

# **Provision of two years 3rd/4th line support for 60 Ectocryp Yellow Units**

## **Contract Award Notice**

MINISTRY OF DEFENCE

The Contract is for a Standard Support Package for 60 Ectocryp units for the period Dec 21 to Nov 22 (year 1) and Dec 22 to Nov 23 (year 2). The Standard Support Package includes: 1. Single Point of Contact (SPOC) - A 24/7/365 service that is the centre point for all issues and questions that a customer may have 2. Technical Helpdesk - Manned by Subject Matter Experts experienced in the implementation and support of Ectocryp. 3. Return to Base (RTB) - Diagnosis and rectification of faults 4. Software Updates – issued as required.

Procurement reference 701712472

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