Annex E –Requirement Response Table

Must be completed and returned with the proponent proposal.

Ref	Requirement Response	(*Comp.Est.)	Response
1.	Core Requirements: a) High Availability for selected locations b) Security c) Mapping d) Video Provide details on network hardware and software system to deliver the above requirements.		
2.	Unified product family, in the following: a) Small dwellings b) Medium Offices c) Key Offices d) Core Sites		
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		
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: a) What is included in the plan and what is not? b) What parts are maintained on island to guarantee service levels? c) Number of service technicians that are specifically trained to service the proposed solution. 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.	Provide details of terms and conditions for warranty of Hardware & Software, including but not limited to: a) Terms and conditions in the event of product failure; b) Can an extended Warranty Repairs be purchased & cost; c) If a product fails within the warranty period how		

	quickly will it be replaced or repaired; d) What process is used to return a piece of equipment for repair or replacement; 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.		
22.	Provide details as to how the proposed solution and product will accommodate The Ministry of Legal Affairs and Constitutional Reform and key stakeholder locations range, including but not limited to: a) small dwellings b) Multiple Complex units c) Restricted Buildings		
23.	Provide detail Systems to support programme, including but not limited to: a) Collect statistics that can be used to determine trends and be used for performance and capacity planning for electronic monitoring b) Event Management c) Automated Configuration Tasks d) Maintenance e) Auditing f) Physical & Logical Inventory g) Security & Policy Management h) Topology Discovery i) Performance measurement j) Troubleshooting capabilities k) Services l) 50 Devices		
24.	Describe training plan for The Ministry of Legal Affairs and Constitutional Reform 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, 2.4		
29.	Additional Devices or Services Available 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.		

Comp. Est.: Meaning Compliant Estimate