

## Request for Quotation

### Renewal of Dell Hardware Warranty for AITI

<b>Reference:</b>	AITI/8/2/Renewal Dell Hardware Warranty 11.23
<b>Opening Date:</b>	Monday, 20 November 2023
<b>Closing Date:</b>	Monday, 4 December 2023 at 3:00 p.m.
<b>Email:</b>	<a href="mailto:procurement@aiti.gov.bn">procurement@aiti.gov.bn</a>
<b>Document Fee (non-refundable):</b>	BND5.00

## EXECUTIVE SUMMARY

*This executive summary contains the high-level scope of work involved in the project.*

1. AITI is seeking a Vendor to procure and acquire hardware warranty for a number of existing Dell servers and storage within AITI.
2. The objective is to increase equipment reliability and enhance security for business continuity and efficiency. This will reduce unplanned hardware failure to business critical systems that may cause work disruption to the organisation and stakeholders.
3. The high-level scope of work involves:
  - 3.1. Dell Manufacturer Service Level Agreement of one (1) year Pro Support Plus (next business day);
  - 3.2. Dell Pro Support Plus and Mission Critical Technical Support; and
  - 3.3. Dell Response on-site 4 hours 24x7.

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