

يسر نادي هيئة ابوظبي للتراث دعوتك لتقديم اقتراحك ، في المنافسة ، مع نطاق العمل والمتطلبات التالية:  
Abu Dhabi Heritage Authority (AHA) has the pleasure of inviting you to submit your proposal,  
in competition, with the following scope of work and requirements:

**Request for Proposal (RFP)**

Subject	Meeting Room System Upgrade	الموضوع
RFP/RFQ Ref #	7251001662	رقم المرجع #
Issue Date	09/05/2025	تاريخ الإصدار
Closing Date	19/05/2025 at 12:00PM	تاريخ الإغلاق

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- الأمثال.
- نشر الوعي الفكري والثقافي لتعميق الحس الوطني لدى الأبناء.
- تأكيد الالتزام بتراث الآباء والأجداد وإثراء النفس بكل معطيات الثقافة والمعرفة والعلوم المتعلقة بذلك.
- تنظيم المعارض المتعلقة بالجانب التراثي.

#### Goals:

- Preserve UAE's heritage and educate youth about forefathers' legacy.
- Organize and develop events related to UAE's heritage.
- Conduct research and studies on UAE's heritage and folklore such as poetry, folktales and proverbs.
- Disseminate intellectual and cultural awareness to promote the national sense of belonging among children.
- Assert commitment to our ancestors' heritage, and provide relevant educative content in terms of culture, knowledge and science.
- Organize exhibitions related to heritage.

#### سرية المعلومات

يتعهد كل طرف بأنه لن يكشف في أي وقت لأي شخص عن أي معلومات سرية تتعلق بالأعمال أو الشؤون أو العملاء أو المورددين التابعين للطرف الآخر (أو أي عضو في مجموعة الشركات التي ينتمي إليها الطرف الآخر)، باستثناء ما قد يقتضيه القانون، أو محكمة مختصة أو أي سلطة حكومية أو تنظيمية.

#### التأمينات

تتحمل الشركة المشاركة وحدها المسؤولية عن ضمان حصوله على سندات تأمين سارية المفعول و الحفاظ عليها بموجب جميع القوانين المعمول بها، بما في ذلك على سبيل المثال لا الحصر، مسؤولية الطرف الثالث، ومسؤولية صاحب العمل، وتعويزات العمال.

#### Confidentiality

Each party undertakes that it shall not at any time disclose to any person any confidential information concerning the business, affairs, customers, clients or suppliers of the other party [or of any member of the group of companies to which the other party belongs], except as may be required by law, a court of competent jurisdiction or any governmental or regulatory authority.

#### Insurances

The bidder shall be solely responsible for ensuring that it has secured and maintains valid policies of insurance required by all applicable laws, including but not limited to, third party liability, product liability, employer's liability and workers' compensation.

#### شروط الدفع

- يتم الدفع بعد 30 يومًا من تسليم الفاتورة الصحيحة والمقبولة من هيئة أبوظبي للتراث.
- الدفعات التدريجية لمشاريع البناء (الصيانة).

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### Payment Term

- the total value of the equipment/Services shall be paid after 30 days from delivery/ activation of subscriptions/installation and commissioning of the equipment / System and acceptance by the Abu Dhabi Heritage Authority .
- Progressive payments For construction (maintenance) projects

### Proposal/Quotation Submission

Your Proposal together with all relevant documentation shall be addressed to the Head of Procurement Department, shall be submitted by (Email) in 2 Separate Files:

- **File 1- Technical Proposal:** (Tender Ref. No. / Tender Title / Supplier Name / Type of Proposal Technical)

Shall be submit to the undersigned, via ADERP Portal

- Technical NO prices.
- Signed/stamped copy of the tender documents
- Completion work plan for each item in the scope of work (duration) project handover.
- Define assigned contractor (if applicable)
- Company profile with accomplished projects and experience
- Company profile (trade license – bank details – power of attorney – ICV)
- Payment terms
- Project duration with completion work plan for each item in the scope of work (duration) project handover

- **File 2- Commercial Proposal:** (Tender Ref. No. / Tender Title / Supplier Name / Type of Proposal Commercial)

Shall be Submit to the undersigned, via ADERP Portal

- A total amount with a detailed breakdown showing all rates, charges and all other related costs to carry out the required SOW.
- Proposal prices and rates shall be firm, fixed and inclusive of, all related costs for the provision of the above service and shall remain valid for (30 days) from the submission date of your offers.
- A total amount with a detailed breakdown (Bill Of Quantity).
- Late submission of offers or submission of an incomplete tender may exclude your offer from consideration.
- All details of this tender are private and confidential.
- Only transactions which are in writing from **Abu Dhabi Heritage Authority** Procurement may be considered official. No negotiations, decisions, or actions shall be executed by any supplier as a result of any discussions with any **Abu Dhabi Heritage Authority** employees.

### إرشادات عامة

- هذه المناقصة مفتوحة و تنافسية.
- يجب أن يحتوي العرض على توقيع (توقيعات) المسؤول أو الوكيل المعتمد أصولاً للشركة مقدمة للعرض.

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- يحتفظ هيئة أبوظبي للتراث. بالحق في قبول العروض التي تبدو أنها الأفضل قيمة و في صالح الهيئة و التفاوض مع الشركة بناءً على العرض المقدم من الشركات المشاركة.
- يجوز سحب العروض أو إعادة تقديمها قبل تاريخ الإغلاق. العروض المرسله بعد تاريخ الإغلاق لن يتم النظر فيها من الغالب أن يتم استبعاد العروض بسبب عدم الامتثال للإرشادات العامة.
- يحتفظ هيئة أبوظبي للتراث بحق الترسية على أكثر من مورد (ليس حصرياً لمورد واحد)
- قد يُطلب من الشركات التقدم بعرض تقديمي حول المشروع على نفقتها الخاصة.
- ملف الشركة التفصيلي الذي يشير إلى الخبرة السابقة في نفس المجال. لا سيما مع هيئة أبوظبي للتراث . مع المستندات الداعمة ذات الصلة.
- إرفاق كتيب الإرشادات و / أو التفاصيل الفنية للمواد المقدمة (حيثما تطلب)
- تمييز المواد / الخدمات الغير متوفرة
- إمكانية قبول أكثر من خيار (إن وجد)

#### General Guidelines

- This is an open and competitive process.
- The proposal must contain the signature(s) of a duly authorized officer or agent of the company submitting the proposal.
- The **Abu Dhabi Heritage Authority** reserves the right to accept proposals that appears to be best value and in the best interest of the **Abu Dhabi Heritage Authority** and negotiate with the company based on the proposal.
- The **Abu Dhabi Heritage Authority** reserves the right to Award for Multiple vendors (Not exclusive for one supplier).
- The proposals may be withdrawn or resubmitted before the closing date. Proposals received after the closing date will not be considered. Proposals are likely to be disqualified due to non-compliance of the prescribed guidelines.
- Project presentation session may be requested, at supplier expense.
- Detailed company profile indicating past experience in this field, especially with **Abu Dhabi Heritage Authority** attaching the relevant supporting documents.
- Highlight items which are not available.
- Include brochure and/or detailed technical specifications of items (wherever required).
- Highlight items which are not available.
- More than one option may be accepted (If applicable).

