

Implementing a complete Video Wall Display System at
S.Hithadhoo Contact Center

1. Introduction

Bank of Maldives Plc invites for proposals from the experienced and eligible bidders for implementing a complete Video Wall Display System at our S.Hithadhoo Contact Center.

2. Objectives of the RFP

- 2.1 Bank of Maldives intends to procure and install a High Definition (HD LED) 2 X 2 Video wall display System of 55" panels. The display panels should be in landscape configuration, 2 rows high and 2 columns wide. The total 4 display units must be as per technical specifications mentioned in Annexure-i and as per terms and conditions mentioned in forthcoming clauses of this RFP document.
- 2.2 The successful bidder must install, and integrate a fully functional and operational video wall display system and any additional hardware, software and wiring required within the contact center
- 2.3 The proposed design must include all aspects of video wall construction and installation including all equipment specification, technical details, device interfaces, design drawings and control software specifications as per the site requirement and conditions.
- 2.4 Video wall design must be fully configurable, scalable, and capable of supporting total control and matrix of video sources onto any video monitor devices in a completely flexible and extensible manner through the provided equipment and software. In addition, the video wall system shall support and allow for future functionality with the continued addition of multiple video sources, without separate, cost by the device.

3. Scope of work and Requirement

- 3.1 Supply, Installation, testing and commissioning of 2 X 2 Video wall display System of 55" each i.e. the total of 4 display units.
- 3.2 Mounting kit & other accessories should be provided by the bidder as per site requirement and conditions.
- 3.3 The Solution should provide audio and video.
- 3.4 The vendor should supply, install, and commission the necessary hardware and software in the contact center.
- 3.5 The wall board should be designed and installed, considering that maintenance task has to be carried out regularly. Wall mounting brackets must be a pop-out design that can extend up to a minimum 12" (12 inches) to give rear-screen access for display adjustment. The bracket must be designed for front maintenance and easy servicing.

- 3.6 The video-wall mounting brackets must support micro-adjustment, vertical, tilt and swivel adjustments, to provide exact display alignment and an optimum viewing angle.
- 3.7 All the connected power and video interface cables must be laid out neatly and professionally. All the cables must be properly secured, and zip tied so that there will not be loose connections.
- 3.8 All the Panels must be labeled for easy identification when assembling and disassembling. All the power and display cables must be labeled on both ends for easy identification.
- 3.9 The vendor should support the implemented solution from the date of acceptance and signoff by Bank.
- 3.10 An annual maintenance contract (AMC) needs to be signed between the vendor and Bank of Maldives Plc. The AMC should cover below
- i. Warranty and support terms.
 - ii. Duration of the support contract must be minimum two (2) years from the date of acceptance.
 - iii. On-site repair terms.
 - iv. List of the hardware/software that will be covered in the warranty and support period.
 - v. List of critical spares needed for critical components and the spares that will be stocked locally by the vendor.
 - vi. All the spare items would be kept in vendors premises.
 - vii. All the logistics and the financial cost included for the order and supply of the critical spare items should be borne by the vendor.
 - viii. Primary and Secondary contact details of field technicians.
 - ix. Incident/problem/issue reporting and escalating procedure and flow.
- 3.11 The minimum manufacturing warranty period required for the video wall system is 3 years.
- 3.12 The vendor should own the responsibility of maintaining the System during the warranty period.
- 3.13 The vendor will provide necessary training to the operation staff engaged by the Bank and the staff of the Bank involved in the video wall. The training will cover administration, usage, troubleshooting etc.
- 3.14 Vendors are expected to offer solutions covering all the functionality as mentioned in this RFP document. Incomplete responses are liable for disqualification.
- 3.15 Back-to-Back Original Equipment Manufacturer (OEM) support should be available for the maintenance, support, replacement, upgrade, vulnerabilities assessment based on periodic bulletins issued by the OEM during the warranty period. The solution vendor's Helpdesk must be available 24*7 for components and should be accessible by the Bank via Web, Phone, and email.
- 3.16 After completion of the warranty period of three years, 24*7 technical supports should be available from OEM.
- 3.17 All the core components must be covered by the OEM and supported 24/7.

- 3.18 Installation should be professional, neat, and clean.
- 3.19 The bidder must supply and install the necessary licenses, software and meet the specifications of the RFP. The cost of such licenses should be included in the total cost of the system. Bank will not pay any additional cost/charges for the same.
- 3.20 The proposed solution's hardware and software should be upgradable to meet the future requirement without any degradation in the quality of the video wall.

4. Wall measurements and inspection

- 4.1 Measurements of the proposed video wall area will be provided to the bidders during the information session.

5. Proposal Evaluation

The evaluation of your response to this Request for Proposal will be based on

- i. Cost Competitiveness (financial)
- ii. Project Experience (Technical)
- iii. Project Delivery Timeline
- iv. Company profile

6. Evaluation Criteria

Criteria	Weightage	Details
Price	70%	The total price to cover the scope of work
Experience	10%	Experience scoring based on number of reference letters submitted base on providing, maintaining, and implementing video wall systems with a minimum period of 3 years (minimum one reference letter should be submitted)
Delivery	15%	Duration to install upon order confirmation
Profile	05%	Company profile

7. Eligibility Criteria

Bidders meeting the following criteria are eligible to submit their Bids along with supporting documents. If the Bid is not accompanied by all the required documents supporting eligibility criteria, the same would be rejected:

- The bidder must have experience in providing, maintaining, and implementing video wall systems with a minimum period of 3 years as of 31.12.2020.
- The Bidder/system integrator should provide MAF (Manufacturer's Authorization Form)
- Bidder Should submit the details as per ANNEXURE 1

ANNEXURE 1

General Technical Specification (Video Wall)

Hardware Specification				
Description			Details to be filled by the Vendor	Complied (Y/N)
High Brightness Video Wall Panel				
Screen Size (Diagonal)	55” – Quantity 4 (2X2 Video Wall)			
Panel Technology	IPS			
Backlight	LED			
Aspect ratio	16:9			
Native Resolution (H X V)	1,980 x 1,080			
Brightness	≥ 1500 cd/m²			
Orientation	Landscape & Portrait			
Viewing Angle (HXV)	178° X 178°			
Response time	8ms (G to G)			
Panel Surface Treatment	Anti-Glare			
Input	HDMI, DP (other inputs to be defined by the vendor)			
Output	DP (other outputs to be defined by the vendor)			
Power	100-240V – 50/60Hz			
Bezel Width	≤ 3.5 mm (Bezel to Bezel) 2.25 mm (L/T) / 1.25 mm (R/B)			
Accessories	Remote controller, Power cable, DP cable, Manual (other accessories to be defined if any)			
			Details to be filled by the Vendor	Complied (Y/N)
Video Wall Landscape Mounting System				
Wall Mounting Brackets	Wall mounting kit (Specification to be defined by the vendor)			
Cables & connectors	All the required cables and connectors should be defined and provided as part of the proposal.			

	Video Wall Control Workstation		Details to be filled by the Vendor	Complied (Y/N)
	Chassis	Micro Tower or Workstation		
	Processor	Intel i7 Gen11 8Core 3.0Ghz or Higher (Specification to be defined by the vendor if different brand/model)		
	Graphics Card	Nvidia Quadro 5GB (Specification to be defined by the vendor if different brand/model)		
	Memory	16GB DDR4 (Specification to be defined by the vendor)		
	OS Drive	2 X 256GB SSD (Hardware Redundant)		
	Keyboard	Wireless Keyboard		
	Mouse	Wireless Mouse		
	Power	BS-Standard		
	Warranty	3 Years Parts/Service		