Copperfield
COLLEGE

Request For Tender (RFT) – Interactive Panels

Reference Number: 20112025

Submission Details:	Closing Time:	4pm AEST, December 4th, 2025
	Place of Lodgement:	Copperfield.co@education.vic.gov.au
	Receiving Staff Member:	Julie Rogers, College Business Manager

CONDITIONS

1. *[RFT]* Presentations

Copperfield College ("the School") does not warrant the accuracy of the content of the RFT. The School will not be liable for any omission from the RFT

2. Confidentiality

The School may require persons and organisations wishing to access or obtain a copy of this RFT (or information relevant to this RFT) to execute a deed of confidentiality in a form required by, or satisfactory to, the School before or after access is granted.

Whether or not execution of a deed of confidentiality is required by the School, all persons obtaining or receiving this RFT and any other information in connection with the RFT must keep the contents of the RFT and such other information confidential and not disclose or use that information except as required for the purpose of developing a response to this RFT

3. Tender/Quotation Documents

All responses to the RFT and any accompanying documents will, upon submission, become the property of the School. The School will not return any of these documents.

By submitting a response to this RFT, an Invitee licenses the School to reproduce the whole or any portion of the documents which it has submitted for the purposes of, or in connection with, its evaluation, notwithstanding any copyright or other intellectual property rights that may subsist in those documents.

4. Enquiries

Enquiries concerning the RFT must be made to the following Tender/Quote manager:

Name:	*Julie Rogers*
Title:	College Business Manager
E-mail:	Copperfield.co@education.vic.gov.au

All enquiries concerning the RFT must be in writing and can only be made up to *three (3) days* prior to the Closing Time.

The School will respond to enquiries correctly lodged in accordance with the above conditions in writing and the response from the School will be provided to all potential Invitees to the RFT.

5. Late Tenders/Quotations

If a Tender/Quotation is lodged after the Closing Time, it may be disqualified from the RFT process and may be ineligible for consideration unless:

- The invitee can clearly document to the satisfaction of the School that an event of exceptional circumstances caused the Tender/Quotation to be lodged after the Closing Time; and
- The School is satisfied that accepting a late submission would not compromise the integrity of the market approach.

The determination of the School as to the actual time that the Invitee's response is lodged is final. All Tenders/Quotations lodged after the Closing Time will be recorded by the School. The School will inform an invitee whose Tender/Quotation was lodged after the Closing Time of their ineligibility for consideration.

6. Incomplete Tenders/Quotations

If a Tender/Quotation does not include all the information in the format required by the RFT or is incomplete in any way as determined by the School in its sole discretion, it may be rejected.

7. Validity of Tender/Quotation

A tender/quotation will be valid for acceptance by the School for a period of 90 business days from the Closing Time. This period may be extended by mutual agreement between the parties.

8. Unauthorised Communication and Improper Assistance

Invitees are required to direct all communications through the Contact Person, unless advised otherwise by the Contact Person or the School. Invitees are required to meet or exceed the government's supplier code of conduct - http://www.procurement.vic.gov.au/Suppliers/Supplier-Code-of-Conduct. Unauthorised communication and/or seeking to obtain assistance of employees, agents or contractors of the School in preparation of their proposal may, in the absolute discretion of the School, lead to disqualification of a RFT submission.

9. Reservation

The School reserves the right to, in its absolute discretion, refuse to consider or accept any Tender/Quotation or all Tenders/Quotations. The School will not necessarily accept the lowest priced tender nor any other tender. The School further reserves the right to:

a) reject all Tenders/Quotations without giving reason for the rejection; and
b) accept a portion or the whole of any Tender/Quotation at the price or prices quoted unless the Tender/Quotation states specifically to the contrary.
c) negotiate with one or more Invitee's and allow any Invitee to vary its Tender/Quotation

10. Preferred Supplier

Selection as a preferred supplier does not give rise to a contract (express or implied) between the preferred supplier and the School for the supply of Goods and/or Services. No legal relationship

will exist between the School and the preferred supplier until such time as a binding contract is executed by both parties.

RFT DETAILS

1. **Background**
   Copperfield College is in the South Western Region of the Department of Education and Training which services a large area and surrounding community of inner northern metropolitan Melbourne, approximately 30 kms from Melbourne CBD. The school has a current student population of approximately 1900 secondary students, and there are 3 separate campuses.

2. **Scope**
   The college wishes to purchase interactive panels for all classrooms across all campuses, to enhance the school's future teaching and learning needs. Technical performance, practical classroom suitability, security and privacy safeguards, long term viability, warranty, are all factors which will influence the college's decision on the preferred supplier. A superior education-focused software experience is essential.

