Killing Factors for RFP Dell-EMC storage support

|  |
| --- |
|  |
| **Killing Factors.** |
| The Bidder must be a (DELL-EMC) Gold partner |
| Bidder should provide quotation for support of the attached BoQ and schedule |
| The Bidder should provide back to back with Dell-EMC support as per start date and expiry date of the attached BOM ; In case Back to back support is not available, please to offer as per NOTES in the BOM. |
| The Bidder should provide at least 2 Certified (DELL-EMC) engineers (Especially certifications for MIC2 Hardware mentioned in the BOM), profiles to be provided. |
| The Bidder should have maintenance contracts in Lebanon. To be Provided. |
| Bidder must abide by the contract of adherence attached to this bid. |
| MIC2 should be able to open cases directly with DEL-EMC |
| MIC2 should have access to vendor's site in order to check touch account status |