



Telecommunications &
Radiocommunications
Regulator

PO Box 3547
Port Vila
Vanuatu
t: +678 27621
e: enquiries@trr.vu

UAP Goods and Services Tender 7- Tablet Configuration

TELECOMMUNICATIONS AND RADIOCOMMUNICATIONS REGULATOR

Request for Proposals (RFP)

TO PROVIDE A SYSTEM CONFIGURATION TOOL FOR 350 TABLETS

TENDER NO: TFS-07.14

Issue Date: 17 December 2014

Issued by the Telecommunications and Radiocommunications Regulator

UAP Goods and Services Tender 7- TABLET CONFIGURATION SERVICES

CONTENTS

1	INVITATION FOR TENDER.....	3
2	REQUIREMENTS	4
3	ANNEX A – Technical requirements.....	8
4	ANNEX B - Technical Selection Criteria	10
5	ANNEX C – Application list for testing/profiling.....	10
6	ANNEX D: BIDDER FORMS	13
7	ANNEX E: DRAFT STANDARD CONTRACT	17

1 INVITATION FOR TENDER

1.1 Introduction

- 1.1.1 Vanuatu has liberalised its telecommunications market in 2008 and has undergone a significant transformation in accordance with the Government policy to stimulate the national economy. One of the policies of the Government is the Universal Access Policy (UAP). This policy aims to provide telecommunications internet services into rural and unserved areas that are not commercially viable for operators to provide telecommunications services.
- 1.1.2 As a means of expanding demand, maximising impact and learning important lessons in how best to harness the use of information and communications technologies for the furtherance of Vanuatu's development goals, TRR has embarked on three pilot projects. One of them, Tablets for Students, will make 7 inch Android tablets available to students in 7 schools located throughout Vanuatu.
- 1.1.3 TRR is seeking a consultant to perform the initial configuration of 350 Android Tablets (see UAP Goods and Services Tender 1 – Tablets for details), and, additionally, to provide a software tool or utility that will allow for the initialisation and customisation of large numbers of tablets as well as the ability to update the original 350 tablets when circumstances require.
- 1.1.4 TRR is responsible for carrying out the Tender.
- 1.1.5 Tendering will be conducted through the Open and Competitive Tendering procedures in accordance with TRR's Tendering Guidelines and Procedures as approved by the Tenders Board pursuant to the requirement of the Telecommunications and Radiocommunications Regulation Act 2009.
- 1.1.6 Tenders will be evaluated and Contracts will be awarded to the Bidder that, having met or surpassed the established technical criteria, provides best value.

1.2 Administrative information

- 1.2.1 Bidders may obtain further information and inspect the Tendering Documents at the address below between the hours of 8.30 am – 11.30am and 1:30 pm - 4:30 pm. A complete set of Tendering Documents in English may be obtained by interested Bidders on the submission of a written application to the following address;

Telecommunications & Radiocommunications Regulator (TRR)

First Floor

Rossi Ocean Walk Building

Lini Highway

Port Vila

Vanuatu

or

E-mail: enquiries@trr.vu

TRR office will be closed for Christmas and the New Year holidays on the 19th of December 2014 until 5th of January 2015. Tender documents can be accessed only from the TRR website (www.trr.vu)

- 1.2.2 **Closing Date:** Completed Technical Bids must be emailed to jobs@trr.vu and Financial Bids delivered to TRR at the above address by **4:30 pm on 9 January, 2015.**

2 REQUIREMENTS

2.1 Eligible Bidders

2.1.1 This RFP is open to Bidders that have the legal right to import, trade and sell goods and services in Vanuatu.

2.2 Bidder registration

2.2.1 All interested bidders must register their Company Name, Postal Address, Representative, email and Telephone number at the Office of the TRR if they intend to submit a response to this RFP.

2.2.2 Bidders can register their details by emailing it to TRR's email address or writing to TRR marking their Registration "CLICC & TFS Pilot Project Registration".

