

**Ref.: Chamada Pública para solicitação de cotação**

de (from): [compras@rnp.br](mailto:compras@rnp.br) e Clauber Silva Bonas – [clauber.bonas@rnp.br](mailto:clauber.bonas@rnp.br)  
instituição (company): Rede Nacional de Ensino e Pesquisa

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data (date): 08 de janeiro de 2025  
revisão I: 16 de janeiro de 2025  
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n.º de páginas(pages sent): 9

Prezados senhores,

A Rede Nacional de Ensino e Pesquisa – RNP tem o prazer de convidá-los a apresentar proposta para o fornecimento abaixo:

Item N°	Produto	Qt.	CEP	NR. SC (uso RNP)
0002	SWITCH	4.0	13083886	120022 / 0001
<p>Descrição:</p> <p>1U switch L3 with 12x SFP+/SFP (10G) + 12x 10GBase-T/RJ45 (10G) ports, support for 1x power supply, minimal switching capacity: 480Gbps (full duplex/bidirectional), need to be manageable and stackable 1x AC power supply 1x AC power cable Brazil NBR14136 to IEC-60320 C13, 1.8m</p> <p>#####</p> <p>Perpetual license to enable: Security protocols: 802.1x/MAB/DHCP Snooping/ARP inspection/ Port, Security/BPDU Guard. Routing protocols: OSPF</p> <p>#####</p> <p>5 years hardware (only) warranty - Next business day (NBD)</p>				
0003	SERVIDOR S/MONITOR (RACK)	1.0	25651075	120024 / 0001
<p>Descrição:</p> <p>1x 2U server, dual socket LGA-4677, 32x DIMM slots up to 8TB RAM 5600Mhz ECC DDR5, 2x NVMe M2 2280 internal + 24x 2.5" drive bays, 3x PCI-E 5.0 x16 slots available on CPU1, 2x PCI-E 5.0 x16 slots available on CPU2, 1x AIOM (OCP 3.0 compatible) PCI-E 5.0 x8 slot, 1600W redundant power supply, 4x 8cm heavy duty fans;</p> <p>2x CPU 16C/32T, 3.6GHz up to 4.1GHz turbo, 45M cache, socket LGA-4677, TDP 270W, ECC support, RAM type/speed DDR5/5200MHZ, 8 memory channels, 80 PCI-E 5.0 lanes;</p> <p>16x 32GB 5600MHZ DDR5 ECC Registered DIMM, 288-pin low profile, dual rank x8 (2Rx8);</p> <p>2x 960GB SSD SATA 6.0Gbps M2 22x80mm;</p> <p>1x AIOM/OCP 3.0 form factor network adapter, quad-port 1/10GbE SFP/SPF+, PCIe;</p> <p><b>De:</b> 1x Network card Mellanox connectX-7 100GbE dual-port QSFP112 HHHHL adapter card, PCIE 5.0 x16, crypto-enabled;</p> <p><b>Para:</b> 1x Network card Mellanox connectX-7 2x200GbE/NDR200 dual-port QSFP112 HHHHL adapter card, PCIE 5.0 x16, crypto-enabled</p>				

1x Network card Mellanox ConnectX-7 2x200GbE/NDR200 dual-port QSFP112 HHHL adapter card, PCIE 5.0 x16, no crypto;  
 1x Network card Mellanox ConnectX-6 2x100GbE/HDR100/EDR dual-port QSFP56 HHHL adapter card, PCIE 4.0 x16, no crypto;  
 2x AC power cable Brazil NBR14136 to IEC-60320 C13, 1.8m;  
 5 years hardware (only) warranty - Next business day (NBD).