3. **Statement of Requirements**
   4 Units of 75" interactive panels
   94 units of 86" interactive panels
   11 units of motorized stands to support 86" panels.
   Installation to be included in the pricing
   Training to be included in the pricing

4. **Important Dates**
   Installation to occur over the 2025 Christmas school break (after December 19th 2025 and before January 27th 2026).

5. **Relationship Management**
   Contract Manager: Julie Rogers, College Business Manager. Phone 03 93075555. Email is

Copperfield.co@education.vic.gov.au

6. **Reporting requirements**

   Any matters which arise that may be deemed to materially affect the development of the project should be communicated to the School Project Manager (Shaik Ahamed Mohideen)within twenty-four (24) hours of the matter being known to the Contractor.

7. **Insurance**
   Pursuant to the attached terms and conditions, insurance provisions shall include:

Insurance	Minimum Amount
Public Liability	*Public liability insurance: $AUD 20 million in respect of any one occurrence and for an unlimited number of claims.*
Product Liability	*As above*
Professional Indemnity	N/A

8. Pricing

Provide details of your pricing for the specifications, using the format set out in the tables below.

Goods

Item no.	Description	Qty.	Rate (excl. GST)	GST	Total

Other expenses, including disbursement and reimbursements

Item	Description of expense	Rate (excl. GST)	GST	Total

9. Submission

The submission process and timelines are set out in the 'Submission Details' section on the first page of this document.

10. Selection Criteria

The selection criteria for this project are:

See the "Questions" sheet below.

Vendor Name :

1) Warranty, repairs & spare parts

1. What is the exact warranty period (years) for the display panel, internal electronics (boards/OPS), accessories (pens, remotes, speakers), and mounting hardware? Please provide the warranty document.
2. Does the warranty include **on-site** repair or is it back-to-base? What is the cost for on-site versus depot repair? If on-site, will it incur any field servicing costs? If back-to-base, what about freight and shipping costs?
3. What are SLA response and repair times for service calls (e.g., acknowledgement within X hours, on-site within Y business days)? Are these guaranteed in writing?
4. Do you provide DOA (dead-on-arrival) replacement policy? What is the cut-off (e.g., 14/30 days)? Will there be costs to send DOA boards back?
5. Are extended warranties available (cost and options)? Any region-specific or school level (primary and secondary schools) differences?
6. Do you provide loaner/temporary units while repairs are performed for schools? If so, how many and for how long? If so, when will the temporary units be sent out and set up? Who does this setup? Does it cost any extra?

2) Remote management (RDM), monitoring & updates

8. What remote device management (RDM) solution is included? Can you demo the management console and show central tasks (push apps, remote reboot, remote touch control, firmware updates, asset inventory)?
9. Is there a cloud or on-premises option? Any per-device subscription fees?
10. Can the management system push OS and firmware updates centrally and schedule them out of school hours? What is the cadence for firmware/security updates?
11. Can you remotely lock/wipe devices, broadcast messages, or take remote screenshots? Is "take control" (mouse/keyboard/touch) supported?
12. How are devices monitored (uptime, offline alerts)? Can it export usage reports for auditors?

3) Software, licensing & compatibility

14. Which OS runs on the display (Android / Tizen / Windows / Linux)? If Android, what version and can it be updated?
15. What education/annotation software is included and for how many teacher accounts/licenses? Are there recurring license costs?
16. Does the board support running an external Windows/OPS PC or have an integrated PC option? Are OPS modules vendor-specific?

17. Does the display integrate with our LMS (e.g., Google Workspace for Education, Microsoft Teams/OneDrive, Compass)? Any extra connector fees?
18. How many simultaneous touch points are supported? Are multi-user drawing tools included?
19. Are there restrictions on installing third-party apps (Play Store access, EDLA certification) or blocking unwanted apps via MDM?

4) Security & privacy

20. How are admin credentials and remote sessions secured (TLS, 2FA)?
21. Where are cloud management servers hosted (region/country)? Do they comply with local Australian student data/privacy laws (e.g., local education privacy requirements)?
22. How is sensitive data (recordings, screen captures, student and staff info) stored and for how long? Can it be purged by the user or on request?
23. What logging/audit capabilities exist? Are logs exportable for compliance?

5) Hardware & AV performance

24. Screen sizes and resolution options available (give model numbers for 75", 85").
25. Brightness (nits), contrast ratio, panel technology (IPS vs VA), expected lifetime hours, and anti-glare coatings.
26. Native resolution (4K?) and scaling behaviour when external devices are connected.
27. Touch technology (IR, capacitive, InGlass). How many simultaneous touches? Pen latency (ms)? Is palm rejection included?
28. Is pen/stylus passive (no battery) or active? How many pens per display, replacement cost?
29. Built-in camera and microphone specs (if any), integrated speakers (watts), and support for external webcams/soundbars.
30. Does the unit include an OPS slot? Which OPS modules are compatible? Any vendor lock-ins?

