1. Infrastructure NM06 and maintenance and support of the Network Infrastructure for the Ministry of Education and Higher Education (Lot 4.1: Core switch DR– NM07; Core Switch for DR Cisco WS-C4500X-16SFP+ Serial Numbers: JAE201300JS, JAE202001VA)

We cannot provide 2 years of maintenance and warranty since the end support for this equipment is set for 31 October of 2025. Therefore, could you clarify the warranty and maintenance expectations?  
MEHE ICT:> The expectation is that the bidder will provide maintenance and support for the specified equipment as long as vendor support is available, which in tour specific case is valid until 31 October 2025. After the vendor's End of Support date, the bidder is still required to provide support for these items. However, this support will exclude firmware or software upgrades that cannot be provided beyond the vendor's End of Support period.

1. The bidders require the service tags, brand, and serial number for the Power Store and the R650 server pertaining to Lot 3.1.  
   MEHE ICT:>

|  |  |
| --- | --- |
| Service Tag | Product |
| JKJV3Q3 | PowerStore 500T |
| DX2KBV3 | PowerEdge R650 |
| CX2KBV3 | PowerEdge R650 |
| CNV0253 | SAN Switch |
| GNV0253 | SAN Switch |
| FX2KBV3 | PowerEdge R650 |
| GX2KBV3 | PowerEdge R650 |
| 9X2KBV3 | PowerEdge R650 |
| BX2KBV3 | PowerEdge R650 |

1. The bidders require the serial number of the SAN switch.   
   MEHE ICT:> These are the serial numbers of the SAN switches in Lot 3.1

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| CNV0253 |
| GNV0253 |

1. The bidders require the contract number for one view licenses.  
   MEHE ICT:> Please contact the vendor for this information.
2. The bidders request end user details as per the table below:

|  |  |
| --- | --- |
| **Name of contact** |  |
| **Phone Number** |  |
| **Job title** |  |
| **Company Name** |  |
| **e-mail ID** |  |
| **Full Address** |  |
| **Post Code** |  |
| **Country** |  |
| **City** |  |

MEHE ICT:> The necessary contact information will be provided upon awarding the contract to the winner

1. Regarding Lot 1, Annex II, is supply, delivery and implementation for new equipment required? Or is only maintenance and support of existing equipment required?  
   MEHE ICT:>Only Maintenance and support of existing equipment is required
2. Is the only requirement local partner support or is back-to-back with vendor required?  
   MEHE ICT:> The expectation is that the bidder will provide maintenance and support in conjunction with the vendor for the specified equipment, license, or software as long as vendor support is available. If the vendor's End of Support date falls within the maintenance period, the bidder is still required to provide support for these items. However, this support will exclude firmware or software upgrades that cannot be provided beyond the vendor's End of Support period.
3. Would it be possible to schedule on-site visits/meetings with bidders?  
   MEHE ICT> Since we are currently in the official exams period, we cannot have on-site visits. However, online meetings can be arranged based on UNICEF procurement regulations.