#####

1x bracket for riser card to enable 2x PCIe 5 x16 on CPU2  
 1x riser card to enable 2x PCIe 5 x16 on CPU2  
 2x internal cable with MCIO connectors 33cm to enable 2x PCIe 5 x16 on CPU2  
 1x bracket for riser card to enable 2x PCIe 5 x16 on CPU1  
 1x riser card to enable 1x PCIe 5 x16 on CPU1  
 1x riser card to enable 1x PCIe 5 x16 on CPU1  
 2x internal cable with MCIO connectors 26cm to enable 2x PCIe 5 x16 on CPU1  
 1x internal power cable to enable 2x PCIe 5 x16 on CPU1 and 2x PCIe 5 x16 on CPU2  
 1x second AIOM cage for 2x PCIe 5 x8 on CPU2  
 1x internal sideband cable with 2x15 ph1.0 connectors for second AIOM cage  
 1x internal cable with MCIO connectors 18cm to enable for second AIOM cage  
 1x internal cable with MCIO connectors 21cm to enable for second AIOM cage  
 1x add-on card with 2x PCIe 5 x8 on CPU2 for second AIOM cage

## Delivery notes ##

Server must be delivered with all risers, add-on cards, cables and components assembled and tested according to the following PCIE 5.0 slots requirements:

CPU1: slots 5, 7 and A1 as PCIE 5.0 x16 slots  
 CPU2: slots 1 and 3 as PCIE 5.0 x16 slots  
 CPU2: enable A2 slot as PCIE 5.0 x16 slot  
 2.5" NVMe drive bays will not be enabled

## NIC assembly instructions ##

~~De: NIC 2x100GbE crypto, on slot 3~~

Para: NIC 2x200GbE crypto, on slot 3

NIC 2x200GbE/NDR200 no crypto, on slot 5  
 NIC 2x100GbE/HDR100/EDR no crypto, on slot 7  
 NIC quad-port 1/10GbE SFP/SPF+, on slot A1, BMC shared enabled

0001	PLACA DE REDE	1.0	25651075	120024 / 0002
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Descrição:

~~De: Network card Mellanox connectX-7 100GbE dual port QSFP112 HHHL adapter card, PCIE 5.0 x16, no crypto (MCX713106AS-CEAT)~~

**Para: Network card Mellanox connectX-7 2x200GbE/NDR200 dual-port QSFP112 HHHL adapter card, PCIE 5.0 x16, no crypto (MCX755106AS-HEAT)**

## Delivery note ##

NIC must be delivered in the original boxes (not assembled in the servers)

0004	SERVIDOR S/MONITOR (RACK)	1.0	13083970	120024 / 0003
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Descrição:

1x 2U server, dual socket LGA-4677, 32x DIMM slots up to 8TB RAM 5600Mhz ECC DDR5, 2x NVMe M2 2280 internal + 24x 2.5" drive bays, 3x PCI-E 5.0 x16 slots available on CPU1, 2x PCI-E 5.0 x16 slots available on CPU2, 1x AIOM (OCP 3.0 compatible) PCI-E 5.0 x8 slot, 1600W redundant power supply, 4x 8cm heavy duty fans;

2x CPU 16C/32T, 3.6GHz up to 4.1GHz turbo, 45M cache, socket LGA-4677, TDP 270W, ECC support, RAM type/speed DDR5/5200MHz, 8 memory channels, 80 PCI-E 5.0 lanes;

16x 32GB 5600MHz DDR5 ECC Registered DIMM, 288-pin low profile, dual rank x8 (2Rx8);

2x 960GB SSD SATA 6.0Gbps M2 22x80mm;

1x AIOM/OCP 3.0 form factor network adapter, quad-port 1/10GbE SFP/SPF+, PCIe;

~~De: 1x Network card Mellanox connectX-7 100GbE dual port QSFP112 HHHL adapter card, PCIE 5.0 x16, crypto enabled;~~

**Para: 1x Network card Mellanox connectX-7 2x200GbE/NDR200 dual-port QSFP112 HHHL adapter card, PCIE 5.0 x16, crypto enabled**

~~De: 1x Network card Mellanox ConnectX-7 100GbE dual port QSFP112 HHHL adapter card, PCIE 5.0 x16, no crypto;~~

**Para: 1x Network card Mellanox ConnectX-7 2x200GbE/NDR200 dual-port QSFP112 HHHL adapter card, PCIE 5.0 x16, no crypto**

2x AC power cable Brazil NBR14136 to IEC-60320 C13, 1.8m;

5 years hardware (only) warranty - Next business day (NBD).

