

REQUEST FOR INFORMATION

RFI N°PTD/16/036

Conference and Audio-visual Systems Integration and Maintenance

Annex 2 – QUESTIONNAIRE

*Please PRINT clearly.*

*Feel free to adapt the space given for your responses or attach supporting documentation.*

## Company’s profile

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Name of Company | |  | | |
| Address | |  | | |
| Postal code | |  | City |  |
| 1.1 | Switzerland |  | Other country |  |
| Telephone | |  | | |
| Website | |  | | |
| Number of employees | |  | | |
| Starting date of business | |  | | |
| Contact name and Title | |  | | |
| Contact name e-mail | |  | | |
| Contact name telephone | |  | | |

Please include or attach any other information, including, but not limited to, size of the company, geographical locations, financial data, turnover, financial statements, recruitment policy, staff attrition, concerning your company that you consider to be important for carrying out WIPO’s requirements.

**1.2 Understanding of WIPO's requirements**

Give feedback about your understanding of WIPO's requirements, your assumptions and expectations about the cooperation with WIPO regarding a general purpose development, support and maintenance framework contract with WIPO :

|  |
| --- |
| *add as many necessary lines* |

**1.3 Similar reference**

Provide relevant information about clients similar to WIPO :

|  |
| --- |
| *add as many necessary lines* |

**1.4 Manufacturers recognized partnership**

Clarify the partnership level of your company with Crestron and Télévic manufacturers :

|  |  |  |  |
| --- | --- | --- | --- |
| Partnership | | Crestron | Télévic |
| 1.4.1 | Reseller |  |  |
| 1.4.2 | Integrator |  |  |
| 1.4.3 | Support |  |  |
| 1.4.4 | Number of certified technicians, employed in Switzerland and/or neighboring France |  |  |
| 1.4.5 | List all certifications titles and levels |  |  |
| 1.4.6 | Comments |  |  |

## Company’s response capacity

Demonstrate your capacity to respond to WIPO’s service demand and align pertinent resources to address technical support requirements and Service Level Agreements:

**2.1 Intervention range**

State the intervention model adopted for WIPO :

|  |  |  |
| --- | --- | --- |
| 2.1.1 | How many workshops do you have in Switzerland and/or neighboring France |  |
| 2.1.2 | Address of the workshop WIPO would depend on |  |
| 2.1.3 | Would you send technicians roaming in the whole country or would technicians start their interventions from a local base workshop ? |  |
| 2.1.4 | If workshop based, then indicate the kilometers from this workshop to WIPO’s premises  *(34 chemin des Collombettes – 1211 Genève 20*) | km |
| 2.1.5 | Comments |  |

**2.2 Intervention lead time**

State the best reproductible and sustainable on-site intervention lead time you could commit to WIPO’s (in hours from phone call) :

|  |  |  |
| --- | --- | --- |
| 2.2.1 | Shortest lead time for urgent incident support intervention |  |
| 2.2.2 | Shortest lead time for 1 day maintenance intervention |  |
| 2.2.3 | Shortest lead time for 1 week maintenance intervention |  |
| 2.2.4 | Comments |  |

**2.3 Human resources capacity**

Demonstrate the workforce you can commit to WIPO’s service provision :

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 2.3.1 | Total number of staff in Suisse Romande | Integration  (Crestron and/or Télévic certified) | |  |
| 2.3.2 | Integration (not certified) | |  |
| 2.3.3 | Support  (Crestron and/or Télévic certified) | |  |
| 2.3.4 | Support (not certified) | |  |
| 2.3.5 | Spoken languages by technicians | French | English | |
| 2.3.6 | What is the maximum number of audio-visual technicians you could send on-site to reinforce WIPO audio-visual staff during peak operations’ period |  | | |
| 2.3.7 | Comments |  | | |

## Conference and Audio-visual Systems spare part provision capacity

Demonstrate your capacity to provide in a timely manner critical Télévic and Crestron parts.

