

**Tender Number: T31/08/21**

**Tender description: REQUEST TO PROCURE EXTENDED WARRANTY AND SUPPORT FOR IT HP INFRASTRUCTURE HARDWARE**

**Question and Answers Version 1**

No.	Question	Type	Answer
1	Kindly note that the support package requested on the tender document which is ( foundation NBD – 4Hr response) is not recommended to be quoted for 3PAR service as these services are critical. We can only quote on higher SLA than FC service, however for the servers like Blades and other they can be quoted on FC NBD (Foundation Care – Next Business Day).	Technical	The IDC requires a 4hour response and next business repair.
2	It is stated that validity must be 120 days with coverage 01.10.2021 – 30.09.2022. As per HPE policy the maximum validity days we can provide on quotes is 90 days. In this case we cant adhere to 120 days validity.	Admin	The 120 days validity period is in line with the IDC Procurement Policy.
3	May we kindly ask for an extension on tender date .	Technical	The warranty of the equipment will expire end september therefore no extension can be granted.
4	May you give us clarity on what is expected on the Reactive Support.	Technical	Suppliers are requested to provide pricing on 200 hours for support on ad hoc basis (as and when required) This is not an OEM support but it will be required by the IDC as and when needed on the equipment/infrastructure.