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RFQ Clarification Questions and Answers

ERAC-PRC-51881 DECOMMISSIONING OF OBSOLETE NETWORK VIDEO RECORDERS (NVRs), SUPPLY, INSTALLATION, CONFIGURATION, INTEGRATION, TRAINING, MAINTENANCE, AND COMMISSIONING OF A NEW NVR AND SOFTWARE FOR THE CCTV SURVEILLANCE SYSTEM AT KILNERPARK CORPORATE OFFICE FOR A PERIOD OF 12 MONTHS

RFQ Questions & Answers



1. Technical Evaluation: how many reference letters are needed to meet the requirements for company experience?
 - Answer: The bidding company must provide reference letter(s) from current and/or previous customers that meet the following criteria:
 - Letterhead: The reference letter(s) must be on the customer's official letterhead;
 - Contactable references: The letter(s) must include contactable references, enabling verification of the information provided;
 - Scope of services: The letter(s) must clearly outline the full scope of services provided by the bidding company.
2. Is the server in a control room or onsite in a server room and is it secured?
 - Answer: The server is well secured in a patch room on one of the floors of the Admin Office.
3. What analytics are required
 - Answer: Kindly elaborate. The technical specification makes no mention of the analytics.
4. Is there an existing network in place, may you please supply the network architecture design/layout.
 - Answer: There is a network in place. Regrettably, the network architecture design/layout cannot be located.
5. Is the system currently functioning, are the switches, Fibre, UPS etc in place
 - Answer: The CCTV cameras, fiber, UPS, and network switches are in place and functional. The NVRs are not functional.
6. Are locations of the cameras going to change?
 - Answer: No. The system will be reinstated as it is currently.



7. What will we be maintaining and the type of maintenance required.

- Answer: Preventative and reactive maintenance on the entire CCTV system. The maintenance cost will be fixed for the contract duration and the successful bidder would be required to spend 48 hours on site to check the system and repair faults. A Service Level Agreement would be signed with the successful bidder.

8. Is critical stock required on site

- Answer: No.

9. Can you provide the OEM name of cameras on the live network? We need to evaluate whether our NVR integrate the camera before

- Answer: Avigilon

10. Please kindly share the site layout as per the tender briefing

- Answer: The security department resolved not to share the layouts due to security reasons. The layouts will be shared with the successful bidder.

RFQ Questions & Answers



	Description	Qty	Question	Answer
1	64 Tera Byte (TB), Artificial Intelligence (AI) NetworkVideo Recorder (NVR) Premium	1	How many channels and what series should this NVR have?	56
2	KIT, 10G SFP + LR Transceivers, NVR (2 per server)	2	Is this a network switch or NVR?	Small Form-Factor Pluggable (SFP) Transceiver for fast data transfer.
3	Enterprise camera channel for the PTZ, outdoor and indoor cameras	54	Is this a camera license for PTZ camera OR its 43 indoor and outdoor cameras? If its 43 cameras, what type (dome/bullet) and specification should be for indoor and what type (dome/bullet) and specification should be for outdoor?	Camera licenses for: Outdoor cameras = 27 channels Indoor cameras = 16 channels PTZ cameras = 11 channels
4	Enterprise camera channel for the License Plate Recognition	2	Is this a license plate recognition license OR license plate recognition ANPR camera?	LPR cameras = 2 channels

- **The camera channels have increased from 45 to 56. Refer to addendum 2.**

RFQ Questions & Answers



1.)One below item, during the site briefing it was mentioned we should cost 90 channels. For now as we have no addendum do we still quote just 43 channels?

3	Enterprise camera channel for the PTZ, outdoor and indoor cameras	43
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Response: Cost for 56 channels as illustrated on the table below. An addendum will be sent to that effect.

EXISTING EQUIPMENT	KILNERPARK	SOE	TOTAL
Outdoor camera	21	6	27
Indoor camera	16	0	16
PTZ Camera	9	2	11
LPR	2	0	2
Network Video Recorder (NVR)	5	0	5
56 Camera channels			

2.)How do we cost this below item. It is impossible to put a costing on this as we have no inventory of equipment on site or what the possible fault will be. (Cameras, Fiber, media Converters)
We are not sure what you want us to cost on this item or what devices should be covered by this. We have no idea what items need repairing.