6) Installation, mounting & power

31. Do you provide installation services (including VESA-mount mounting, 1st fix cabling, power installation)? Cost per unit?
32. What mounting brackets / security locks are supplied? Do you recommend secure fixings for mobile trollies?
33. Preferred mounting height and recommended clearances for 75–85" models? Do you provide an installation checklist for site readiness?

7) Network, conferencing & BYOD

35. Does the board support wired Ethernet and dual-band Wi-Fi (802.11ac/ax)? Can it be locked to our guest network?

36. Is Miracast, AirPlay, Chromecast or vendor screen-share supported? Any licensing or app needed?
37. Does it include native video-conferencing (Teams/Zoom) apps or certified integration for peripherals (USB camera, PTZ)?
38. Can the built-in camera/mic be disabled for privacy?

8) Training, onboarding & documentation

39. What teacher training is included (hours per site, number of staff, on-site vs remote)? Cost for additional training?
40. Do you provide user guides, admin guides, and a knowledge base? Are they localised?
41. Do you provide change management / lesson templates or learning resources?

9) Trials, acceptance & references

42. Please provide references for at least two schools/districts with deployments over 50 units (contact and deployment details). Ask for uptime and support feedback.

10) Procurement, lead time & commercial terms

45. What is the lead time for delivery? Can you provide an exact deadline for a device batch of roughly 4 x 75-inch boards and 94 x 86-inch boards? Are models subject to obsolescence or discontinuation risk right after purchase?
46. Do you offer volume discounts, education pricing, or staging discounts for phased delivery? Show exact pricing per band.
47. Are installation, training and spare parts included in the quoted price or quoted separately? Show line-item costs.
48. What are payment terms and options (milestone payments, invoice on delivery)? Any financing/lease options?
49. Do you provide asset tagging, serial number list and documentation for each unit?
50. What are the terms for returns, cancellations and restocking for bulk orders?

11) End-of-life, recycling & sustainability

51. What is the expected end-of-life (EOL) policy and trade-in or buy-back options?
52. Do you offer eco / recycling pickup for old boards? Any associated cost?

Suggested SLA / acceptance terms to request (examples)

- Acknowledgement of support tickets within 4 hours (business hours).
- On-site engineer visit within 3 business days for critical issues (or replacement unit shipped next business day).

- DOA replacement within 14 days with supplier-covered freight.
- Firmware/security patching schedule: released within 90 days of discovery for critical vulnerabilities.
- Minimum 95% uptime target for devices outside scheduled maintenance windows (track via remote monitoring).
- Loaner units: at least 1 guaranteed loaner per campus deployed for the duration of warranty period.

BIDDER RESPONSE

(Complete and Submit to the School)

Reference Number:

RFT Title:

Supplier Details

Trading Name:

Registered Name:

ABN: ACN:

Address:

Small to Medium Enterprise: Small: ☐ Medium: ☐ Large: ☐

Note: Small to Medium Enterprises (SMEs) are defined as firms with less than 200 full time equivalent employees. Under 20 full time equivalent employees is defined as Small, 20-199 full time equivalent employees is defined as Medium and 200 plus full time equivalent employees is defined as Large.

Contact Details

Contact Person:

Role:

Telephone: Mobile:

Email:

I/We offer to supply the goods and/or services specified in this RFT/RFQ; at the fees/charges specified; within the agreed period; under the terms and conditions included and any special conditions as may be specified.

Signature:

Name:

Date:

Instruction to the bidders on how to submit your proposal

The Quote/Tender should include:

a) An overview of how you will meet the specification requirements

b) Details of your knowledge and previous experience relevant to the required procurement

c) Detail of your business's resources and systems to support the delivery of the required procurement. Include names and qualifications of staff; be specific about their role in the delivery of the procurement

d) Details of any value adding factors, such as innovation, local job and sustainability initiative (if applicable)

e) Responses to the selection criteria/Questions sheet

f) Pricing Schedule using the table provided in the RFQ details.

g) Include a statement that indicate that you fully accept the proposed terms and condition. If not, include a list of proposed departure(s) from contract terms and conditions for the school's consideration.

h) Declaration of any conflict of interest (potential or real) and how this may be managed

i) Detail your financial capability to deliver the goods or services

j) Details of your public, product and professional insurances held

k) Any other relevant information