2.3 Discussions with Bidders

2.3.1 TRR will make staff available to respond to questions by Registered Bidders before Bidders submit their bids. The discussions are intended to provide an opportunity for Registered Bidders to ask questions and to seek more clarification on the Tender documents and project as a whole.

2.3.2 TRR will not accept any questions or queries submitted by any Bidders who have not registered.

2.4 Tender documents

2.4.1 The Tendering Documents should be read in conjunction with any addendum issued.

2.4.2 TRR is not responsible for the completeness of the Tendering Documents and their addenda, if they were not obtained directly from the address indicated in the Tender Invitation Form.

2.4.3 The Bidder is expected to examine all Instructions contained in this RFP, Forms, Annexes and other information if the Regulator sees fit to instruct Bidders during the tender. Failure to furnish all Information required by this RFP or to submit a Bid that is not in accordance with this RFP will be at the Bidder's risk and may result in rejection of its Bid as being **Non-Compliant**.

2.4.4 If a Registered Bidder requires any clarification, the Bidder must notify the Regulator in writing (preferably by email).

2.4.5 TRR will respond in writing to any request for clarification that it receives earlier than **the Closing Date**. No questions or clarifications will be accepted after this time.

2.4.6 At any time prior to the Closing Date, the Regulator may amend the Tendering Documents by issuing an addendum.

2.4.7 Any addenda issued in this way will be part of the Tendering Documents and will be communicated by email to all Registered Bidders.

2.4.8 To give Registered Bidders reasonable time in which to take an Addendum into account in preparing their tenders, the Regulator may, at its discretion, extend the Closing Date.

2.5 Preparation of Bids

2.5.1 The Bidder must bear all costs associated with the preparation and submission of its Bid, and TRR shall not be responsible or liable for those costs, regardless of the conduct or outcome of the tendering process.

2.5.2 The Bid, and all correspondence and documents related to the Bid exchanged by the Bidder and TRR must be written in English. Supporting documents and printed literature furnished by the Bidder may be in another language provided they are accompanied by an accurate

translation of the relevant passages into English.

2.6 Tender Validity

- 2.6.1 Bids must indicate a **Tender Validity Period**.
- 2.6.2 Bids must remain valid for the **Tender Validity Period**. A tender valid for a shorter period may be rejected by the Evaluation Committee as non-compliant.
- 2.6.3 In exceptional circumstances, prior to the expiration of the Tender Validity Period, the Evaluation Committee may request Bidders to extend the period of validity of their tenders. The request and the responses must be made in writing. A Bidder agreeing to the request will not be required or permitted to modify its tender.

2.7 Insurance

- 2.7.1 The successful Bidder must maintain or cause to be maintained on behalf of itself and all material and subcontractors to whom the successful bidder has subcontracted in relation to the construction and provision of the Services at all times during the Term of this Agreement, in a form and with insurers acceptable to TRR.
- 2.7.2 The insurance provided must be effective with valid and enforceable policies issued by reputable insurance companies that are acceptable to TRR.
- 2.7.3 Insurance certificate must be provided to TRR which covers all equipments, projects and personal engaged in this project within 60 days of the Effective Date.

2.8 Below-cost bidding

- 2.8.1 Whilst TRR wishes to have the best competitive available price offered, Bidders are encouraged not to submit a bid in which the total price of the bid is less than the cost to the bidder to provide the relevant goods and services.
- 2.8.2 Bidders should not submit a bid in which component elements equal to 50% or more of the total bid price are provided at less than their cost to the bidder.
- 2.8.3 TRR reserves the right, at its sole discretion, to require a detailed list of costs pertaining to any bid.

2.9 Confidentiality

- 2.9.1 Persons obtaining or receiving this tender and any documents issued in relation to the tender process acknowledge their confidentiality and may use the tender and such documents only for the purpose of preparing the Tender.
- 2.9.2 Bids will be treated as confidential. TRR will not disclose contents except:
 - a) as required by law;
 - a) for the purpose of investigations by other government authorities having relevant jurisdiction;
 - b) to external advisers of MIPU engaged to assist with the Tendering Process; or
 - c) general information from Bidders required to be disclosed by government policy.

2.10 Complaints about the Tender process

- 2.10.1 Any complaint about the tender or the tender process must be submitted to the Regulator in writing promptly upon the cause of the complaint arising or becoming known to the Bidder. The written complaint must set out:
 - a) the basis for the complaint (specifying the issues involved);
 - b) how the subject of the complaint (and the specific issues) affect the person or organisation making the complaint;
 - c) any relevant background information; and
 - d) the outcome desired by the person or organisation making the complaint.
- 2.10.2 Any complaint submitted that relates to the conduct or performance of TRR or the manner in which TRR has handled the Tender Process must also be copied to the Chairman of the Universal Access Policy Grant Review Committee (GRC).

2.11 Bids

2.11.1 All Bids become the property of TRR. Bidders will retain all ownership rights in any intellectual property contained in their Bid. The submission of a Bid does not transfer to TRR any ownership interest in the Bidder's intellectual property rights, or give TRR any rights in relation to the Bid, except as expressly set out below.

2.11.2 Each Bidder, by submission of their Bid, is deemed to have licensed TRR to reproduce the whole, or any portion, of their Bid for the purposes of enabling TRR to evaluate the Bid.

2.12 Publicity

2.12.1 A Bidder receiving the Tendering Documents must not make any public statement in relation to the tender, the tender process, the Bidder's response, or the Bidder's participation in the tender without TRR prior written consent.

2.13 Status of Bid

2.13.1 Each Bid constitutes an irrevocable offer by the Bidder to TRR to provide the services on the terms and conditions of the Contract (subject to the Statement of Compliance, if any), and represents acceptance by the Bidder of all terms and conditions, and procedural requirements of this tender, as set out in these tendering documents.

2.13.2 A Bid must not be conditional on:

- a) board approval of the Bidder or any related body corporate of the Bidder being obtained;
- b) the Bidder conducting due diligence or any other form of enquiry or investigation;
- c) the Bidder (or any other party) obtaining any regulatory approval or consent;
- d) the Bidder obtaining the consent or approval of any third party, other than any planning permissions e.g. to erect masts or infrastructure sharing; or
- e) the Bidder stating that it wishes to discuss or negotiate any commercial terms of the contract.

2.13.3 TRR may, in its absolute discretion, disregard any Bid that is, or is stated to be, subject to any one or more of the conditions detailed above.

2.14 TRR's Right

2.14.1 Subject to the Laws of Vanuatu TRR reserves the right, in its absolute discretion at any time, to:

- a) cease to proceed with, or suspend the tender process;
- b) alter the structure and/or the timing of the Tendering Documents or the tender process;
- c) vary or extend any time or date specified in these Tendering Documents for all or any Bidder or other persons;
- d) terminate the participation of any Bidder or any other person in the tender process;
- e) require additional information or clarification from any Bidder or any other person or provide additional information or clarification;
- f) negotiate with any one or more Bidder and allow any Bidder to alter its Tender;
- g) call for new Tenders;
- h) reject any Tender received after the Closing Date;
- i) reject any Tender that does not comply with the requirements of these Tendering Documents; or
- j) consider and accept or reject any alternative responses.

2.15 Submission and opening of Bids

2.15.1 Bidders must submit their technical proposal by email in pdf or similar format to jobs@trr.vu before the Closing Date.

2.15.2 It is the responsibility of the Bidder to ensure that their responses to the RFP have reached TRR before the Closing Date.

2.15.3 Any queries regarding this RFP should be addressed to the address set out in Section 1 of

this RFP.