الشركات المدعوة لهذه المناقصة والغير مسجلة لدى هيئة أبوظبي للتراث. الإسراع بالتسجيل و تقديم المستندات المطلوبة:

All invited bidders must registered with ADERP, using following link

<https://www.adgpg.gov.ae/en/Trading-With-Government/Becoming-a-Registered-Supplier>

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وفي حال طلب المساعدة يمكن التواصل مع فريق التسجيل عبر البريد الإلكتروني: [helpdesk@dof.abudhabi.ae](mailto:helpdesk@dof.abudhabi.ae)

### المواعيد النهائية Deadlines

المواصفات Description	المواعيد النهائية Deadlines
تسليم العروض المالية و الفنية <b>Technical &amp; Commercial Proposal Submission</b>	<b>19/05/2025 at 12:00PM</b>
التأكيد على المشاركة بالمناقصة – في حالة عدم القدرة على المشاركة، يرجى الرجوع إلى خطاب الاهتمام بالمشاركة و شرح الأسباب <b>Confirmation to Participate in RFQ – If you're not able to participate, please refer to express of interest letter explaining the reason.</b>	<b>12/05/2025</b>
طلب الإستفسارات، بعد هذا التاريخ من المحتمل عدم قبولها <b>Clarifications Submission, after this date clarification may not be accepted.</b>	<b>12/05/2025</b>
Site Visit (if required)	<b>13/05/2025 at 10:00AM</b> <b>Focal Point : Manoj</b> <b>AHA HQ – floor 8<sup>th</sup></b> <a href="https://maps.app.goo.gl/AHdWQJw7MLmZ6Mai8">https://maps.app.goo.gl/AHdWQJw7MLmZ6Mai8</a>

### ملخص على المشروع/الخدمة / Overview of the project/service

Abu Dhabi Heritage Authority (AHA) invites qualified and experienced vendors to submit proposals for the upgrade of its AV technology, in line with the newly renovated fit-out design. The selected AV system integrator will be responsible for recommending AV equipment based on the provided Bill of Quantities (BOQ), including suggested makes and models.

The proposal should include:

1. Recommended AV equipment based on the BOQ.
2. Schematics, data sheets, and a detailed solution description.
3. Provision for additional spare parts.
4. A 3-year warranty and a 3 year Service Level Agreement (SLA) (renewable Year on Year)
5. Onsite Support

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Final layout and drawings will be provided once the project is awarded to the selected system integrator.

No	Locations	Each Room Dimensions (m)	Room Category
1	Head Office	12x5	Board Room
2	Head Office	3.5x5	Small Room
3	Head Office	3.5x5	Small Room
3	Activities	4x8	Medium
4	Al Raha Theatre	7x5	Large Room
5	Al Raha Theatre	5x3.5	Small Room
6	Poetry Academy	12.5x4.5	Large Room

#### Scope of Work /Services - مجال العمل

The Abu Dhabi Heritage Authority (AHA) seeks the supply and installation of Audio Visual (AV) equipment, including all associated accessories, as well as any necessary integration required for system operation.

- The AV contractor shall be fully responsible for decommissioning and removing the existing unused video wall and AV equipment from the room and rack.
- Integrate with Microsoft Teams and Office 365 capabilities.
- The contractor shall ensure that all removed equipment is properly packed and securely stored or handed over to AHA. A detailed report on this process must be submitted.
- AHA requires a complete Audio-Visual and Video Conference solution at AHA HQ, as per the provided BOQ.
- The contractor shall uninstall any existing unused equipment and take full responsibility for the integration, control, audio, and video programming of the new system.
- The AV contractor must ensure the system's interconnectivity between locations, enabling content sharing across different areas.

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- The contractor shall provide AV equipment with a minimum of a 3-year manufacturer's warranty, including immediate replacement for faulty items.
- An optional 2-year extended warranty should also be proposed.
- The contractor must submit documentation from the manufacturer confirming that the devices will be supported for a minimum of 10 years from the manufacturing date and project handover.
- Full coordination with AHA's Architecture team is required to obtain design approval, ensuring compliance with ADHA's policies and Standards.
- The contractor must ensure that all screens are installed under the supervision of the manufacturer and certified accordingly.
- The contractor shall integrate the proposed AV equipment with any existing AV systems if required.
- A health check of the existing system should be performed, with a report submitted to ADHA.
- The contractor is responsible for upgrading firmware, installing software, and acquiring any necessary licenses to close any technical gaps in the system.
- A detailed site survey must be conducted, ensuring all requirements, such as screen dimensions and operation methods, are addressed.
- The contractor is responsible for obtaining all necessary approvals, permits, and ensuring that the site is kept clean during the project execution, including dust control and waste management.
- The contractor shall provide training to the AHA technical team and end-users on system maintenance, operation, and critical event management.
- This training should occur at regular intervals, with relevant reports submitted alongside the acceptance.
- Full coordination is required with all project stakeholders (including civil, electrical, HVAC, network, HSE, and other trades).
- The contractor shall ensure ongoing service support for equipment even after the manufacturer's end-of-life (EOL) announcement, providing an official certificate for continued support.
  - The contractor shall submit the following documentation for review:
  - ETA, project plan, and technical compliance sheet.
  - Country-of-Origin certificates for all hardware and software.
  - Manufacturer Partnership Certificate highlighting "AHA PROJECT".
  - 5-year warranty certificate for the project titled "AV Upgrade AHA"

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- Solution architecture, schematics, and system description for the proposed solutions.
  - Manufacturer technical certificates to execute the project
- Material delivery should occur within a maximum of 2 weeks, with project delivery finalized 20 days after receiving all materials and software.
- The contractor must coordinate with the fit-out company to ensure that all AV device cutout dimensions are correctly implemented.

#### Interactive Screen Features

- Smart Whiteboard Functionality
- Multi-Touch Support: Up to 20 to 40 simultaneous touch points

#### Screen Sharing Options

- Wireless Mirroring
- Zero touch screen sharing (without any physical device) without dependency on WiFi SSID.
- Dongle Support
- Wired Connectivity: HDMI, LAN, TypeC, USB (A,B,C)
- Supported Devices:
  - Laptops
  - Desktops
  - Tablets
  - Mobile Phones
- Supported Operating Systems:
  - Windows
  - macOS
  - Android
  - iOS

#### System Integration & Management

- Compatible with various platforms: Windows, Tizen, WebOS, AppSpace etc.
- Software Update Support



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- Remote Device Management Features:
  - Remote control access
  - Device settings configuration
  - Centralized device management
  - Security controls
  - Remote Power On / Off
  - Voice Command Control
- Additional Integration Requirements.
  - Built-in Web Browser
  - Multi-View Connectivity
- Meeting Scheduling Integration
  - Outlook and MS Teams
  - Room Booking Panels
  - Remote management capabilities
- All proposed solution components must be fully compatible to function as an integrated solution, without any limitations. The supplier is responsible for ensuring seamless compatibility and ongoing support without any constraints.
- Any component of the solution that requires replacement or an upgrade will be the vendor's full responsibility. No commercial variations will be accepted, and the end-to-end solution must be delivered in strict accordance with the requirements outlined in the RFP, ensuring no compromise on the meeting room experience.

