– 2017 *Jóvenes a Programar* Public Competitive Tender –

REMOTE DESKTOP

TECHNICAL APPENDIX

1. OBJECTIVE

The Ceibal Centre is calling for public competitive bids for the procurement of a software tool for remote desktop control as part of the *Jóvenes a Programar* project. The target is a stable market tool rather than a tailor-made product.

2. INTRODUCTION

The *Jóvenes a Programar* project, supported by the Uruguayan Chamber of Information Technologies, will provide training in programming for 6,000 young people across the country with no previous experience. The duration of the project is an estimated three years. In the first year, the project will train 1,200 young people divided into 50 groups of 24 students, and in the second and third years it will train 2,400 each year divided into 100 groups.

The training will focus on .Net, GeneXus, web programming and testing. The courses will last an estimated nine months, and the Ceibal Centre will provide the necessary materials, including the computers that the students will use on loan during the course.

The classes will be conducted by specialized Ceibal Centre staff, and the curriculum will be implemented through videoconferencing by leading staff of technological companies associated with the project.

The practical classes will have 2 remote teachers to cover a group of 24 students who will work in teams of 2 people with one computer. The teachers will monitor and control the students' device remotely so as to assist them, make corrections and reinforce knowledge.

3. SPECIFICATIONS

This section describes the mandatory requirements for the target product.

3.1. MANDATORY REQUIREMENTS
3.1.1. Remote Computer Control
The tool must allow the user to control several computers simultaneously.

To verify the suitability of the tool, this requirement will be checked with test users or through a demo of the product during bid assessment, **with the computers to be used during the project**. For the characteristics of the computers to be used during the project, see Appendix III.

3.1.2. Connection from different networks
The computers must connect with each other even if they do not belong to the same local network and over the Internet.

3.1.3. Access Lists
The computer taking control of others during the session should be able to add computers or contacts as favourites, or create quick access lists.

3.1.4. Remote computer access mechanism
Access to a remote computer **cannot depend on the IP address of either of the computers**. It should be possible to control a remote computer by knowing, for instance, one single set of authentication credentials, a session id, or another mechanism that does not rely on knowledge of network data. The bidder must specify the access mechanism clearly.

3.1.5. Connecting to multiple devices from one device
It should be possible to comply with the following scenario: a teacher should be able to remotely control at least 12 computers simultaneously from his or her own computer.

According to the format of the practical classes (see section 2. INTRODUCTION), these 12 computers are those to be used by each 2-student group working with one machine.

3.1.6. Operating System
The tool must be available for Windows 10 Pro 64 bits.

3.1.7. Support and maintenance
As part of the proposed solution, the bidder must provide support and maintenance services under the following conditions:

● Available from Monday to Friday
● Available from 9.00 to 20.00 UYT
● The costs associated with this service must be fully included in the total cost detailed in the financial bid.

3.2. MANDATORY TECHNICAL DOCUMENTS

The bid must include at least the following technical documents:

3.2.1 User's manual for all the user profiles contemplated by the tool (administrator, client, etc.)
3.2.2 System requirements for all the components of the solution

3.2.3 Network requirements to support connection to at least 12 remote computers.

4. SCALABILITY PLAN

The bidder should specify how the solution is scaled to meet the estimated demand in the second and third years (see section 2. INTRODUCTION) in terms of the number of users and/or infrastructure, if applicable.

5. DELIVERY DEADLINE

The bidder must specify in his bid the mechanism and time by which the service will be operational.

6. BID

The bidder must submit his bid in accordance with the guidelines set out in this section. **The Ceibal Centre reserves the right to reject any submitted bids that do not conform to these rules.**

6.1. SUBMISSION AND HOW TO QUOTE

The bidder must submit his bid as follows:

- Folder 1: Technical bid
  - Compliance table in APPENDIX I, **with all items completed.**
  - Documentation table in APPENDIX II, **with all items completed.**
  - Scalability plan.
  - Support and maintenance.
  - Delivery deadline.
- Folder 2: Financial bid
  - Cost and description of the pricing scheme of the product, including the first year, the scalability plan submitted for the subsequent years, and the support and maintenance costs of the tool.

This folder should present the breakdown of **all costs involved** in operating and supporting the solution components, keeping them updated, and meeting the demands of use during the three-year project.

If the user scalability plan involves changing costs in other aspects (infrastructure, support, maintenance, etc.), the changes should be made explicit in the bid.

The bidder may submit several pricing schemes contemplating all the requested costs.

The tax treatment of the bids will depend on the contract scheme, which may be the SaaS (Software as a Service) approach, or another modality submitted by the bidder. A SaaS product is assumed to have the following features:

- The product can be used from any computer (compatible with the product requirements), anywhere, as long as the number of authorized users or access keys is not exceeded.
- It is not necessary to install any software on the computers, or, if required, there are no limits to the number of installations, which makes operation from different computers possible with one single user or access code, not simultaneously.
- User or access key administration is centralized on the bidder's servers.
- The bidder is responsible for the availability and maintenance of centralized services.

Under the provisions of the General Terms and Conditions, the bid must include the corresponding taxes.

Comments on Pricing

It is desirable, but not compulsory, for the pricing scheme to be an annual rate, according to the volume bands of simultaneous remote connections.