2.16 EVALUATION PROCESS AND OUTCOME

- 2.16.1 An Evaluator will evaluate proposals submitted by Bidders, and present his or her recommendations to the UAP Grant Review Committee (the Committee).
- 2.16.2 The Committee will evaluate the proposals according to the criteria provided by the Evaluator.
- 2.16.3 TRR reserves the right, at its sole discretion, to accept any proposal it chooses in full or part, negotiate with any responding Bidders, and accept any alternative proposals.

2.17 GOVERNING LAW

- 2.17.1 This tender and the tender process are governed by the laws applying in the Republic of Vanuatu. Each Bidder must comply with all applicable laws in preparing and lodging its Tender and in taking part in the Tender process.

3 ANNEX A – TECHNICAL REQUIREMENTS

3.1 Tablet Specification

- 3.1.1 TRR has selected the Alcatel Evo7HD tablet for initial rollout in its Tablets for Students (TFS) programme. Specifications for the device may be found at http://www.alcatelone-touch.com/global-en/products/tablets/one_touch_evo7hd.html

3.2 Quantity

- 3.2.1 The quantity of the initial rollout will be 350 tablets.

3.3 Location

- 3.3.1 The software tool will be installed on at least one computer located at TRR's offices in Port Vila, Vanuatu, and at least one computer located at the Office of the Government Chief Information Officer, also located in Port Vila, Vanuatu.
- 3.3.2 The tablets will be configured in Port Vila, Vanuatu, prior to being shipped to their final destination.

3.4 Description of the software

- 3.4.1 The software MUST be compatible with the Alcatel Evo7HD tablet. A sample will be available for inspection.
- 3.4.2 The software SHOULD be compatible with any Android tablet or phone whose manufacturer is a member of the Open Handset Alliance. Please refer to <http://www.openhandsetalliance.com/> for details.
- 3.4.3 Reasonable exceptions may be made concerning device compatibility. Exceptions in or limits to compatibility should be noted in the bid.
- 3.4.4 **In a *work-for-hire* contract, the consultant will provide a fully- or semi-automated process for installing and configuring a predetermined list of Android application files in APK format using the Android Developer's Kit (ADK) USB interface:**
- a. On either Mac OS X, Linux or Windows, the technician should be able to attach multiple tablets at one time using USB cables with MicroUSB connectors; and
 - b. Using a single command for each tablet, install a predetermined list of package files; and
 - c. Set application preferences, account settings (e.g. user name and password for OwnCloud login) and related information;
 - d. The software MUST work via a command line interface (CLI);
 - e. The software MAY optionally work via a graphical user interface;
 - f. It should be possible to create and edit lists of applications and configuration options using a minimal data entry and storage process, without requiring unusual tools or interfaces;
 - g. Plain or marked up text is strongly preferred as the format for the application and configurations settings list, although other formats may be considered given a demonstrable need;

- h. Detailed technical documentation should be provided, sufficient to allow for further customisation and automation of the tablet installation and configuration process by third parties.
- 3.4.5 Bidders may, at their discretion, suggest an alternate implementation. In such a case, bidders **MUST** demonstrate that their implementation meets all of the functional requirements established in this document.
- 3.4.6 **There is NO immediate requirement for a fully integrated, user-friendly software application.** It is to be assumed that the tool will be usable with minimal training and familiarisation to an experienced systems administrator or software developer who is familiar with operating systems management, bulk computer configuration and systems automation.
- 3.4.7 The bidder may 'root' –acquire administrative access to– the tablets if this is deemed necessary to the process. If so, the bidder must integrate this process into the tool and provide justification for the choice.
- 3.5 Software license**
- 3.5.1 TRR encourages the use of Free and Open Source Software as identified by the Free Software Foundation or the Open Source Foundation.
- 3.6 Hardware**
- 3.6.1 The bidder **MAY** optionally provide a hardware device that performs essentially the same function as described in this document.
- 3.6.2 If the bidder chooses the hardware option, they must make assurance of the transferability of ownership of the device, of the non-applicability of any licensing or related requirements that might incur future costs or effectively limit the capability of the device to perform its designated tasks, and of any future or 'hidden' costs that might be incurred as a result of the ownership and operation of this device.
- 3.6.3 If the bidder chooses the hardware option, the cost schedule should assume the presence of two (2) such devices, both install in offices in Port Vila.
- 3.7 Applications and configuration settings**
- 3.7.1 The list of applications to be installed will be determined by TRR and other stakeholders and provided to the consultant.
- 3.7.2 Annex C contains an example list of some software application and other digital content that might be considered suitable for inclusion on a tablet. *This list is for example only, and should not be treated as required or indicative in any way.*
- 3.7.3 For the finalised list of applications and configuration options, the consultant will provide TRR with a report on the suitability of each application (e.g. can it be installed using the proposed process, what additional configuration is required, can the configuration be automated).