### **Additional Scope of Onsite Support**

#### **1. Option 1: Onsite Support for 3 Months**

- The onsite support will be provided for a duration of 3 months.
- This option includes troubleshooting and resolving technical issues related to the AV equipment and systems, performing regular maintenance and health checks, providing technical assistance during critical events and meetings, and assisting with the integration and configuration of new AV equipment and systems.
- The onsite support team will be available during business hours (Monday to Thursday, 8:00 AM to 5:00 PM; Friday, 8:00 AM to 12:30 PM). Emergency support will be available after hours and on weekends as needed.
- The onsite support personnel will be qualified and certified in relevant AV technologies and systems, with a minimum of 5 years of experience in managing various AV solutions.

#### **2. Option 2: Onsite Support for 6 Months**

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- The onsite support will be provided for a duration of 6 months.
- This option includes troubleshooting and resolving technical issues related to the AV equipment and systems, performing regular maintenance and health checks, providing technical assistance during critical events and meetings, and assisting with the integration and configuration of new AV equipment and systems.
- The onsite support team will be available during business hours (Monday to Thursday, 8:00 AM to 5:00 PM; Friday, 8:00 AM to 12:30 PM). Emergency support will be available after hours and on weekends as needed.
- The onsite support personnel will be qualified and certified in relevant AV technologies and systems, with a minimum of 5 years of experience in managing various AV solutions.

#### Bill of Quantities/ Deliverables - تفاصيل التكلفة

##### **Specification1: Small and Medium Meeting Rooms.**

SN #	Minimum System Specification	Brand	Model	Qty	Compliance Yes/No
	Small and Medium Meeting Room AV Solutions				
1	<b><u>Interactive Screen</u></b> <ul style="list-style-type: none"> <li>• All-in-one Collaboration Display, power adapter, wall mount bracket and cables; 4 x stylus pen</li> <li>• Must be compatible with Appspace.</li> <li>• Suitable display size as per room deimension as per AVIXA Standard.</li> </ul>			1	

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	<ul style="list-style-type: none"> <li>Detachable 12X Extended PTZ Camera Module for Interactive displays</li> <li>12X Optical PTZ Camera Module</li> <li>Prefer zero touch wireless casting without any SSID dependency.</li> <li>Proprietary wireless presentation dongle (Optional).</li> </ul>				
2	<b><u>Touch Panel</u></b> <ul style="list-style-type: none"> <li>8" Collaboration Touch Panel along with PoE power adapter wall bracket</li> <li>7.5m CAT5E cable lock box.</li> <li>Must be compatible with Appspace.</li> </ul>			1	
3	<b><u>Sharing Adabters</u></b> <ul style="list-style-type: none"> <li>Proprietary Wired Cable Content Sharing devices for displays and UC meetings along with 7.5m network cable,0.6m HDMI cable &amp; 0.6m USB-C cable Including</li> </ul>			1	
4	<b><u>Room Scheduler</u></b> <ul style="list-style-type: none"> <li>Proprietary 10" Scheduling Room Panel with wall bracket and power adapter must be compatible with appspace signage license</li> </ul>			1	
5	<b><u>Built-in OS</u></b> <ul style="list-style-type: none"> <li>Windows PC for displays (Built-In) <ul style="list-style-type: none"> <li>INTEL Core™ i7 quad-core CPU</li> <li>8GB Memory, 128GB SSD Storage</li> <li>Windows 10 IoT Enterprise OS, license included</li> </ul> </li> <li>Must be compatible with Appspace.</li> </ul>			1	
6	<b><u>Wireless Microphone</u></b> <ul style="list-style-type: none"> <li>Proprietary Bluetooth wireless microphone along with charger dock 5V/2A power adapter USB-C cable</li> </ul>			2	
7	<b><u>Cable Accessories</u></b> <ul style="list-style-type: none"> <li>Cables and Connectors ( Cat 6, HDMI and others) as needed.</li> </ul>			1	
8	<ul style="list-style-type: none"> <li>Installation and professional services</li> </ul>			1	
9	<ul style="list-style-type: none"> <li>Conceptual design of the meeting Room.</li> </ul>			1	

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### Specification2: Large Meeting Rooms.

SN #	Minimum System Specification	Brand	Model	Qty	Compliance Yes/No
	Small and Medium Meeting Room AV Solutions				
1	<b><u>Interactive Screen</u></b> <ul style="list-style-type: none"> <li>All-in-one Collaboration Display, power adapter, wall mount bracket and cables; 4 x stylus pen</li> <li>Must be compatible with Appspace.</li> <li>Suitable display size as per room dimension as per AVIXA Standard.</li> <li>Detachable 12X Extended PTZ Camera Module for Interactive displays</li> <li>12X Optical PTZ Camera Module</li> <li>Prefer zero touch wireless casting without any SSID dependency.</li> <li>Proprietary wireless presentation dongle (Optional).</li> </ul>			1	
2	<b><u>Touch Panel</u></b> <ul style="list-style-type: none"> <li>8" Collaboration Touch Panel along with PoE power adapter wall bracket</li> <li>7.5m CAT5E cable lock box 2.</li> <li>Must be compatible with Appspace.</li> </ul>			1	
3	<b><u>Sharing Adabters</u></b> Proprietary Wired Cable Content Sharing devices for displays and UC meetings along with 7.5m network cable,0.6m HDMI cable & 0.6m USB-C cable Including			1	
4	<b><u>Room Scheduler</u></b> <ul style="list-style-type: none"> <li>Proprietary 10" Scheduling Room Panel with wall bracket and power adapter must be compatible with Appspace.</li> </ul>			1	
5	<b><u>Built-in OS</u></b> <ul style="list-style-type: none"> <li>Windows PC for displays (Built-In) <ul style="list-style-type: none"> <li>INTEL Core™ i7 quad-core CPU</li> <li>8GB Memory, 128GB SSD Storage</li> </ul> </li> </ul>			1	

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	<ul style="list-style-type: none"> <li>Windows 10 IoT Enterprise OS, license included</li> </ul> Must be compatible with Appspace.				
6	<b><u>Wireless Microphone</u></b> Proprietary Bluetooth wireless microphone along with charger dock 5V/2A power adapter USB-C cable			2	
7	<b><u>Cable Accessories</u></b> Cables and Connectors ( Cat 6, HDMI and others) as needed.			3	
8	Installation and professional services			1	
9	Conceptual design of the meeting Room.			1	