**3.1 Spare parts supply**

Indicate the typical reception lead time of spare parts from order to your supply chain (in days from confirmed order):

|  |  |  |
| --- | --- | --- |
| 3.1.1 | Télévic spare parts reception lead time |  |
| 3.1.2 | Crestron spare parts reception lead time |  |

**3.2 Télévic spare parts stock**

Indicate the types of Télévic spare parts you keep in your warehouse and the volume by type (e.g CPU 5500, interpreter console,…):

|  |  |
| --- | --- |
| Type of Télévic spare parts in stock | Average quantity |
|  |  |
|  |  |
|  |  |

*add as many necessary rows…*

**3.3 Crestron spare parts stock**Indicate the types of Crestron spare parts you keep in your warehouse and the volume by type (e.g. matrix 32x32, I/O card, DM 8G TX, TS-1542… ):

|  |  |
| --- | --- |
| Type of Crestron spare parts in stock | Average quantity |
|  |  |
|  |  |
|  |  |

*add as many necessary rows…*

## Experience and expertise of your company in integrating Televic solutions

Please provide your best three references located in Switzerland and neighbouring France, in relation to your company’s experience, in integrating Televic conference and interpretation solutions with other commercial and/or non-commercial organizations with all the following functionalities:

* at least 200 microphones;
* at least 4 interpretation channels;
* interpretation channel relay;
* microphones moderation profiles;
* auxiliary audio sources (e.g. audio and VC codecs, PC presentations, non-Télévic handheld microphones) routable to floor or any other channel;
* rooms’ coupling.

Client, functionalities details and two (2) contacts with telephone numbers and email should be provided for each reference:

**4.1 Télévic integration reference n°1**

|  |  |
| --- | --- |
| Client name |  |
| Client address |  |
| Conference room description |  |
| Number of microphones |  |
| Number of interpretation channels with relay |  |
| Examples of auxiliary sources |  |
| Number of coupled rooms |  |
| Contact 1 name |  |
| Contact 1 e-mail and telephone |  |
| Contact 2 name |  |
| Contact 2 e-mail and telephone |  |
| Other details |  |

**4.2 Télévic integration reference n°2**

|  |  |
| --- | --- |
| Client name |  |
| Client address |  |
| Conference room description |  |
| Number of microphones |  |
| Number of interpretation channels with relay |  |
| Examples of auxiliary sources |  |
| Number of coupled rooms |  |
| Contact 1 name |  |
| Contact 1 e-mail and telephone |  |
| Contact 2 name |  |
| Contact 2 e-mail and telephone |  |
| Other details |  |

**4.3 Télévic integration reference n°3**

|  |  |
| --- | --- |
| Client name |  |
| Client address |  |
| Conference room description |  |
| Number of microphones |  |
| Number of interpretation channels with relay |  |
| Examples of auxiliary sources |  |
| Number of coupled rooms |  |
| Contact 1 name |  |
| Contact 1 e-mail and telephone |  |
| Contact 2 name |  |
| Contact 2 e-mail and telephone |  |
| Other details |  |

## Experience and expertise of your company in integrating Creston solutions

Please provide your best three references located in Switzerland and neighbouring France, in relation to your company’s experience, in integrating all the following functionalities with Crestron solutions:

* image and sound matrix, routing and signal distribution;
* camera remote control and management;
* Video projectors, screen, KNX lights and blinds control via EIB;
* video conference codec and hybrid phone control;
* scenario.

