# **CCTV Support RFQ**

MIC2 is issuing a request for quotation to renew the hardware and software support for its existing CCTV system located in 4 RSCs, 1 Warehouse and HQ SOC.

Duration of the support contract is for **3 years.**

# **Existing Bill of Material**

**BoQ 1:**

|  |  |  |
| --- | --- | --- |
| **Item #** | **Description** | **Quantity** |
| **NVR** | | |
| 1 | Hikvision Deep in mind NVR with analytics and redundant power supply, 32 channel, 8 bay, RAID5, 48TB | 4 |
| 1a | Hikvision NVR 16 channel, RAID5, 8TB storage | 1 |
| **Switch** | | |
| 2 | Cisco POE switch 24 port | 4 |
| **Storage** | | |
| 3 | Hikvision Storage 16 bay, redundant power supply, RAID5, 48TB | 4 |
| **UPS and screens** | | |
| 4 | Eaton UPS 2KVA | 4 |
| 5 | 32 inch screen and 17 inch folded screen | 4 |
| **Hikvision Cameras** | | |
| 6 | ANPR Cameras | 5 |
| 7 | People Counting camera | 4 |
| 8 | Fisheye Camera | 4 |
| 9 | Face recognition camera | 4 |
| 10 | Bullet camera with analytics | 12 |
| 11 | Indoor camera with audio and SD card | 45 |
| 11 a | Indoor Camera general view | 12 |
| 11 b | Outdoor Camera general view | 4 |
| **Video wall** | | |
| 12 | Decoder and matrix | 1 |
| 13 | 55 inch Screens, HDMI cables | 10 |
| **VMS** | | |
| 14 | VMS Hikcentral Pro covering all system components and analytics | 1 |
| 15 | Server | 1 |
| 16 | Workstation | 3 |

# **Service level agreement**

* Bidder must provide **4** preventive maintenance visits per year
* Bidder must provide **unlimited corrective** visits including but not limited software and/or hardware failure.
* Bidder must provide software updates including new features.
* Bidder must have 10% spare parts in stock for all CCTV system components including but not limited: NVRs, cameras, switches, UPS, screens, decoder, server, hard disks, archiving storage, workstation etc.. As listed in detailed RFQ and to be inspected by MIC2 team and delivered to MIC2 store onsite (as assurance for spare parts)
* Bidder must provide letter of partnership from Hikvision (authorized dealer and certified partner in Hikcentral platform) and provide letter as authorized Cisco partner
* Bidder must provide a list of certified registered engineers (minimum of 3) and list for registered technicians in NSSF (minimum 20)

# **Key performance indicators**

* Bidder must provide mean time to repair (**Severity: Critical**) same day response or during weekend for major system failure.
* Bidder must provide mean time to repair (**Severity: Major**), next business day response
* Bidder must provide company escalation chart
* Bidder must provide hotline or portal for ticket opening and escalation

# **Killing Factor**

* Duration of the support contract is for **3 years**
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