

MINIMUM SPECIFICATIONS

Maintenance Agreement of PowerEdge R440 Servers (1 Year)

- PowerEdge R440 (with Serial Number GP090T2)
- PowerEdge R440 (with Serial Number GP2F0T2)
- PowerEdge R440 (with Serial Number GP490T2)
- PowerEdge R440 (with Serial Number GP6B0T2)

MAINTENANCE COVERAGE: 4-Hour On-Site Response Service

Parts and service supports provided directly by Dell.
Available seven (7) days each week, twenty-four (24) hours each day - including holidays.
Available only within defined four (4) hours response locations.
Available only on select models of Supported Products.

PROSUPPORT PLUS ADVANTAGE

- Technical support access
- Parts and labor response
- TechDirect online case and dispatch
- Support assist remote monitoring
- Dispatch monitoring and crisis management
- Escalation management
- Hypervisor and OS support
- Collaborative 3rd party assistance
- Support assist automated support
- Direct access to elite Prosupport Plus engineers
- Dedicated Technical Account manager
- Monthly health check and performance recommendations
- Monthly contract renewal and support history reporting
- System maintenance

Additional Requirements

Certificate of Platinum (Tier 1) or Gold Partner (Tier 2) partnership with their respective product manufacturer.
In case the bidder did not manufacture or otherwise produce the goods, submit Manufacturer's Authorization for the bidder to supply the goods under this contract.
In case the bidder is a reseller, submit both Manufacturer's Authorization for the Distributor, and Distributor's Authorization for the bidder to supply the goods under this contract.
Authorized Services Partner Certification from the Principal or Manufacturer or List of technical support service center and manpower covering the areas of DFPC branches or outlets (either 3rd party service center or in-house technical support)
End-of-Life (EoL) or End-of-Sale (EoS) certificate, indicating the product lifetime or availability in the market.

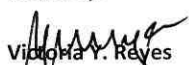
Payment Terms: Quarterly Staggered Payment with Attached Service Reports

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