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**Procurement Question Log**

# NNC CORBY ENTERPRISE CENTRE VOICE AND DATA SUPPORt

## General Information

* 1. To offer information equally amongst potential suppliers, the Council are required to log any questions asked and answers provided.
  2. Where we have been asked questions regarding this procurement, the answers to which may be relevant to all potential suppliers, these questions have been reproduced below along with the associated answers.

## Question List and Answers

|  | **Date** | **Questions and Answers** |
| --- | --- | --- |
|  | 20-Dec-2022 | **Q:** It doesn't specify the hardware warranty requirements for Mitel and HP equipment, is it understood to leave that out of this and therefore not include the pricing, so just to focus on the support and service aspects? |
| **A:** Please can you include the information regarding the pricing of Hardware warranty requirements for Mitel and HP equipment in your RFQ response. For clarification:  Mitel Warranty - – **Corby Enterprise Centre** (**CEC**) currently have this warranty in place for a 2 year period. This is the hardware protection for the Mitel phone system in Comms Room A. It covers any hardware specific failure for the Mitel, so replacement parts and/or systems are available for the duration of the warranty being in place.  HP Warranty – **CEC** currently have this warranty in place for a 2 year period. This warranty ensures that should any of the HP switches in Comms Room A and Comms Room B (the core network for the entire centre) suffer a hardware failure then parts will be available and provided within SLA rather than potentially days or more trying to source the ageing components. |
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