### **Specification3: Board Room.**

SN #	Minimum System Specification	Brand	Model	Qty	Compliance Yes/No
	Small and Medium Meeting Room AV Solutions				
1	<b><u>Display Panel :</u></b> <ul style="list-style-type: none"> <li><b>Screen Size:</b> As per <b>AVIXA standard</b></li> <li><b>Panel Technology:</b> IPS (In-Plane Switching)</li> <li><b>Backlight Type:</b> Direct LED</li> <li><b>Aspect Ratio:</b> 16:9</li> <li><b>Native Resolution:</b> 3840 x 2160 (UHD)</li> <li><b>Refresh Rate:</b> 120 Hz</li> <li><b>Brightness:</b> 500 nits (Typical)</li> <li><b>Contrast Ratio:</b> 1,200:1</li> <li><b>Dynamic Contrast Ratio:</b> 1,000,000:1</li> <li><b>Color Gamut:</b> 85% NTSC</li> <li><b>Viewing Angle:</b> 178° (Horizontal) / 178° (Vertical)</li> <li><b>Color Depth:</b> 1.07 Billion Colors (8-bit + FRC)</li> </ul>			1	

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	<ul style="list-style-type: none"> <li>• <b>Response Time:</b> 8 ms</li> <li>• <b>Surface Treatment (Haze):</b> 1%</li> <li>• <b>Typical Lifespan:</b> 50,000 hours</li> <li>• <b>Recommended Operation Time:</b> 16 hours/day, 7 days/week (16/7)</li> <li>• <b>Software Compatibility:</b> Must be compatible with Appspace Room Booking License</li> </ul>				
2	<p><b><u>Screen Wall Bracket:</u></b></p> <ul style="list-style-type: none"> <li>• <b>Recommended Screen Size:</b> 72" to 120"</li> <li>• <b>Maximum Load Capacity:</b> 80 kg</li> <li>• <b>Mounting Compatibility:</b> VESA and non-VESA fixings up to 1600 x 800 mm</li> <li>• <b>Mount Type:</b> Flat-to-wall with pop-out feature</li> <li>• <b>Flat-to-Wall Depth:</b> 115.3 mm (<math>\pm 7.5</math> mm with tool-less micro-adjustment)</li> <li>• <b>Pop-Out Depth:</b> 268.3 mm (<math>\pm 7.5</math> mm with tool-less micro-adjustment)</li> <li>• <b>Adjustment:</b> Tool-less micro-adjustment of <math>\pm 7.5</math> mm per corner</li> </ul>			1	
3	<p><b><u>Ceiling Microphone:</u></b></p> <p><b>General Description</b> Ceiling-mounted microphone unit in <b>black finish</b>, supplied with an appropriate <b>mounting bracket</b> for secure ceiling installation.</p> <p><b>Physical Dimensions</b></p> <ul style="list-style-type: none"> <li>• <b>Size (L x W x H):</b> 590 x 590 x 43 mm (23.2" x 23.2" x 1.7")</li> <li>• <b>Weight:</b> 6 kg (13.2 lbs)</li> </ul> <p><b>Audio Interface</b></p> <ul style="list-style-type: none"> <li>• <b>Analog Output:</b> <ul style="list-style-type: none"> <li>○ 1 x 3-pin terminal (compatible with Phoenix Contact MCVW 1.5-3-ST-3.81)</li> </ul> </li> <li>• <b>Digital Output:</b> <ul style="list-style-type: none"> <li>○ 2 x Dante Network Audio Outputs (RJ45)</li> </ul> </li> </ul> <p><b>Network &amp; Power</b></p> <ul style="list-style-type: none"> <li>• <b>Ethernet / Control:</b> <ul style="list-style-type: none"> <li>○ 1 x RJ45 Ethernet port supporting <b>PoE</b> (Power over Ethernet) for power, data, and control communication</li> </ul> </li> <li>• <b>Supply Voltage:</b> <ul style="list-style-type: none"> <li>○ 44 – 57 V DC (via PoE)</li> </ul> </li> </ul>			2	

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	<b>Environmental Specifications</b> <ul style="list-style-type: none"> <li>• <b>Operating Temperature:</b> 0°C to 40°C (32°F to 104°F)</li> <li>• <b>Storage Temperature:</b> -10°C to 60°C (14°F to 140°F)</li> <li>• <b>Relative Humidity:</b> 20% – 95%, non-condensing</li> </ul> <b>Microphone Element</b> <ul style="list-style-type: none"> <li>• <b>Type:</b> Pre-polarized condenser microphone</li> <li>• <b>Sensitivity:</b> -1 dBV/Pa (930 mV/Pa)</li> </ul>				
4	<b>PTZ Cameras:</b> <b>General Requirements</b> <ul style="list-style-type: none"> <li>• The system shall include <b>12 pan-tilt-zoom (PTZ) cameras</b>, each with wall-mounting capability.</li> <li>• All cameras must be capable of <b>network-based operation</b>, including video streaming, control, and monitoring over Ethernet.</li> </ul> <b>Network &amp; Power</b> <ul style="list-style-type: none"> <li>• Each camera shall have an <b>RJ-45 port</b> supporting <b>1000 Mbps Ethernet</b>.</li> <li>• Cameras shall be powered <b>exclusively via Power over Ethernet (PoE)</b>.</li> <li>• <b>USB extenders shall not be required</b> for video transmission or control.</li> </ul> <b>Imaging &amp; Optics</b> <ul style="list-style-type: none"> <li>• Sensor: <b>1/2.8" CMOS 4K image sensor</b></li> <li>• Signal-to-noise ratio: <b>≥ 55 dB</b></li> <li>• Zoom: <b>12x optical zoom</b></li> <li>• Field of View: <b>Horizontal 80° to 7.5°</b></li> <li>• Focal Length: <b>3.47 – 41.65 mm</b></li> <li>• Aspect Ratio: <b>16:9</b></li> <li>• PTZ Functionality: <b>Motorized pan, tilt, and zoom controllable only via network</b></li> </ul> <b>Mounting &amp; Physical Specifications</b> <ul style="list-style-type: none"> <li>• Cameras shall include a <b>surface (wall) mounting bracket</b>.</li> <li>• Optional <b>ceiling mounting accessories</b> must be available.</li> <li>• Cameras shall support <b>inverted mounting</b> with appropriate image adjustment settings.</li> <li>• Maximum Dimensions: <b>142 mm (W) x 201 mm (H) x 170 mm (D)</b></li> <li>• Maximum Weight: <b>2.4 kg</b></li> </ul> <b>Environmental Conditions</b>			6	

