



Zulu Kingdom. **Exceptional**

REQUEST FOR QUOTATION END USER COMPUTING – LAPTOP REPAIR

TERMS OF REFERENCE

1. BACKGROUND

Tourism KZN is responsible for promoting the province of KwaZulu-Natal to domestic and international travellers. A key enabler to promote the destination is the use of technology.

2. SCOPE OF SERVICES

2.1 Tourism KZN is looking for a suitable service provider to provide the following repair for the below laptop:

Dell Laptop

Model: Latitude 5400

Serial Number:7XCML13

Current Condition:

There is a line on the screen as depicted below:





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Dell Laptop

Model: Latitude 5420
Serial Number: 7JZNOJ3

Current Condition:

The screen is damaged as per below.



3. COSTING

3.1 The Service provider must clearly indicate the cost to repair the unit including the warranty provided to the entity which includes the warranty on the workmanship.

3.2 The service provider must repair the unit within 14 days of being awarded the purchase order.

A handwritten signature in black ink.

08/02/2023