4 ANNEX B - TECHNICAL SELECTION CRITERIA

TRR will be considering the following technical criteria when considering submissions

1. **Simplicity of design and suitability to purpose**
2. Future-proofing – upgradability, customisability and access to internal components by third parties
3. Effort and resources required to install and configure the tool in multiple independent locations
4. Process definition and documentation
5. Service and support
6. Water resistance

5 ANNEX C – APPLICATION LIST FOR TESTING/PROFILING

The following list is representative and for exemplary purposes only. It is not reflective of any intent whatsoever by TRR to use these particular titles.

Name	Classification
Kids Memory Game Lite	Google Play App
Kids ABC Learning Trains Lite	Google Play App
Games for Toddlers	Google Play App
Kids Xylophone	Google Play App
Kids Learning Numbers Lite	Google Play App
Shapes & Colours Music Show	Google Play App
Learn the Alphabet ABCs	Google Play App
Where's Puppy Nose? For Baby	Google Play App
Counting Fruits	Google Play App
Kids Dinosaur Game Free	Google Play App
Coloring Pages	Google Play App
Children's Songs 300, Kids ABC	Google Play App
Ant&Grasshopper:3D Story Book	Google Play App
Vegetable Book	Google Play App
Fishing Free Kids Game	Google Play App
DoReMi 1-2-3 Lite	Google Play App
Music School For Toddlers	Google Play App
Kids Doodle - Color & Draw	Google Play App
CamScanner	Google Play App
National Kindergarten Curriculum	e-Book from MoE
Observing Children	e-Book from MoE
Readiness Tool	e-Book from MoE
5 Big Books	e-Book from MoE
Small Books	e-Book from MoE
Teacher and Parental Engagment	e-Book from MoE
Play to Learn Learn to Play	e-Book from MoE
Lesson Plans for Kindergarten	e-Book from MoE
Learning Centres	e-Book from MoE
Name	Classification
How to Draw - Easy Lessons	Google Play App
Dictionary Offline	Google Play App
World Map (Offline)	Google Play App

IQ Test Preparation	Google Play App
Kids Memory game Lite	Google Play App
Kids ABC Learning Trains Lite	Google Play App
Word Search	Google Play App
Unit Converter	Google Play App
Piano Teacher	Google Play App
Geography Quiz Game	Google Play App
Flags Quiz	Google Play App
Freaking Math	Google Play App
Shapes & Colors Music Show	Google Play App
Learn Basic Colors	Google Play App
Learn the Alphabet ABCs	Google Play App
Counting Fruits	Google Play App
Spell BEE	Google Play App
Earth HD Free Edition	Google Play App
Doctor Kids	Google Play App
Kids Dinosaur Game	Google Play App
English Sentences	Google Play App
Coloring Pages	Google Play App
Clock Learning	Google Play App
LEGO Juniors Create & Cruise	Google Play App
Words	Google Play App
DoReMi 1-2-3 Lite	Google Play App
Dominoes Game	Google Play App
Kids Doodle - Color & Draw	Google Play App
Dinosaur Puzzle	Google Play App
Solar Planets 3D	Google Play App
Learn French 6000 Words	Google Play App
CamScanner	Google Play App
Math World	Google Play App
Dictionary Offline	Google Play App
World Map (Offline)	Google Play App
Wordworm Adventure	Google Play App
3D Anatomy Learning	Google Play App
Word Search	Google Play App
Unit Converter	Google Play App
Piano Teacher	Google Play App
Geography Quiz Game	Google Play App
Flags Quiz	Google Play App
Dictionary - Meriam Webster	Google Play App
Periodic Table	Google Play App
Earth HD Free Edition	Google Play App
English Sentence	Google Play App
2048 Number puzzle game	Google Play App
Math Helper Lite	Google Play App
Mahjong Legend	Google Play App
Dr. Chess	Google Play App
Words	Google Play App
Wikipedia	Google Play App
Dominoes Game	Google Play App
Kids Doodle - Color & Draw	Google Play App
Dinosaur Puzzle	Google Play App
Solar Planets 3D	Google Play App