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	<ul style="list-style-type: none"> <li>Operating Temperature: <b>0°C to 40°C</b></li> <li>Storage Temperature: <b>-40°C to 60°C</b></li> </ul>				
5	<p><b><u>System Processor:</u></b></p> <p>The system processor supports up to <b>64 x 64 networked audio channels</b>, configurable as LAN or AES67. It includes <b>8 x 8 software-based Dante channels</b>, expandable to <b>32 x 32</b>, sharing capacity with the total network audio limit. It offers <b>8 analog I/O channels</b> via <b>flexible software-defined I/O</b>.</p> <p>Key features include:</p> <ul style="list-style-type: none"> <li><b>Front Panel:</b> Unit ID button and Power On LED.</li> <li><b>Web Interface:</b> Device status, monitoring, and logging.</li> <li><b>Rear Panel I/O:</b> <ul style="list-style-type: none"> <li>2 x RS232 (3-pin Euroblock)</li> <li>8 x GPI / 8 x GPO (10-pin Euroblock)</li> <li>USB-C &amp; USB-B for AV bridging and USB audio</li> <li>Dual 1 Gbps LAN ports (LAN A &amp; B)</li> </ul> </li> </ul> <p><b>Mounting:</b> Half-rack width, 1RU height (1.72"), rack or surface mountable.</p> <p><b>Dimensions:</b> 1.72" x 8.66" x 11.28" (43.69 mm x 219.96 mm x 286.51 mm)</p> <p><b>DSP Capabilities:</b> Supports a wide range of DSP functions including echo cancellation, softphone integration, USB audio, mixers, filters, EQs, dynamics processing, signal analysis tools, and more.</p> <p><b>Control Interface:</b> Customizable user control via proprietary touch panels, computers, iOS devices, or standard web browsers. Multiple control pages supported.</p>			1	
6	<p><b><u>Network Loudspeaker:</u></b></p> <ul style="list-style-type: none"> <li><b>Transducer:</b> <ul style="list-style-type: none"> <li>4.0-inch full-range paper cone driver</li> <li>Sealed enclosure design</li> </ul> </li> <li><b>Frequency Response:</b> <ul style="list-style-type: none"> <li>90 Hz – 20 kHz (±10 dB)</li> </ul> </li> <li><b>Sound Pressure Level (SPL):</b> <ul style="list-style-type: none"> <li>Maximum Output @ 1 meter (PoE+ / IEEE 802.3at): <ul style="list-style-type: none"> <li><b>97 dB continuous, 111 dB peak</b></li> </ul> </li> <li>Broadband Sensitivity: <b>90 dB (1 W @ 1 m)</b></li> <li>Coverage Pattern: <b>120° conical (-6 dB)</b></li> </ul> </li> </ul>			6	



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	<ul style="list-style-type: none"> <li>• <b>Grille &amp; Enclosure:</b> <ul style="list-style-type: none"> <li>○ Round grille made of <b>perforated, powder-coated steel</b>, color <b>RAL 9010 white</b></li> <li>○ Cylindrical baffle and back can</li> <li>○ Mounting via captive “dog ear” clamps, suitable for <b>ceiling thicknesses from 5 mm (0.2") to 55 mm (2.1")</b></li> <li>○ <b>Magnetic grille attachment</b></li> <li>○ Removable logo with no visible mark or blemish left behind</li> </ul> </li> </ul>				
7	<p><b><u>Network Video Endpoint (Encoder) with power supply units:</u></b></p> <p><b>Video and Audio Inputs/Outputs</b></p> <ul style="list-style-type: none"> <li>• <b>Inputs:</b> <ul style="list-style-type: none"> <li>○ 1 x HDMI 2.0</li> <li>○ 1 x USB-C (Alt-mode DisplayPort, UAC/UVC supported)</li> </ul> </li> <li>• <b>Output:</b> <ul style="list-style-type: none"> <li>○ 1 x HDMI 2.0</li> </ul> </li> <li>• <b>Video Support:</b> <ul style="list-style-type: none"> <li>○ Up to <b>3840x2160p60</b>, 4:4:4 chroma sampling via HDMI and USB-C</li> </ul> </li> <li>• <b>Audio Support:</b> <ul style="list-style-type: none"> <li>○ Audio and video bridging via USB-C using UAC/UVC standards</li> </ul> </li> </ul> <p><b>USB-C Features</b></p> <ul style="list-style-type: none"> <li>• Supports <b>USB-C Power Delivery (PD)</b> up to <b>65W</b> for host device charging</li> <li>• Enables <b>single-cable connectivity</b> for video, audio, and charging</li> </ul> <p><b>Control and Interoperability</b></p> <ul style="list-style-type: none"> <li>• Supports <b>Consumer Electronics Control (CEC)</b> on HDMI output</li> <li>• <b>USB HID routing</b> between connected hosts and devices</li> </ul> <p><b>Operational Modes</b></p> <ul style="list-style-type: none"> <li>• User-configurable as either a <b>Transmitter (Encoder)</b> or <b>Receiver (Decoder)</b></li> </ul> <p><b>Compression and Video Transport</b></p>			6	

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	<ul style="list-style-type: none"> <li>Utilizes <b>Proprietary Shift compression</b> for high-quality, low-latency video</li> <li>Supports <b>HDCP 1.4 and 2.3</b></li> <li><b>Encrypted video transmission</b> over the network</li> <li>HDMI output supports <b>scaling</b> of both network and local sources</li> </ul> <p><b>Power Supply</b></p> <ul style="list-style-type: none"> <li>Power via: <ul style="list-style-type: none"> <li><b>12V DC / 9A external power supply</b></li> <li>Or <b>PoE Type 3, Class 5</b> (40W PD, 45W PSE)</li> </ul> </li> <li><b>Auxiliary power supply</b> may be required when device charging is needed</li> </ul> <p><b>Network &amp; Protocol Support</b></p> <ul style="list-style-type: none"> <li>Operates over standard <b>Gigabit Ethernet infrastructure</b></li> <li>Protocols and features supported: <ul style="list-style-type: none"> <li><b>DiffServ QoS</b></li> <li><b>IGMP</b></li> <li><b>IEEE 1588-2008 (PTPv2)</b></li> <li><b>UDP/IP-based AV transport</b></li> <li>Floating-point audio data format</li> <li><b>802.1x authentication</b></li> </ul> </li> <li>Communicates with system audio processor <b>without the need for AES67, Dante, or Media Stream receiver components</b></li> </ul>				
8	<p><b><u>10" Networked Touch Screen Controller:</u></b></p> <ul style="list-style-type: none"> <li><b>Display:</b> <ul style="list-style-type: none"> <li>10.07-inch diagonal, 16:10 aspect ratio</li> <li>1920 x 1200-pixel resolution</li> <li>Up to <b>380 nits</b> brightness</li> <li>Rectangular black trim: <b>9.97" x 6.24"</b> (253.2 mm x 158.5 mm)</li> </ul> </li> <li><b>Mounting:</b> <ul style="list-style-type: none"> <li>Designed for wall mounting (landscape/portrait orientation)</li> <li>Compatible with standard North American and European wall/junction boxes</li> <li><b>Protrudes 1.54"</b> (39.1 mm) from wall surface</li> </ul> </li> <li><b>Connectivity:</b></li> </ul>			2	