However, if the product is marketed under another scheme, the bidder must specify it in detail in Folder 2: Financial bid.

6.2. DEMO

If deemed necessary, the Ceibal Centre may request a demo of the product to verify its performance and compliance with the requirements. The demo can be done in person or remotely on a date to be agreed with the bidder after bid opening.

6.3 TEST USERS

The Ceibal Centre will appreciate the availability of test users so that it can assess the tool and verify its performance and compliance with the requirements before the successful bidder is announced. The Ceibal Centre may request the bidder's technical assistance during this process.

7. CONFIDENTIALITY AND PROTECTION OF PERSONAL DATA

The Company awarded the contract expressly commits itself to the strictest confidentiality regarding all the information that it processes or uses during its relationship with the Ceibal Centre. Confidential Information includes, among other data, the following information: any business procedure, plan or strategy, proprietary information, software, tool, process, images, personal data, methodology, business information and secrets, and other information and material belonging to Ceibal or to students, beneficiaries and research centres that may be obtained by the Company from any source or could be developed as a result of this contract.

The Company undertakes to treat the personal data to which it may have access under
this contract in accordance with Law No. 18331, of August 11, 2008 and Decree No. 414/2009, of August 31, 2009, only for service provision and as part of the contracted service, and it may not use them for any other purpose, or for its own benefit, whether for free or not, nor assign, communicate or transfer them to third parties, unless prior authorization is granted by the Ceibal Centre.

Under no circumstances should access to personal data be understood as a transfer or permission for its free use by the Company.

The Company undertakes to adopt the necessary security measures to guarantee the security and confidentiality of the personal data, and prevent it from being tampered with, lost, accessed, or misused, as well as to detect information leakage.

In the event that personal data are temporarily stored outside the national territory, the Company must ensure that the importer is located in countries whose standards are considered to be suited to European data protection standards, in accordance with Directive 95/46/EC of the European Parliament and of the Council, its amendments, and related and complementary rules. Otherwise, the Company undertakes to secure the consent of the holder of the data for their transfer to an unsuited territory, or ensure that the importer adheres to the Privacy Shield framework, has undersigned standard contract clauses with the exporter or has a registered Code Of Conduct with the relevant international data transfer authorization processed before the *Unidad Reguladora y de Control de Datos Personales* (Unit for the Regulation and Control of Personal Data), in the latter two cases.

At the end of this contract, the Company undertakes to return or delete from all its physical and logical files and systems, whether owned or contracted to third parties, all personal data accessed, obtained or processed under this contract, as well as the associated metadata, if applicable and without prejudice to the particularities of each service, which will be considered by the Ceibal Centre in the specific case for the fulfilment of this obligation.

For the purposes of this agreement, personal information is considered to be information of any kind related to certain or ascertainable natural or legal persons, by way of example, any numerical, alphabetical, graphic, photographic, acoustic or any other information directly or indirectly relating to them, in accordance with the provisions of section 4 of Law No. 18331 and sections 1 and 4 of Decree No. 414/009.

9. APPENDIX I: COMPLIANCE TABLE

SPECIFICATIONS		COMPLIES		OBSERVATIONS
MANDATORY REQUIREMENTS		Yes	No	
3.1.1	Remote Computer Control			
3.1.2	Connection form different networks			
3.1.3	Access lists			
3.1.4	Remote computer access mechanism			
3.1.5	Connecting to multiple devices from one			

			Yes	No	
	device				
3.1.6	Operating System				
3.1.7	Support and maintenance				

10. APPENDIX II: DOCUMENTS

	DOCUMENTS	COMPLIES		OBSERVATIONS
		Yes	No	
3.2.1	User's Manual for all the user profiles contemplated by the tool			
3.2.2	System requirements for all components of the solution			
3.2.3	Network requirements to support connection to at least 12 remote computers.			

11. APPENDIX III: TECHNICAL SPECIFICATIONS OF THE COMPUTERS

Operating System
Windows 10 Pro 64 bits

System kernel and processor
CPU: Intel® Celeron® N2808 (1.58GHz X2) 1MB L2 Cache, 22nm

RAM
8GB DDR3

Storage
Memory: 500GB SATA

Audio
Audio subsystem
Internal speakers and amplifier
Built-in microphone
Connection for microphone and external speakers

Display
Screen: LCD LED 11.6" HD
Resolution: 1366 x 768

Camera
Built-in colour video camera

Resolution: 1 MP 1920 x 720 HD

Connectivity
Intel Dual Band Wireless-N 7260 (802.11a / b / g / n) 2x2 2.4GHz, + Bluetooth 4.0

Expansion Ports
2 USB 2.0 ports
1 USB 3.0 port
1 HDMI output
1 VGA output
1 earphone output jack
1 microphone input jack
1 RJ-45 LAN jack
1 charger jack
1 memory multi-reader

Battery
Autonomy: more than 3 hours (with normal power profile)

The computers will run the following software packages, in addition to the product tendered by the bidder:

Genexus	.NET	Java	Web UI
Genexus 15	Visual Studio 2015 Community Edition	Java	Visual Studio Code
Android Emulator	SQL Server 2016 developer edition	Alice	Node js
SQL Server 2016 developer edition		Greenfoot	Google Chrome
Framework .NET 4.6			