Learn French
Learn French 6000 Words
Khan Academy (all courses)
CamScanner
An Introduction to Internet Governance - 6th
Edition

Google Play App
Google Play App
videos
Google Play App
e-book

6 ANNEX D: BIDDER FORMS

6.1 Forms

6.1.1 This document outlines what forms are required to be submitted by the bidders. Included in this word document are the following Technical forms:

- a) TECHNICAL FORM 1: BID Overview
- b) TECHNICAL FORM 2: Prior Experience
- c) TECHNICAL FORM 3: Cost

6.2 TECHNICAL FORM 1: BID Overview

<p>Name of Bidder: <i>provide your companies full legal name here</i></p>	
<p>In case of Joint Venture (JV), legal name of each party: <i>insert legal name of each party in JV</i></p>	
<p>Bidder's place of Business Registration: <i>insert actual Country of Business Registration. If you are not registered as a company in Vanuatu please outline your intentions to do so here.</i></p>	
<p>Bidder's Legal Address/Registered Office in Country of Registration:</p>	
<p>Details of Bidder's shareholders or other owners as at the date of submitting the Tender</p>	
<p>Name of Telecom Licence of Licensee: <i>should license be obtained post contract award please note this here</i></p>	
<p>Authorised Representative & Contact Person Name: <i>please name one person only</i></p>	
<p>Telephone & email address of Key Contact:</p>	

6.3 TECHNICAL FORM 2: Prior Experience

Please use the table below to provide details for similar projects that you have delivered in the past. You may repeat this table, for multiple projects, as many times as you wish.

Country		Client	
Date		Duration of Project	
Description of Service Delivered			
Description of Technology Utilised			
Current Status of Service delivered			

6.4 TECHNICAL FORM 3: Cost

Please include a form detailing the task breakdown, the estimated number of days/hours per task, the subtotal (ie. Cost per day/hour) and the total cost of this work. Include also any software licensing fees, material or miscellaneous expenses.

7 ANNEX E: DRAFT STANDARD CONTRACT

**DRAFT CONTRACT KEY
TERMS**

**UAP/ICT PROGRAMES
SERVICE/GOODS AGREEMENT**

Between

**THE TELECOMMUNICATIONS AND RADIOCOMMUNICATIONS
REGULATOR**

F/1 Rossi Ocean Walk Building, Lini Highway, P.O Box 3547, Port Vila, Vanuatu
[hereinafter referred to as “**TRR**”]

And

XXXXXXX

KEY LIST OF TERMS, INTER ALIA, INCLUDES:

- 1. PARTIES**
- 2. CONSIDERATION**
- 3. GENERAL PROVISIONS**
- 4. AGREED DOCUMENTS**
- 5. GENERAL CONSTRUCTION**
- 6. GOVERNING LAW**
- 7. COMMENCEMENT AND TERM**
- 8. SERVICES/GOODS**
- 9. INSURANCE**
- 10. PROJECT ADMINISTRATION**
- 11. FORCE MAJEUR**
- 12. TERMINATION**
- 13. DISPUTE RESOLUTION**
- 14. SCHEDULES**