

Q1: Antivirus: License for one or three years Managed standalone or by server?
A1: 3 years, standalone.

Q2: Team viewer 11: with license for each?
A2: team viewer 11 with No license.

Q3: Did they provide Service level agreement for the maintenance, support e.g.:
response time to solve any issue on different location
Support should be on site/Remotely if possible?

A3: support should be onsite as per the warranty specification in technical specification sheet. However, if the issue can be solved remotely through the telephone, then of course there would be no need for a site visit.

The warranty period shall be for three (3) years as specified in the technical specification sheets.

The warranty is required for all the hardware and peripherals. The supplier shall ensure that, during the required warranty period, a piece of equipment shall be serviced and fixed on any site specified in the Schedule of Requirements within forty-eight hours of a support call or be replaced within 48 hours of the same support call.

Q4: what is the estimated duration for full load per day? What is the time needed to get a power electricity back?

A4: 15 minutes.

Q5: Please give us more details about the UPS usage as this could really affect the pricing.

A5: we are requesting 4 UPS for each Center. 3 will be dedicated for computers and the fourth UPS will be used for ADSL Modem and VPN router.

Q6: Please note concerning the business storage, the specs has mentioned a USM port, which was a feature that was added it to the Seagate Brand business storage, and now it's out dated, However we can substitute this USM with SATA .

A6: Kindly be informed that there is no problem to replace USM by SATA.