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	<ul style="list-style-type: none"> <li>○ 1000 Mbps Ethernet communication via <b>RJ-45 jack</b></li> <li>○ Uses standard <b>TCP/IP</b> protocols</li> <li>○ Interfaces with PROPRIETARY Core system processor</li> <li>• <b>User Control Interface (UCI):</b> <ul style="list-style-type: none"> <li>○ Automatically loads UCI pages from PROPRIETARY Core system via Ethernet</li> <li>○ Supports common graphics formats: .png, .jpg, .svg, .gif</li> <li>○ UCI pages can include various PROPRIETARY objects (faders, buttons, meters, etc.)</li> </ul> </li> <li>• <b>Power:</b> <ul style="list-style-type: none"> <li>○ Powered via <b>Power over Ethernet (PoE)</b> (IEEE 802.3at class 4)</li> </ul> </li> <li>• <b>Licensing &amp; Compatibility:</b> <ul style="list-style-type: none"> <li>○ Includes necessary licenses for operation</li> <li>○ <b>Compatible with Appspace Room Booking License</b></li> </ul> </li> </ul>				
9	<p><b><u>Table Top Mounting Accessory for 10" Networked Touch Screen Controller:</u></b></p> <p>The table top mounting accessory for the 10" networked touch screen controller shall enable the control of a <b>PROPRIETARY system</b> through a <b>24-bit color LCD screen display</b>, utilizing a projective capacitive touch surface for user input. The mounting accessory shall provide a secure and stable platform for the touch screen controller, ensuring ease of use and accessibility in various environments.</p>			1	
10	<p><b><u>AV Centerpiece – Rack-Mountable Model:</u></b></p> <p>The rack-mountable AV centerpiece shall be designed for use in classrooms, meeting spaces, and courtrooms, providing a central solution that eliminates the need for multiple racks of equipment or an additional room control system. The device must serve as the main station for the <b>vSolution MATRIX active learning and evidence presentation solution</b>, with the following capabilities:</p> <ul style="list-style-type: none"> <li>• <b>Wireless screen sharing</b> across multiple platforms</li> <li>• <b>Web conferencing support</b> for Zoom, MS Teams, and WebRTC</li> </ul>			1	

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	<ul style="list-style-type: none"> <li>• <b>BYOM (Bring Your Own Meeting)</b> functionality for web meetings</li> <li>• <b>Recording and webcasting capabilities</b></li> <li>• <b>Panopto-compatible capture agent</b></li> <li>• <b>Remote management tools</b></li> <li>• <b>2x HDMI Inputs</b></li> <li>• <b>Document and media player functionality</b></li> <li>• <b>Whiteboard and annotation features</b></li> </ul>				
11	Wireless Control touch panel with IOS platform latest generation.			2	
12	Cables and Connectors ( Cat 6, HDMI and others) – propose as required.			1	
13	Installation and professional services			1	

#### Optional Items:

SN #	Minimum System Specification	Brand	Model	Qty	Compliance Yes/No
	Small and Medium Meeting Room AV Solutions				
1	Microsoft Surface Pro 11 Copilot+ PC ZHY-00008 Qualcomm Snapdragon X Plus 16GB RAM 512GB SSD Qualcomm Adreno Graphics 13" Windows 11 - Platinum with Microsoft Keyboard Cover			22	
2	Apple Ipad latest generation – Equivalent specification listed as per (SN#1). 16GB RAM 512GB SSD Qualcomm Adreno Graphics 13" Windows 11 - Platinum with Keyboard.			22	
3	Appspace Room Booking and Digital signage license and solutions must be integrated with MTR Devices.			50	
4	MTR bundle compatible with processor, microphone and control processor.			1	

#### Annual Manitenance Services

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AHA recognizes the critical importance of ongoing support and maintenance for its services, The following outlines the key components of the support and maintenance services expected from the vendor:

#### Vendor Experience

- The vendor must demonstrate a minimum of 7 years of experience in managing various AV solutions and possess a reputable presence in the market.

#### Support and Maintenance

AHA seeks a comprehensive support and maintenance solution to ensure the optimal performance and continuous improvement of its smart meeting room technologies. The vendor is expected to provide high-quality maintenance services, ensuring the tools and devices operate at peak efficiency and meet the evolving needs of the organization. The following are key expectations for the vendor's support and maintenance services:

AHA looking for support on the upkeep and optimization of its hardware and software environment, ensuring optimal performance of the tool. The vendor is expected to deliver the following:

- Adhere to AHA policies and procedures, providing support during AHA business hours and extended business hours for critical issues or emergencies.
- The vendor must adhere to AHA's business hours (Monday to Thursday, 8:00 AM to 5:00 PM; Friday, 8:00 AM to 12:30 PM).
- Support for critical issues or emergencies is required beyond regular hours, with the vendor ensuring availability for after-hours and weekends as necessary.
- Regular maintenance tasks should be scheduled after AHA working hours to minimize service disruptions.
- The vendor must ensure their roadmap, product updates, and support services align with AHA's business and technical requirements.
- Advocate for AHA's best interests by proactively addressing product updates, improvements, and feature enhancements.
- Ensure seamless communication between vendor support teams, development teams, and other stakeholders to address issues quickly.
- Promote transparency, collaboration, and shared responsibility in solving complex technical challenges.
- Provide prompt and hands-on support for smart meeting room maintenance tasks to reduce downtime and operational disruptions.
- Work closely with AHA's internal teams to offer guidance on technical issues and best practices for managing the systems.
- Provide regular maintenance services to ensure the stability, reliability, and optimal performance of all smart meeting room technologies.

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- Conduct routine health checks and performance assessments of hardware and software to proactively identify and address potential issues.
- Utilize monitoring tools to assess system health, ensuring high availability and performance across all platforms.
- Ensure quick resolution of any incidents or technical issues related to smart meeting room technologies, aiming to minimize downtime and impact on productivity.
- Implement a rapid response mechanism for critical issues and system failures that could disrupt business operations, ensuring availability of onsite support engineers when needed.
- Use proactive monitoring tools and techniques to continuously evaluate the health, performance, and availability of smart meeting room systems.
- Implement proactive measures to prevent service degradation, including software patches, firmware updates, and load balancing optimizations.
- Ensure regular software updates, patches, and firmware upgrades to address any security vulnerabilities, and improve system performance.
- Maintain all hardware components (e.g., displays, projectors, audio systems, sensors, cameras, networking equipment) with scheduled checks for performance, calibration, and testing.
- Provide remote troubleshooting and remediation to minimize downtime and ensure smooth operations.
- Perform regular backups of configuration settings and software updates, ensuring they are always up-to-date and recoverable.
- Maintain detailed documentation of configurations, procedures, and workflows to ensure consistent operations and facilitate knowledge transfer.
- Replace defective components, including cameras, microphones, speakers, and any other system parts under warranty or as part of the service contract.
- Ensure hardware replacements are available promptly to reduce downtime and maintain business continuity.
- Provide training and ongoing assistance to internal stakeholders to ensure proper use and understanding of smart meeting room technologies.
- Promote best practices for users to maximize system efficiency and enhance user adoption.
- Drive continuous improvement initiatives to optimize the efficiency, reliability, and effectiveness of the hardware and software support processes.
- Regularly assess and refine processes to enhance the support and maintenance strategy, ensuring systems remain aligned with AHA's evolving needs.
- Continuously monitor and address any security vulnerabilities, ensuring systems are up-to-date with the latest security patches and updates.
- Ensure compliance with industry standards, regulations, and AHA's internal policies in all maintenance and support activities.

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- The maintenance services shall cover all components and systems in the smart meeting rooms, including but not limited to executive screens, meeting room schedulers, displays, projectors, audio systems, control panels, sensors, cameras, and networking equipment.
- In addition, all relevant software applications, operating systems, firmware, and integration modules are included in the scope of maintenance.

### Reporting and Analytics

The managed service provider shall also be responsible for reporting and analytics tasks as part of their support and maintenance services. This includes:

- A. Analytics dashboard & report generation facility
- B. As part of their support and maintenance services, the managed service provider shall assume responsibility for reporting and analytics tasks pertinent to hardware and software management. This includes,
  - Define KPIs tailored to hardware and software support and maintenance, agreeing upon compliance tasks such as report generation frequency and SLA performance. Areas of focus may include:
  - Compliance with Service Level Agreements (SLAs)
  - Service Requests and Incidents
  - Scheduled Maintenance Activities
    - Establish mechanisms for monitoring KPIs and SLAs to ensure effective tracking and adherence.
    - Schedule monthly reports and meetings to discuss the performance of hardware and software with AHA stakeholders. These sessions should offer insights into service performance, compliance levels, and areas for improvement.
    - Utilize AHA's IT Service Management (ITSM) reporting tools and Microsoft Power BI for reporting and dashboard purposes. Ensure alignment with AHA's requirements and provision of actionable insights for decision-making.
    - Regularly maintain and update the centralized reporting dashboard to provide detailed insights into hardware and software status, usage patterns, and related metrics.
    - Implement regular updates and enhancements to reporting and analytics functionalities, providing AHA with informed decision-making insights and actionable recommendations for optimizing the hardware and software environment.

### Incident Response

As part of the support and maintenance responsibilities, the provider shall handle incident response tasks related to hardware and software. This includes:

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- Clearly define prioritization criteria for incidents based on impact and urgency, ensuring critical incidents receive immediate attention and resolution.
- Identify priority SLAs for incidents and communicate them to all stakeholders, ensuring timely resolution and adherence to service level agreements.
- Manage incidents and requests related to hardware and software through AHA's IT Service Management (ITSM) tool.
- Define escalation procedures for incidents, specifying the escalation path, responsible parties, and response timeframes for escalating issues to higher levels of support or management.
- Collaborate closely with internal teams, vendors, and stakeholders to address complex incidents and ensure effective incident resolution.

#### Alerting

As part of their support and maintenance responsibilities, the service provider shall also manage alerting mechanisms to ensure timely identification and response to potential issues. This includes:

1. Implement different types of alert mechanisms such as
  - Tools health
  - Configuration issue/error
  - Configurations changes
  - Patches
  - Etc.
2. Integrate alerting with AHA's ITSM solutions

#### Availability Service Levels (KPIs)

Security Services Availability KPI			
<b>Discription</b>	The availability of services integrated tool as a percentage of the overall availability in a given period Calculated on a monthly or quarterly basis <b>Exception:</b> for planned maintenance		
<b>Year</b>	2025	2026	2027
<b>Service</b>	<b>Targeted Availability presentation (%)</b>		
<b>Interactive Screen Uptime</b>	99.999%	99.999%	99.999%
<b>Controller Uptime</b>	99.999%	99.999%	99.999%



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Security Services Availability KPI			
Room Scheduler Uptime	99.999%	99.999%	99.999%
Qsys Uptime	99.999%	99.999%	99.999%
Speakers Uptime	99.999%	99.999%	99.999%
Microphones Uptime	99.999%	99.999%	99.999%
Integration Services	99.999%	99.999%	99.999%
Backend Services	99.999%	99.999%	99.999%
APIs Uptime	99.999%	99.999%	99.999%

Table 8 –Services Availability

#### Incident Management

The following is indicative of the service levels required to be adhered to; this may be subject to change and the master copies shall always be available from the Service Desk Section.

##### *AHA Incident Response & Resolution Time Based on Priority.*

The Priority of an Incident can be changed even when the ticket is in progress status, but a reason must be provided in the description.

The following levels of priority have been defined, including maximum Resolution time which has been agreed in Service Level Agreements (SLA's).

##### *Incident Service Level Agreement*

The following is indicative of the service levels required to be adhered to; this may be subject to change and the master copies shall always be available from the Service Desk Section.

The flowing outlines the service level expected to be satisfied by a Service Provider proposal approach.

#### Service Level Agreement

##### *New Requests SLA*

For new requests AHA shall agree with The provider on the agreed SLA for service delivery (the expectations to follow AHA standard request fulfilment SLAs)

##### *Incident Response*

The incidents shall follow the following SLA

Incident Management KPI				
Incident Priority	Priority 1 (P1)	Priority 2 (P2)	Priority 3 (P3)	Priority 4 (P4)
	(Critical)	(High)	(Medium)	(Low)
Description	Incident with severe impact on AHA business operations	Incident with major impact on AHA services	Incident with partial impact on AHA	Incident with minor impact on ADHA
Example of Incidents	<ul style="list-style-type: none"> <li>Incident resulting in the interruption of AHA services such as services tools unavailability or failure.</li> <li>Incident resulting in the interruption to AHA critical services across all channels (web, chatbot, Teams, and Mobile) due to services tools related</li> <li>Incident affecting all users</li> <li>Security breach, including exposure of confidential data or unauthorized access</li> <li>Significant Loss of data is expected</li> <li>Requires immediate and continuous support until resolved</li> </ul>	<ul style="list-style-type: none"> <li>Incident resulting in an interruption or major impairment to multiple services.</li> <li>Incident affecting all users of a service.</li> <li>Risk to data integrity</li> <li>Requires Immediate attention</li> <li>Incident resulting in the interruption to service due to PMS</li> </ul>	<ul style="list-style-type: none"> <li>Incident resulting in an interruption to some services.</li> <li>Incident affecting a group of users of a service.</li> <li>Inconsistency of data for a single user</li> <li>Requires appropriate action to be taken</li> </ul>	<ul style="list-style-type: none"> <li>Incident resulting in impact to a single user.</li> <li>Requires appropriate action to be taken</li> <li>Incident resulting from lack of training or know how connect or use hardware and software tools by User.</li> </ul>



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Incident Management KPI				
Response Time	15 minutes	30 minutes	2 hours	4 hours
Resolution Time	1 hour	3 hours	36 hours	48 - 72 hours

Table 9 –Incident Response Level Agreement



The levels of severity are derived from the following matrix that looks at urgency and impact to the enterprise:

Priority Matrix		Impact			
		Severe	Significant	Partial	Minor
Urgency	Critical	P1	P1	P2	P2
	High	P1	P2	P2	P3
	Medium	P2	P3	P3	P3
	Low	P4	P4	P4	P4

Table 9 – Incident Management Priority Matrix

#### Risk Mitigation Plan

The vendor shall identify the potential risks associated with the implementation of hardware and software tools and outline proactive measures to mitigate these risks.

