

## ANNEX D – TECHNICAL PROPOSAL REQUIREMENTS

**Proponent Technical Proposal must include following in addition to the completed the table below:**

The proponent relationship with the manufacturer is an important indicator of the Proponent's ability to provide both short and long term support.

In the short term, the proposed solution must be able to co-exist with current equipment to facilitate a phased and risk adverse rollout program.

In the long term, the network is mission critical and support structures must be sustainable. To this end, the response must include:

a) A list of all manufacturers that are relevant to the proposed solution and provide details on the length of the Proponent's relationship with each manufacturer.

b). Details of any industry partnerships that are relevant to the proposed solution, including any software alliances

The following codes indicate the relative importance of each requirement. The Proponent must indicate the degree to which the proposed solution meets the requirement. The following table contains options. (Scale of 3-0 in descending order)

3	This requirement is fully met in the base package with no modifications
2	Future Release - A scheduled new release will meet this requirement. Identify in the comments section the scheduled release date and further describe the enhancement as necessary.
1	This requirement can be met only by custom modifications to the system. Identify in the comments section the proposed programming and implementation to meet this requirement. Additionally, include in the Cost to Comply column the estimate of the proposed modification and its implementation.
0	This requirement cannot be met with the current system and is beyond the scope of our system's capabilities.

Note: If you wish to provide further explanation in your response you may include details in a separate document referencing the specific requirement.

\*Comp. Est.: Meaning Compliant Estimate.

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**Requirement Response Table** must be completed and returned with the proponent proposal.

**Name of Proponent** \_\_\_\_\_

Ref	Requirement Response	(*Comp.Est.)	Response
1.	<p>Core Requirements:</p> <ul style="list-style-type: none"> <li>a) High Availability for selected locations</li> <li>b) Security</li> <li>c) Mapping</li> <li>d) Video</li> </ul> <p>Provide details on network hardware and software system to deliver the above requirements.</p>		
2.	<p>Unified product family, in the following:</p> <ul style="list-style-type: none"> <li>a) Small dwellings</li> <li>b) Medium Offices</li> <li>c) Key Offices</li> <li>d) Core Sites -</li> </ul>		
3.	Same software sets		
4.	Troubleshooting capabilities. Connectivity Fault Management		
5.	Redundant power		
6.	Fault recovery		
7.	Software feature sets, 100% operational and compliant		
8.	Upgradable		

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9.	Redundancy availability for Key buildings		
10.	Fault Management & Alerts - Provide details as to how the system supports alerts, triggers, outages and other problems.		
11.	Rollout, simplicity of configuration – define process		
12.	Authentication:		
13.	Maintenance (upgrades and replacements)		
14.	Client Web Access		
15.	Business Hours and Onsite Support		
16.	Off Hour Onsite Support		
17.	Details in terms of management, technical skills, and Bermuda presence to support the solution. Include original installation project and ongoing maintenance & support.		
18.	Describe phone, Internet and on-site services, incident reporting and resolution process & service levels.		
19.	Provide details on the maintenance plan, including but not limited to: <ul style="list-style-type: none"> <li>a) What is included in the plan and what is not?</li> <li>b) What parts are maintained on island to guarantee service levels?</li> <li>c) Number of service technicians that are specifically trained to service the proposed solution.</li> </ul>		

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	d) Number of corporate customers currently under maintenance with the Proponent in Bermuda.		
20.	List all manufacturers that are relevant to the proposed solution and provide details on the length of the Proponent’s relationship with each manufacturer.		
21.	<p>Provide details of terms and conditions for warranty of Hardware &amp; Software, including but not limited to:</p> <ul style="list-style-type: none"> <li>a) Terms and conditions in the event of product failure;</li> <li>b) Can an extended Warranty Repairs be purchased &amp; cost;</li> <li>c) If a product fails within the warranty period how quickly will it be replaced or repaired;</li> <li>d) What process is used to return a piece of equipment for repair or replacement;</li> <li>e) If equipment must be replaced after the warranty period has expired is the initial cost of the equipment prorated and calculated according to the plan end date.</li> </ul>		
22.	<p>Provide details as to how the proposed solution and product will accommodate the Ministry of Legal Affairs and key stakeholder locations range, including but not limited to:</p> <ul style="list-style-type: none"> <li>a) small dwellings</li> <li>b) Multiple Complex units</li> <li>c) Restricted Buildings</li> </ul>		
23.	<p>Provide detail Systems to support programme, including but not limited to:</p> <ul style="list-style-type: none"> <li>a) Collect statistics that can be used to determine trends and be used for performance and capacity planning for electronic monitoring</li> <li>b) Event Management</li> <li>c) Automated Configuration Tasks</li> </ul>		

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	<ul style="list-style-type: none"> <li>d) Maintenance</li> <li>e) Auditing</li> <li>f) Physical &amp; Logical Inventory</li> <li>g) Security &amp; Policy Management</li> <li>h) Topology Discovery</li> <li>i) Performance measurement</li> <li>j) Troubleshooting capabilities</li> <li>k) Services</li> <li>l) 50 Devices</li> </ul>		
24.	Describe training plan for the MINISTRY OF LEGAL AFFAIRS and key stakeholders/technical officers		
25.	Describe training plan for individuals for MINISTRY OF LEGAL AFFAIRS selected participants		
26.	Can solution be demonstrated & tested		
27.	Cost Acquisition as defined in Appendix C Pricing, 3.a		
28.	Cost of Ownership as defined in Appendix C Pricing, 3.b		
29.	<p>Additional Devices or Services Available</p> <p>In addition to the specific hardware and software identified in this RFP, Proponents are encouraged to provide information on other devices or services that they may have available (e.g. alcohol monitoring, etc.) and associated costs.</p>		