

## *Section VII. Technical Specifications*

<b>PROCUREMENT OF ICT ANNUAL MAINTENANCE SUBSCRIPTION WITH ON-SITE ENGINEERS</b>			
<b>TECHNICAL COMPLIANCE FORM</b>			
<b>ITEM</b>	<b>DESCRIPTION</b>		
<b>1 Lot</b>	<b>ICT Annual Maintenance Subscription with On-Site Engineers</b>		<b>Compliance</b>
			<b>Compliant    Non-Compliant</b>
1	Cisco Meraki MR Enterprise License (LIC-ENT-1YR) <i>Note: Actual AP location shall be finalized upon implementation</i>		
1.1	Athletes Village - 325 units ( <a href="#">Annex A</a> )		
1.2	River Park - 12 units ( <a href="#">Annex B</a> )		
1.3	Athletic Stadium - 113 units ( <a href="#">Annex C</a> )		
1.4	Aquatics Center - 35 units ( <a href="#">Annex D</a> )		
	<b>Cisco Access Switches</b>		
2	Catalyst 9200L 24-port PoE+, 4 x 10G, Network Essentials (C9200L-24P-4X-E)		
2.1	Athletes Village - 18 units ( <a href="#">Annex E</a> )		
2.2	Athletic Stadium - 23 units ( <a href="#">Annex F</a> )		
2.3	Aquatics Center - 3 units ( <a href="#">Annex G</a> )		
	<b>Cisco Distribution Switches</b>		
3	Catalyst 9500 48-port x 1/10/25G + 4-port 40/100G, Advantage (C9500-48Y4C-A)		
3.1	Athletes Village - 2 units ( <a href="#">Annex H</a> )		
3.2	Aquatics Center - 2 units ( <a href="#">Annex I</a> )		
3.3	Athletic Stadium - 2 units ( <a href="#">Annex J</a> )		
	<b>Cisco Industrial Switches</b>		
4	IE-4000-8GT8GP4G-E		
4.1	River Park - 7 units ( <a href="#">Annex K</a> )		
5	<b>Data Center</b>		
5.1	Catalyst 9200L 24-port PoE+, 4 x 10G, Network Essentials (C9200L-24P-4X-E) - 6 units ( <a href="#">Annex L</a> )		
5.2	Catalyst 9300 24-port data only, Network Essentials (C9300-24T-E) - 6 units ( <a href="#">Annex M</a> )		
5.3	Nexus 9K ACI & NX-OS Spine, 32p 40/100G & 2p 10G ( N9K-C9332C) - 2 units ( <a href="#">Annex N</a> )		

5.4	Fortinet Firewall (FortiGate-3401E) - 1 unit ( <a href="#">Annex O</a> )		
5.5	UPS Liebert NXC 30KVA - 2 units ( <a href="#">Annex P</a> )		
5.6	SolarWinds Network Performance Monitor SLX (unlimited elements-Standard Polling Throughput) - License with 1st-year Maintenance		
6	<b>Inclusions</b>		
6.1	Software maintenance		
6.2	Direct access to Cisco TAC (Technical Assistance Center)		
6.3	24x7 access to cisco.com which includes troubleshooting tools		
6.4	8x5xNBD - next-business day hardware replacement		
6.5	Provision of Escalation matrix		
6.6	Contact service to receive calls/emails from Onsite Engineers or BCDA.		
6.7	handle level 2 and 3 support onsite. can be deployed onsite if needed. Regular updates of fault rectification will be provided.		
6.8	In case the equipment is found faulty and the same needs to be pulled out for repair, a service unit of the same or alternative specification as that of the malfunctioning equipment shall be provided while the faulty equipment is undergoing repair. Winning bidder shall shoulder all the costs related and shipment of the equipment subject to repair.		
6.9	Defective unit shall be delivered fit-for-use to BCDA within Thirty (30) days, starting from the date the said equipment was pulled-out.		
6.10	<p>Perform a routine preventive maintenance program on the Equipment at the Site. The parties shall mutually agree upon the specific date and time for each preventive maintenance activity hereon.</p> <p>The scope of Preventive Maintenance activity is as follows:</p> <ol style="list-style-type: none"> <li>1. General check-up of the equipment or hardware covered under this Agreement;</li> <li>2. General check-up on any program or software used in the operation of IT equipment;</li> <li>3. Conduct a complete diagnostic routine within the system</li> </ol>		
7	<b>On-site Engineers - 3 pax</b>		
7.1	will handle 24/7 Level 1 Support (Includes Saturday, Sunday and Holidays). Provide phone response within 15 minutes upon receipt of report.		

	7.2	provide IT support to BCDA activities such as hosting of site visits, programs and events, e.g support to presentation, etc.		
	7.3	provide general IT support to BCDA staff at NGAC, e.g. printer and computer issues, etc.		
	7.4	coordinate/report to the BCDA IT team for additional instructions.		

**Other Requirements:**

1. The supplier must be an authorized service partner and reseller of the products/units being offered. Please present any proof (Distributorship Cert., MAF, etc.).
2. Bidder must have at least ten (10) years of partnership with Fortinet.
3. Bidder must be a Cisco Gold Certified Partner.
4. Bidder must have at least one (1) Certified Project Management Professional (PMP).
5. Bidder must have locally-based Cisco-certified resources [Cisco Certified Internetwork Expert (CCIE), Cisco Certified Network Professional (CCNP), and Cisco Certified Network Associate (CCNA)].
6. On-site Engineers should be a graduate of Electronics or Computer Engineering, Information Technology or any IT related course.

***Bidder's Authorized Representative:***

Name: \_\_\_\_\_

Legal capacity: \_\_\_\_\_

Signature: \_\_\_\_\_

Duly authorized to sign the Bid for and behalf of: \_\_\_\_\_

Date: \_\_\_\_\_