in a clear font which can be easily read by any user. 	
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	<ul style="list-style-type: none">○ Strong glue to ensure that the stickers will not be easily detached/unglued, especially in hot, very humid and rainy weather conditions. <ol style="list-style-type: none">4. The supplier shall act on all reported issues by deploying support technicians for troubleshooting and repair purposes or telephone/e-mail assistance, as necessary.5. The supplier must ensure that the local partner has enough stock of spare tablets, accessories and any other relevant components, to be able to repair and/or replace the malfunctioning/faulty equipment within the requested times as per below. The LTA holder must demonstrate in the submission that, in the event of being awarded a contract, the selected local partner will have enough availability of the referred items (<i>LTA holder to explain how this will be guaranteed/ensured, estimated stock quantity that will be kept, intended location/s of the stock, and any other relevant information</i>).6. Requested resolution times:<ul style="list-style-type: none">○ Immediate assistance by telephone or e-mail during regular business hours (Monday to Friday from 9 am to 5 pm, except for public holidays);○ Three-day guarantee to repair the unit/s upon receipt of the request;○ In case unit/s cannot be repaired within the three (3) day guarantee period, the unit/s must be replaced at the latest on the 4th day after the claim was communicated to the Supplier/Local partner. Replacements must be of the same brand and specifications as the defective unit, and they must contain the same software installed in the defective unit.7. A Log Management Tool should be implemented and used by the supplier to keep track of the requests for support received, resolution status and any other relevant details. The supplier shall give the end-user access to the system (i.e. MINERD focal points/each of the designated schools). A list of the beneficiary schools and its location will be shared with the awarded supplier.8. No removal of any equipment for repair/replacement shall be made without written authorization from the school focal point.9. All communications between the supplier and the end-user will be channeled through the schools' focal points (i.e. individual users/students will report the issues to the school focal points, and these will escalate/report the issues to the supplier as needed).	
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	<p>10. The supplier shall submit monthly summary reports of received, resolved, pending and closed issues to the end-user and to UNDP.</p> <p><u>A Service Level Agreement (SLA) covering all the requirements above, as well as other supplier-specific points, will be signed with the awarded supplier.</u></p>	
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Name of the LTA Holder: _____

Authorized signature: _____

Name of authorized signatory: _____

Functional Title: _____

Date: _____