Client, functionalities details and two (2) contacts with telephone numbers and email should be provided for each reference:

**5.1 Crestron integration reference n°1**

|  |  |  |
| --- | --- | --- |
| Client name | |  |
| Client address | |  |
| Contact 1 name | |  |
| Contact 1 e-mail and telephone | |  |
| Contact 2 name | |  |
| Contact 2 e-mail and telephone | |  |
| 5.1.1 | Conference room description |  |
| 5.1.2 | Crestron matrix model and I/O |  |
| 5.1.3 | Number of cameras |  |
| 5.1.4 | Number of controlled devices |  |
| 5.1.5 | Type of controlled devices (VP, lights, codecs…) |  |
| 5.1.6 | Examples of automation scenarii |  |

**5.2 Crestron integration reference n°2**

|  |  |  |
| --- | --- | --- |
| Client name | |  |
| Client address | |  |
| Contact 1 name | |  |
| Contact 1 e-mail and telephone | |  |
| Contact 2 name | |  |
| Contact 2 e-mail and telephone | |  |
| 5.2.1 | Conference room description |  |
| 5.2.2 | Crestron matrix model and I/O |  |
| 5.2.3 | Number of cameras |  |
| 5.2.4 | Number of controlled devices |  |
| 5.2.5 | Type of controlled devices (VP, lights, codecs…) |  |
| 5.2.6 | Examples of automation scenarii |  |

**5.3 Crestron integration reference n°3**

|  |  |  |
| --- | --- | --- |
| Client name | |  |
| Client address | |  |
| Contact 1 name | |  |
| Contact 1 e-mail and telephone | |  |
| Contact 2 name | |  |
| Contact 2 e-mail and telephone | |  |
| 5.3.1 | Conference room description |  |
| 5.3.2 | Crestron matrix model and I/O |  |
| 5.3.3 | Number of cameras |  |
| 5.3.4 | Number of controlled devices |  |
| 5.3.5 | Type of controlled devices (VP, lights, codecs…) |  |
| 5.3.6 | Examples of automation scenarii |  |

## Conference and audio-visual systems support and maintenance capacity

Please provide your best three references located in Switzerland and neighbouring France in relation to your company’s maintenance of conference and audio-visual systems where your on-site intervention lead time is committed to 1 hours (high priority) and 4 hours (mid priority).

Demonstrate your capacity to provide in a timely manner critical Télévic and Crestron support and maintenance :

**6.1 Maintenance reference n°1**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Client name | |  | | |
| Client address | |  | | |
| Contact 1 name | |  | | |
| Contact 1 e-mail and telephone | |  | | |
| Contact 2 name | |  | | |
| Contact 2 e-mail and telephone | |  | | |
| 6.1.1 | Number of conference rooms |  | | |
| 6.1.2 | Overall total microphones |  | | |
| 6.1.3 | Approximate total supported devices and appliances |  | | |
| 6.1.4 | Average Intervention lead time |  |  |  |

**6.2 Maintenance reference n°2**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Client name | |  | | |
| Client address | |  | | |
| Contact 1 name | |  | | |
| Contact 1 e-mail and telephone | |  | | |
| Contact 2 name | |  | | |
| Contact 2 e-mail and telephone | |  | | |
| 6.2.1 | Number of conference rooms |  | | |
| 6.2.2 | Overall total microphones |  | | |
| 6.2.3 | Approximate total supported devices and appliances |  | | |
| 6.2.4 | Average Intervention lead time |  |  |  |

**6.3 Maintenance reference n°3**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Client name | |  | | |
| Client address | |  | | |
| Contact 1 name | |  | | |
| Contact 1 e-mail and telephone | |  | | |
| Contact 2 name | |  | | |
| Contact 2 e-mail and telephone | |  | | |
| 6.3.1 | Number of conference rooms |  | | |
| 6.3.2 | Overall total microphones |  | | |
| 6.3.3 | Approximate total supported devices and appliances |  | | |
| 6.3.4 | Average Intervention lead time |  |  |  |

**I certify the accuracy of the above-mentioned information.**

**I recognize the right reserved by WIPO to verify with the listed firms/organizations the accuracy of any information submitted in response to the above-mentioned questionnaire or otherwise submitted to WIPO.**

**I further authorize WIPO to disqualify the firm I represent, should this RFI result in a competition, in the event that any of the above information is found to be false, erroneous or ambiguous.**

|  |  |
| --- | --- |
| Place |  |
| Date |  |

Authorized Representative

|  |  |
| --- | --- |
| Name |  |
| Title |  |
| Signature |  |