

Annex A

Description of Items/Services:

1. Customer Service Terminals

- **Quantity:** 22 items
- **Display:** Minimum 18.5" LED, 768*1366 resolution
- **Processor:** Minimum Intel Celeron dual-core or equivalent
- **Memory:** Minimum 4 GB RAM
- **Storage:** Minimum 120 GB
- **Touchscreen:** Capacitive multitouch
- **Operating System:** Latest version of Android or equivalent (Windows, Linux)
- **Connectivity:** Built-in thermal printer with auto cutter, print speed of at least 160mm/s, and paper roll diameter of 60mm
- **Power Supply:** 220 AC, Frequency 50 Hz
- **Metal Case:** 1.5mm thickness (minimum)

2. High-speed Thermal Printer

- **Printing Speed:** Minimum 200 mm/sec
- **Paper Size:** Width: 80 mm, Printing Width: 72 mm, Thickness: 59-150 micrometer

Scope of Work:

- Supply and delivery of fully functional customer service terminals and high-speed thermal printers to addresses mentioned in Annex D.
- Vendor must ensure all equipment is fully operational and ready for use upon delivery.

Deliverables:

- Fully functional monitors delivered and mounted as specified
- Installation and configuration report, including serial numbers and functionality confirmation
- Training completion report detailing attendees and topics covered
- Maintenance and support plan (minimum 1 year)

Timeline:

- The delivery should be completed within **60 calendar days** from the date of contract signing.
- Any delays or non-compliance with the timeline must be communicated in advance and may result in penalties.

Delivery Addresses: (See Annex D)

Additional Notes:

- Vendors must provide detailed technical specifications and compliance certificates for each item.
- Warranty and support: Minimum 1-year warranty required for all products. Vendor should offer technical support for installation and troubleshooting.
- Delivery fees must be included in the total budget.
- Delivery timeline and terms should be clearly stated in the vendor's proposal.