#####

1x bracket for riser card to enable 2x PCIe 5 x16 on CPU2

1x riser card to enable 2x PCIe 5 x16 on CPU2

2x internal cable with MCIO connectors 33cm to enable 2x PCIe 5 x16 on CPU2

1x bracket for riser card to enable 2x PCIe 5 x16 on CPU1

1x riser card to enable 1x PCIe 5 x16 on CPU1

1x riser card to enable 1x PCIe 5 x16 on CPU1

2x internal cable with MCIO connectors 26cm to enable 2x PCIe 5 x16 on CPU1

1x internal power cable to enable 2x PCIe 5 x16 on CPU1 and 2x PCIe 5 x16 on CPU2

1x second AIOM cage for 2x PCIe 5 x8 on CPU2

1x internal sideband cable with 2x15 ph1.0 connectors for second AIOM cage

1x internal cable with MCIO connectors 18cm to enable for second AIOM cage

1x internal cable with MCIO connectors 21cm to enable for second AIOM cage

1x add-on card with 2x PCIe 5 x8 on CPU2 for second AIOM cage

## Delivery notes ##

Server must be delivered with all risers, add-on cards, cables and components assembled and tested according to the following PCIE 5.0 slots requirements:

CPU1: slots 5, 7 and A1 as PCIE 5.0 x16 slots

CPU2: slots 1 and 3 as PCIE 5.0 x16 slots

CPU2: enable A2 slot as PCIE 5.0 x16 slot

2.5" NVMe drive bays will not be enabled

## NIC assembly instructions ##

~~De: NIC 2x100GbE crypto, on slot 3~~

Para: NIC 2x200GbE crypto, on slot 3

~~De: NIC 2x100GbE no crypto, on slot 5~~

Para: NIC 2x200GbE no crypto, on slot 5

NIC quad-port 1/10GbE SFP/SPF+, on slot A1, BMC shared enabled

0005	SERVIDOR S/MONITOR (RACK)	1.0	13083970	120024 / 0004
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Descrição:

1x 2U server, dual socket LGA-4677, 32x DIMM slots up to 8TB RAM 5600Mhz ECC DDR5, 2x NVMe M2 2280 internal + 24x 2.5" drive bays, 3x PCI-E 5.0 x16 slots available on CPU1, 2x PCI-E 5.0 x16 slots available on CPU2, 1x AIOM (OCP 3.0 compatible) PCI-E 5.0 x8 slot, 1600W redundant power supply, 4x 8cm heavy duty fans;

2x CPU 16C/32T, 3.6GHz up to 4.1GHz turbo, 45M cache, socket LGA-4677, TDP 270W, ECC support, RAM type/speed DDR5/5200MHz, 8 memory channels, 80 PCI-E 5.0 lanes;

16x 32GB 5600MHz DDR5 ECC Registered DIMM, 288-pin low profile, dual rank x8 (2Rx8);

2x 960GB SSD SATA 6.0Gbps M2 22x80mm;

1x AIOM/OCP 3.0 form factor network adapter, quad-port 1/10GbE SFP/SPF+, PCIe;

~~De: 1x Network card Mellanox connectX-7 100GbE dual-port QSFP112 HHHL adapter card, PCIE 5.0 x16, crypto enabled;~~

Para: 1x Network card Mellanox connectX-7 2x200GbE/NDR200 dual-port QSFP112 HHHL adapter card, PCIE 5.0 x16, crypto enabled

1x Network card Mellanox ConnectX-6 2x100GbE/HDR100/EDR dual-port QSFP56 HHHL adapter card, PCIE 4.0 x16, no crypto;

2x AC power cable Brazil NBR14136 to IEC-60320 C13, 1.8m;

5 years hardware (only) warranty - Next business day (NBD).

#####

1x bracket for riser card to enable 2x PCIe 5 x16 on CPU

1x riser card to enable 2x PCIe 5 x16 on CPU2

2x internal cable with MCIO connectors 33cm to enable 2x PCIe 5 x16 on CPU2

1x bracket for riser card to enable 2x PCIe 5 x16 on CPU1

1x riser card to enable 1x PCIe 5 x16 on CPU1

- 1x riser card to enable 1x PCIe 5 x16 on CPU1
- 2x internal cable with MCIO connectors 26cm to enable 2x PCIe 5 x16 on CPU1
- 1x internal power cable to enable 2x PCIe 5 x16 on CPU1 and 2x PCIe 5 x16 on CPU2
- 1x second AIOM cage for 2x PCIe 5 x8 on CPU2
- 1x internal sideband cable with 2x15 ph1.0 connectors for second AIOM cage
- 1x internal cable with MCIO connectors 18cm to enable for second AIOM cage
- 1x internal cable with MCIO connectors 21cm to enable for second AIOM cage
- 1x add-on card with 2x PCIe 5 x8 on CPU2 for second AIOM cage

