

Appendix 6: - Schedule of Requirements

Name of the bidder:		
Manufacturer:		
Made in (Country):		
Brand:		
Type /Model:		
S.N.	Purchaser's Requirements	Please specify
	After Sales Service:	
1	The supplier shall provide 24/7 or at least technical support on business hours via phone, email, or online chat to address urgent issues.	<input type="checkbox"/> 24/7 technical support <input type="checkbox"/> Business hours only <i>(Please tick as appropriate)</i>
2	Mean Time to Response and Resolution of support that requires onsite visit.	<div style="border: 1px solid black; width: 50px; height: 20px; display: inline-block;"></div> days <i>(Please mention in days)</i>
Terms and Conditions		
1	The supplier should clearly mention the manufacturer, model no., and country of origin, else technically will be disqualified.	
2	The bidder must submit a valid authorization from the manufacturer.	
3	The supplier should provide all accessories included along the laptops at the time of sale, including but not limited to [e.g. power adapter, laptop bag, or any other items]. All the accessories should be new, fully functional condition and delivered alongside the primary product (laptop) without additional cost to the purchaser.	
4	The laptops supplied should be brand new with the date of manufacture, service tags and the country of origin should be clearly mentioned.	
5	The bidder should guarantee the durability and reliability of build quality of the laptops, and it meets according to Dell Specifications for the model.	
6	All laptop models should be covered by 3 Years International Warranty.	
7	All warranty repairs must be performed using original, high-quality parts to maintain device performance and longevity	
8	The supplier shall ensure a seamless and straightforward warranty claim process, including clear guidance on required documentation, procedures, and support contacts.	
9	The supplier shall provide reliable pick-up and drop services for devices requiring repair or maintenance, ensuring minimal disruption to business operations.	

Name :

Signature :

Stamp: