

Request for Quotation

Renewal of Dell Hardware Warranty for AITI

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| Reference: | AITI/8/2/Renewal Dell Hardware Warranty 08.25 |
| Opening Date: | Monday, 18 August 2025 |
| Closing Date: | Monday, 01 September 2025 at 3:00 p.m. |
| Email: | procurement@aiti.gov.bn |
| Information Day: | N/A |
| Document Fee (non-refundable): | 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 for one (1) year and optionally another subsequent one (1) year.
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 Pro Support Plus (next business day);
 - 3.2. Dell Pro Support Plus and Mission Critical Technical Support;
 - 3.3. Dell Response 24x7; and
 - 3.4. Continuation of services.

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