

## Request for Quotation

### SUPPORT AND MAINTENANCE SERVICES FOR AITI'S SPECTRUM MONITORING SYSTEM AND EQUIPMENT

|                                       |  |
|---------------------------------------|--|
| <b>Reference:</b>                     | AITI/8/2/LSMaintenance   |
| <b>Opening Date:</b>                  | Tuesday, 15 April 2025   |
| <b>Closing Date:</b>                  | Monday, 5 May 2025 at 3:00 p.m.                                      |
| <b>Email:</b>                         | <a href="mailto:procurement@aiti.gov.bn">procurement@aiti.gov.bn</a> |
| <b>Information Day:</b>               | TBC  |
| <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 qualified Vendor to deliver comprehensive support and maintenance for AITI's software, IT systems, and measurement systems, leveraging current AITI's spectrum hardware and software from LS telcom AG (hereinafter referred to as "LS telcom") for optimal performance and reliability. LS telcom is a company based in Germany that provides radio communications and spectrum software and hardware solutions. The Successful Vendor is required to collaborate with LS telcom to fulfill the required scope of work efficiently and effectively.
2. The objectives are to:
  - 2.1. ensure the latest software updates for LS telcom equipment and applications, including comprehensive problem and error resolution for both software and hardware.
  - 2.2. facilitate the replacement, repair, and calibration of monitoring equipment and software as necessary to maintain optimal functionality.
  - 2.3. provide ongoing support and emergency communication channels for prompt resolution of any software or hardware issues.
3. The high-level scope of work involves:
  - 3.1. Software Updates & Issue Resolution  
Ensure all LS telcom equipment and applications are updated with the latest software versions. This includes comprehensive troubleshooting and resolution of software and hardware-related issues to maintain seamless operations.
  - 3.2. Equipment Maintenance & Calibration  
Facilitate the replacement, repair, and calibration of monitoring equipment and software as required, ensuring optimal functionality and compliance with operational standards.
  - 3.3. Technical Support & Emergency Response  
Provide continuous technical support, including emergency communication channels, to promptly address any software or hardware issues, minimising downtime and operational disruptions.

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