TERMS OF REFERENCE ANNEXURE B

1. **SYSTEM SPECIFICATIONS**

a. **Desktop Specifications**

DESKTOP SPECIFICATION - NORMAL USER		
User Profile	**Typical Application**	**Configuration**
General/Power User, Higher data/volume requirement, larger/more applications, multitasking, knowledge worker	Business Applications, Web, Email and office	All-In-One Desktop (built-in Form factor)
Component	Minimum Configuration	
CPU Base	Latest generation Intel® CoreT i5-8500 (9MB Cache, 3.40 GHz) or Similar	
FSB	2400	
Base RAM	8GB DDR4 at 2400MHz (1x8GB)	
HDD	500GB 7200rpm SATA	
Crypto Processor Trusted Platform Module	Minimum ver 1.2	
Graphics	Integrated Intel, with PCIe option	
Monitor	21.5" WLED, 1920x1080 FHD, 250 nit, Antiglare	
Standard Keyboard	Keyboard with Number Pad	
Standard Mouse	USB 2 button with wheel	
Inputs	1 x USB3.1 Type A Gen2 with 1 rapid charge	
	4 x USB 3.1 Type-A Gen1 with one support USB Smart Power On	
	1 x headphone and microphone combo jack	
Audio	Internal Speakers	
Networking	10/100/1000 Gigabit Ethernet	
Operating System certification	Windows 10 or Latest	
Power supply	110 - 240V 50/60mhz	
Power savings	Enabled by default, incl. Hibernate	
Form Factor	All-In-One	
Warranty	5 years onsite next business day warranty	
Power cable	Country compliant	

- All electrical connections must comply with the local power standards/requirements of the in country.

- Provide local language keyboards

b. **Laptop Specifications**

LAPTOP SPECIFICATION – NORMAL USER		
User Profile	Typical Application	Configuration
General/Power User, Higher data/volume requirement, larger/more applications, multitasking, knowledge worker	Business Applications, Web, Email and office	15" Laptop
Component	Minimum Configuration	
CPU base	Latest generation Intel® CoreT i5-8500 (9MB Cache, 3.40 GHz) or Similar	
RAM	8GB DDR4 at 2400MHz	
HDD	500GB PCIe SSD	
Security	Minimum TPM ver 1.2	
	Finger print reader	
Graphics	Integrated	
Video RAM	2GB	
Monitor	15.6 " FHD IPS (1920x1080) Antiglare 250nit	
Camera	HD Camera	
Audio	Internal speakers	
Networking	10/100/1000BTx / Wi-Fi, Wireless-N LAN card (1x1),Bluetooth, built-in LTE/4G	
Input/ Output Ports	1 x Thunderbolt 3	
	1 x USB-C	
	2 x USB 3.0	
	1 x HDMI	
	1 x headphone and microphone combo jack	
	1 X VGA	
Battery	Up to 11 hours working period with Rapid Charge	
Mouse	USB Mouse	
Operating system certification	Windows 10	
Power management	110- 240v 50/60Mhz	
Warranty	5 years onsite next business day service warranty	
Power Cable	Country compliant	

- All electrical connections must comply with the local power standards/requirements of the in country.
- The bidders shall supply an additional 10% of power adaptors of all laptops.
- The bidders shall supply the security cable and lock.

LAPTOP SPECIFICATION – MID RANGE BUSINESS USER		
User Profile	Typical Application	Configuration
ICT Engineer, ICT Support, High end business users, Graphics designers, Web developers and content managers	Business Applications, Web, Email and office Software Development Systems and Network Tools	17" laptops
Component	Minimum Configuration	
CPU	Latest generation Intel® CoreT i7-8500 (9MB Cache, 3.40 GHz) or Similar	
RAM	16 GB 2666 MHz DDR4	
HDD	256GB PCIe SSD	
Crypto Processor Trusted Platform Module	Minimum ver 1.2	
Security	Finger print reader	
Graphics	Integrated	
Video RAM	4 GB	
Monitor	17" with built-in high definition video camera	
Networking	10/100/1000BTx / Wi-Fi, Wireless-N LAN card (1x1)	
Input/ Output Ports	1 x Thunderbolt 3	
	1 x USB-C	
	2 x USB 3.0	
	1 x HDMI	
	1 x headphone and microphone combo jack	
Mouse	USB Mouse	
Operating system Certification	Windows 10	
Power management	110 – 240v 50/60Mhz	
Display output	VGA and HDMI	
Battery	Up to 11 hours working period with Rapid Charge	
Warranty	5 years onsite next business day service warranty	
Power Cable	Country Compliant	
Security Slot Type	Kensington lock slot\ Noble Wedge lock slot	

- All electrical connections must comply with the local power standards/requirements of the in country.
- The bidders shall supply an additional 10% of power adaptors of all laptops.
- The bidders shall supply the security cable and lock.

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TERMS OF REFERENCE ANNEXURE C

Service Category and Description	Service Availability	Service Entity Responsibility		Pricing Guidance
		Provider	DIRCO	
Asset Tagging Tag all new Devices with DIRCO standard asset tags	8:00 am to 17:00 Pm (GMT +2) Monday through Friday, excluding public holidays	Attach an asset tag to each new DEVICE or device prior to delivery.	Provide Asset tags standards. Provides Asset Tags.	• Included in pricing model.
Call Logging	8:00 am to 17:00 Pm (GMT +2) Monday through Friday, excluding public holidays	Provide Faxing ,Telephone, Portal and E-mail call logging capabilities	Log hardware faults with the supplier	• Included in pricing model.
Hardware Break/Fix Repairs Facilitate the repair of all hardware related faults for in scope devices, and peripherals	8:00 am to 17:00 pm Globally according to local GMT Monday through Friday, excluding public holidays	• Tier 4 Troubleshooting, diagnoses and resolution for all in scope hardware devices. • 24/7 Call logging portal. • Onsite Repair onsite and replacement of parts. • Should the faulty device require parts that will need to be shipped; the bidder/s must provide a loan device to ensure service continuity • No Hard Drive may be removed from the premises.	• Log hardware faults with the supplier • Conduct appropriate tests of repaired device to ensure the device is operating appropriately • Provide Completion Certificate for resolved incident	• Included in base cost for HW in warranty • Time and Material for HW out of warranty

Service Category and Description	Service Availability	Service Entity Responsibility		Pricing Guidance
		Provider	DIRCO	
		• Hard Drive remains the property of DIRCO • Conduct appropriate tests of repaired device to verify correct operation. • Address recurring problems, performing root cause analysis and introducing modifications to the product configuration to resolve them, at your own cost. • To this end, the manufacturer is required to maintain an ongoing register of recurring problems and issues requiring attention, including remedial actions decided on and progress towards implementation.		
Minimum Time to respond to fault	8:00 am to 17:00 pm Globally according to local GMT Monday through Friday, excluding public holidays	2 hours onsite response	Confirm to call logging processes	Included in pricing model.
Time to resolve hardware fault	8:00 am to 17:00 pm Globally according to local GMT Monday	• 8 Hours (Working Hours) • Provide resolution reports	• Monitor the services • Confirm resolution	Included in pricing model.

Service Category and Description	Service Availability	Service Entity Responsibility		Pricing Guidance
		Provider	DIRCO	
	through Friday, excluding public holidays			