

SINGAPORE CENTRE FOR CHINESE LANGUAGE
565 Balestier Road, #05-05, Singapore 329927
Tel: 64675667

Invitation to Quote

Date of Invitation: 09/04/2026

ITQ Ref No. ITQ-FY27-01-000004

To:

Address:

Tel No:

- 1) Please let us have your quotation (**exclusive of GST**) for the services specified below in your company letterhead and returning it to us by 17:00 (Time) on 22/04/2026 (Closing Date).
- 2) Where applicable, please attach brochures/catalogue/samples when submitting your quotation.
- 3) The quotation shall remain valid for 30 days from the closing date as stated above. On expiry of the offer, the vendor shall, if SCCL so requires, extend the validity of offer for a further period of 60 days from the aforesaid date of expiry.
- 4) SCCL reserves the right not to accept the lowest or any proposal and shall not be bound to assign any reason for the rejection. SCCL also reserves the right to award full quotation or part thereof and shall not be bound to assign any reason for the award.

S/N	Description	Unit Price S\$	Total Amount S\$
1.	Provision of the Hardware Maintenance and Support Services (24x7x4hrs) for Singapore Centre for Chinese Language (SCCL) at 565 Balestier Road, #05-05, Singapore 329927.		
2.	<u>Duration</u> Period coverage for <u>36 months</u> starting from 20 Apr 2026.		
3.	<u>Scope of services</u> a) Provide on-site support. b) 24/7 full coverage (please indicate onsite response time) c) Unlimited helpdesk support d) Cover genuine Aruba Parts or equipment e) HPE Foundation Care NBD Exchange SVC f) HPE Software Technical Unlimited Support g) HPE Software Updates SVC h) Perform firmware/security upgrade i) Perform minor network reconfiguration j) On-site support incidents k) State any loaner provided. Loaner needs to be functional-equivalent to ensure operation is not affected. l) Cost for Pre-maintenance Check (hourly) if applicable.		

4.	<p><u>Equipment to be covered</u></p> <ul style="list-style-type: none"> a) 02 x Aruba 3810M (JL075A) b) 06 x Aruba 2930F (JL254A) c) 06 x Aruba 2930F PoE switch (JL258A) d) 11 x Aruba AP-515 (Q9H62A) e) 02 x Aruba 7024 (JW682A) f) 02 x Aruba ClearPass (JZ508A) g) 01 x Aruba AirWave Pro Gen 10 Appliance (R3W19A) h) 01 x Aruba Mobility Master HW Appliance (JY791A) i) Licenses, Power supplies, stacking cables, Transceivers and accessories for the above-mentioned equipment 		
5.	<p><u>Requirement</u></p> <ul style="list-style-type: none"> a) State type of specialization (if any) b) State type of Aruba certifications (if any) c) The Contractor shall provide their Letter of Authorization supporting their certification from the respective local principal / original equipment manufacturer (OEM) for providing the hardware maintenance support services. d) The Contractor shall ensure that all components that are installed into the equipment maintained are authorized by the respective local principal / OEM. e) The contractor shall provide the unit cost as per price schedule in Annex A in Singapore Dollars. f) The contractor shall provide company profile and track records (at least 3 years) or references for past experiences /projects (since 2023) for SCCL’s reference. Please refer to Annex B. 		
6.	<p>Payment Within thirty (30) days upon receipt of the invoice together with all relevant supporting documents.</p>		
Total amount (exclude GST)			

If you have any queries, please call **Mr Cillin Tio at 6467 5667 ext 529** or email: **it_support@sccl.sg** for clarifications. Thank you.

Price Schedule

S/N	Description	Qty	Unit Cost (S\$)	Amount (S\$)
1	36 months coverage on the equipment listed in 4, items a to i <ul style="list-style-type: none"> • HPE Foundation Care NBD Exchange SVC • HPE Software Technical Unlimited Support • HPE Software Updates SVC 	1		
2	36 months of vendor support includes <ul style="list-style-type: none"> • Unlimited helpdesk support • Perform firmware/security upgrade (1 to 2 times per year) • Perform minor network reconfiguration (less than 4 hours, 1 to 2 times per year) • On-site support for the above • State what the loaner provided • Annual payment (preferred) 	1		
3	<u>Any other items</u>			
	<i>Any other items, please specify. If this section is left unpriced, it shall be deemed that any other peripherals/services have been included and allowed for in the Quotation Price.</i>			
3.1				
3.2				
3.3				
			Total	

* The above quoted price shall be exclusive of the prevailing GST.

Service Level

S/N	Description	Remarks
1.1	Number of tokens proposed annually	
1.2	Number of unconsumed tokens that can be carried forward	
2.1	State response time for Severity 1 (e.g. network down, core switch failure)	
2.2	State response time for Severity 2 (e.g. partial network outage, edge switch failure)	
2.3	State response time for Severity 3 (e.g. minor performance degradation, Access Point failure)	
2.4	State response time for Severity 4 (e.g. general inquiries, configuration changes)	
3.1	<p>How many tokens are expected to be deducted for</p> <ul style="list-style-type: none"> a) One-time firmware upgrade for <ul style="list-style-type: none"> a. 2 units of Aruba 3810M switches (JL075A) b. 6 units of Aruba 2930F switches (JL254A) c. 6 units of Aruba 2930F PoE switches (JL258A) b) One-time firmware upgrade for <ul style="list-style-type: none"> a. 2 units of Aruba 7024 Mobility Controllers (JW682A) b. 2 units of Aruba ClearPass (JZ508A) c. 1 unit of Aruba Airwave (R3W19A) d. 1 unit or Aruba Mobility Master Appliance (JY791A) e. 11 units of Aruba Access Point (Q9H62A) 	

Name & Signature : _____ **Date** : _____

Company Stamp : _____

CONTRACTOR'S PARTICULARS AND TRACK RECORDS

1) **BizFile from ACRA or equivalent** (for companies not registered with ACRA) **dated not more than 3 months from quotation closing date.**

2) **Details of completed similar Projects in the past 3 years (since 2023)**

S/No	Description of Project	Name of organisation Contact details: 1. Name of contact person 2. Email address (if any) 3. Contact No.	Period		Final Contract Sum (S\$)	Any feedback / testimonial
			From	To		