4	Out-of-warranty repairs for 3 years	1
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5	System Maintenance fixed cost for 12 months (48 hours per month)	12
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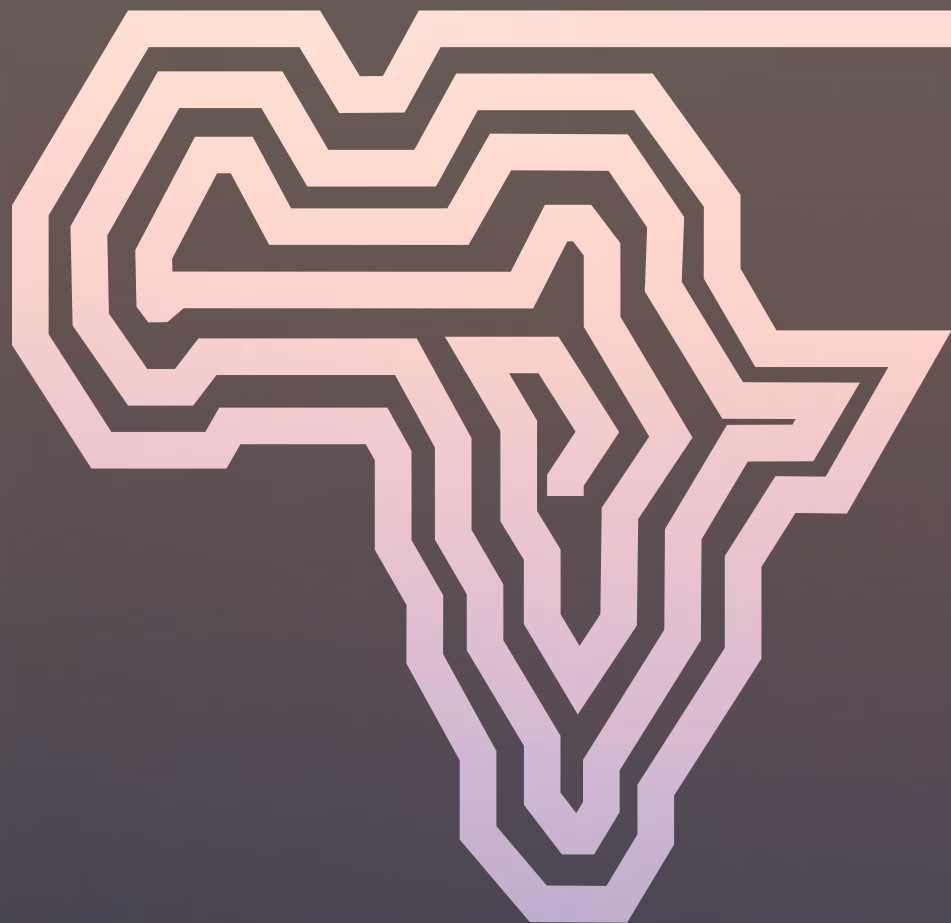
Response: Out of warrantee will be removed since we requested a 5 year warrantee. An addendum will be submitted to that effect.

3.)During the onsite brief there was talk of a 3 or 5 year SLA. On the BOQ this is only 1 year SLA. Do we cost the one Year as per BOQ. **Cost for 1 year as per the BOQ.**

4.)Also if the SLA is only one year, why is the out-of-warranty 3 years if we not on site anymore **Out of warrantee will be removed since we requested a 5-year warrantee. An addendum will be submitted to that effect.**

5.)Also these 2 items (4 & 5) should work together. During the SLA we will try fix everything that can be fixed on site and then cost what cant be fixed or out of warranty or the consumables needed. It is impossible to know these values upfront.

Maintenance support on the 2 NVRs that will be commissioned. We have made a provision of 48 months per month for contract duration.



Thank you

