

28rd August 2023

TO: ALL BIDDERS

ADDENDUM 2: CLARIFICATION

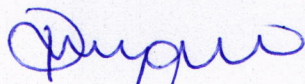
RE: TENDER FOR PROVISION OF SERVICE LEVEL AGREEMENT FOR DATA CENTER MAINTENANCE FOR A PERIOD OF TWO (2) YEARS - REF NO. GDC/ICT/OT/005/2023-2024

In response to the request for clarification, GDC wishes to respond as follows.

No	Bidders Query	GDC Response
1.	Should the pricing for the SLA maintenance include (OEM) manufacturer warranty cover or just partner support services?	It shall only cover partner support services.
2.	Were data center devices on a previous warranty cover? What options can we consider?	Warranty for the devices has since lapsed. The requirements as provided in the tender document should guide on your pricing.

All other requirements/instructions and closing date remain unchanged.

Yours faithfully,



DORIS KYAKA
MANAGER, SUPPLY CHAIN