#### Integration

- Vendor shall integrate the hardware and software with the following solutions
  - Entra ID,
  - Signage Solution and Outlook integration through AppSpace
  - Ensure seamless integration of hardware and software solutions with the existing IT infrastructure landscape, including:
    - Identity and Access Management (IAM Microsoft).
    - Active Directory services (Entra ID)
    - Security Information and Event Management (Sentinel) solution
    - IT Service Management (ManageEngine, ServiceNow) platforms
    - Microsoft Power BI for reporting and analytics.
    - Collaboration tools such as Microsoft Teams, Office 365 etc

#### Training and Knowledge Transfer

Training is vital for both engineers and business personnel to effectively manage and maintain hardware and software. The following training initiatives cater to the needs of both technical and non-technical teams

- Specialized sessions for support team to improve hardware and software skills, covering languages, frameworks, and best practices.
- Tailored programs for business staff on use of AV systems.
- Accessible video tutorials, documentation, and guides for continuous learning for both technicians and business staff.
- Workshops fostering cross-functional collaboration between developers and business teams to enhance teamwork and understanding.

#### Documentations

The following are requirements related to documentations readiness after the implementation:

1. Architecture design of tools and their integrations.

2. Provide comprehensive documentation for all implemented solutions and configurations.
3. RACI matrix) standards, workflow and processes.
4. Standard Operational Procedures (SOP) and Playbooks for the tools
5. Complete workflows for services
6. Admin guidelines, tutorials, and knowledge base resources to assist users in installation, configuration, troubleshooting, and best practices.
7. Integration standards with mentioned tools and solution including API requirements (considering all use cases)

#### Deliverables

The following is a list of milestones that shall be delivered. The provider is opted to have/breakdown more deliverables where possible:

- Project management documents. This includes project plan, resource plan, risk register, weekly progress reports etc, as per the project management
- Trainings
- Deliver documentation
- Create tools landscape, document all requirements and workflows, etc.
- Testing and fine tuning
- RACI matrix and standard SLA terms for operating, supporting and maintaining the system.
- Final documentation
- Technical training
- Go-live

#### Project Plan

A well-defined project plan is crucial for the successful implementation of the smart meeting room hardware and software management strategy. The vendor is expected to present a roadmap of the execution in phases.

Project Phases	Duration
Kick off	T0
Delivery, installation and integration	T0 + XX days
Testing and fine tuning	T0 + XX days
Documentation sign-off	T0 + XX days
Technical Training	T0 + XX days
Go Live	T0 + XX days
Hybercare post go live for 3 months	T0 + XX days

Table 1 – Project Timelines

- The provider shall provide a detailed project plan with key milestones and dependencies and cover the implementation of all requirements set forth in this document as part of the technical proposal,
- The provider shall update the project progress on a weekly basis and escalate if any issue is encountered during the implementation.
- Software warranty shall be for one year starting from the go-live date. This includes deploying major and minor updates of any kind
- For systems on cloud whether SaaS, PaaS or IaaS service must be hosted in the UAE
- AHA shall have the right to cancel or void the contract for any reason after giving a notice period of 2 (two) months
- Payment schedule for pre-go-live can be based on the percentage % of deliverables set forth in section 3.8 and between both AHA and the provider during the contracting phase. Payment schedule for maintenance and support shall be as per the procurement department processes in agreement with provider.

Note: The project implementation team is required to be physically present at AHA offices during the implementation, and remote implementation is strictly prohibited by AHA. Any attempt at remote implementation shall be considered project delay and breach of contract by the provider.

### **Documentation Requirement**

- The following documents must be submitted as part of the technical submittal. Incomplete documentation may lead to disqualification or exclusion of the bidder:
  - Company profile
  - Company financial status for the current year and the last two years
  - Compliance statement for this document (provide detailed compliance)
  - Bill of Materials with country of origin
  - Partnership letter with the manufacturer of the proposed solution
  - High-Level Design Document (HLD/Schematic)
  - Low-Level Design Document (LLD/Detailed System Description)
  - Network Security Protocol Documentation
  - Detailed Project Implementation Plan
  - Method statement, including risk assessment
  - Completed project references for similar projects proposed
  - CVs and credentials of workforce
  - CTS/AVIXA and related certifications for workforce
  - Technical data sheets
  - Conceptual design of the proposed solution.
- Submit handover documentation, including the Operation Manual, Acceptance Test, Commissioning Checklist, Device Manual, As-built Schematic Diagram, configuration file with GUI, and other related documents at the time of handover.
- The contractor must obtain a letter from the manufacturer indicating the estimated time of arrival (ETA) for the list of items at ADHA HQ as part of the submission.
- Documents specified in Clause 2.27 must be submitted and approved before proceeding with the work.
- The Operation Manual shall include the following:

- User Operation Guide
- Equipment list (both existing and new)
- Commissioning checklist
- Test Report
- Maintenance procedures and methodology
- Service methodology
- OEM Warranty certificate
- User Acceptance Test (UAT)
- Device/Appliance Manual

تفاصيل التكلفة - Bill of Quantities/ Deliverables

#	Description	UOM	Quantities	Unit price	Total Price
1	Small Meeting Rooms Solution – as per specification 1		3		
2	Medium Meeting Room Solution – as per specification 1		1		
3	Large Meeting Rooms Solution – as per specification 2		2		
4	Board Room Meeting Rooms Solution – as per specification 3		1		
5	Annual Maintenance for 1 year (renewable)		1		
6	Appspace Room Booking and Digital signage license <b>(Optional Quote)</b>		50		
7	MTR bundle compatible with processor, microphone and control processor <b>(Optional Quote)</b>		1		
8	Installation and professional charges		1		
9	Microsoft Surface Pro – As per specification in optional Items <b>(Optional Quote)</b>		22		
10	Apple iPad - As per specification in optional Items <b>(Optional Quote)</b>		22		
11	Onsite Engineer for 3 months <b>(Optional Quote)</b>		LS		
12	Onsite Engineer for 6 months <b>(Optional Quote)</b>		LS		
	<b>Total AED</b>				

Provide additional Quotes for following:

Additional Meeting Rooms (Future Requirement) : To be considered in the frame agreement.

#	Description	UOM	Quantities	Unit price	Total Price
1	Small Meeting Rooms Solution – as per specification 1		1		

2	Medium Meeting Room Solution – as per specification 1		1		
3	Large Meeting Rooms Solution – as per specification 2		1		
4	Board Room Meeting Rooms Solution – as per specification 3		1		

#### Evaluation Criteria / معيار التقييم

Weightage الوزن (%)	Criteria / معايير	S. # / م
10%	Bidders Profile / الملف الشخصي لمقدم العطاء	1
20%	Bidders Qualification/Experience / مؤهلات / خبرة مقدمي العطاءات	2
15%	Technical Approach / النهج التقني	3
15%	Delivery and Timeline / التسليم والجدول الزمني	4
40%	Compliance to the Specifications / الامتثال للمواصفات	5
100%	Total / المجموع	
70%	Minimum Successful Threshold/ الحد الأدنى للنجاح	

#### Evaluation Approach / نهج التقييم

- فني / Technical - (70%)
- مالي / Financial - (18%)
- ICV Certificate (12%)