## Delivery notes ##

Server must be delivered with all risers, add-on cards, cables and components assembled and tested according to the following PCIE 5.0 slots requirements:

- CPU1: slots 5, 7 and A1 as PCIE 5.0 x16 slots
- CPU2: slots 1 and 3 as PCIE 5.0 x16 slots
- CPU2: enable A2 slot as PCIE 5.0 x8 slot
- 2.5" NVMe drive bays will not be enabled

## NIC assembly instructions ##

~~De: NIC 2x100GbE crypto, on slot 3~~

Para: NIC 2x200GbE crypto, on slot 3

NIC 2x100GbE/HDR100/EDR no crypto, on slot 5

NIC quad-port 1/10GbE SFP/SPF+, on slot A1, BMC shared enabled

0006	SERVIDOR S/MONITOR (RACK)	1.0	13083970	120024 / 0005
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Descrição:

1x 1U server, single socket LGA-4677, 16x DIMM slots up to 2TB RAM 5600Mhz ECC DDR5, 10x SAS3/SATA3 2.5" hot-swap drive bays, 1x RJ45 1G BMC LAN port, 2x PCIe 5.0 x16 FHHL slots and 2x AIOM (OCP 3.0 compatible) PCI-E 5.0 x16 slots, 860W redundant power supply, 6x middle cooling fans

1x CPU 16C/32T, 3.6GHz up to 4.1GHz turbo, 45M cache, socket LGA-4677, TDP 270W, ECC support, RAM type/speed DDR5/5200MHz, 8 memory channels, up to 80 PCI-E 5.0 lanes

8x 32GB 5600MHz DDR5 ECC Registered DIMM, 288-pin low profile, single rank x8 (1Rx8)

2x 960GB SSD NVMe PCIe 3.0 M2 22x80mm

1x Network card 4x SFP+ connectors, OCP 3.0/AIOM form factor

~~De: 1x Network card Mellanox connectX-7 100GbE dual port QSFP112 HHHL adapter card, PCIE 5.0 x16, no crypto~~

Para: 1x Network card Mellanox connectX-7 2x200GbE/NDR200 dual-port QSFP112 HHHL adapter card, PCIE 5.0 x16, no crypto

2x AC power cable Brazil NBR14136 to IEC-60320 C13, 1.8m

5 years hardware (only) warranty - Next business day (NBD)

##Delivery notes:##

Default drive bay configuration (10x SAS3/SATA3) option, no NVMe

Server must be delivered with all risers, add-on cards, cables and components assembled and tested according to the following PCIE 5.0 slots requirements:

2x PCIE 5 x16 FHHL slots available

2x PCIE 5 x16 OCP 3.0/AIOM slots available

##NIC assembly instructions:##

NIC quad-port 1/10GbE SFP/SPF+, on slot A1, BMC shared enabled

**De:** NIC 2x100GbE no crypto, on slot 1

**Para:** NIC 2x200GbE no crypto, on slot 1

0007	SERVIDOR S/MONITOR (RACK)	1.0	13083886	120029 / 0001
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Descrição:

1x 2U server, dual socket LGA-4677, 32x DIMM slots up to 8TB RAM 5600Mhz ECC DDR5, 2x NVMe M2 2280 internal + 24x 2.5" drive bays, 3x PCI-E 5.0 x16 slots available on CPU1, 2x PCI-E 5.0 x16 slots available on CPU2, 1x AIOM (OCP 3.0 compatible) PCI-E 5.0 x8 slot, 1600W redundant power supply, 4x 8cm heavy duty fans

2x CPU 16C/32T, 3.6GHz up to 4.1GHz turbo, 45M cache, socket LGA-4677, TDP 270W, ECC support, RAM type/speed DDR5/5200MHz, 8 memory channels, up to 80 PCI-E 5.0 lanes

16x 32GB 5600MHz DDR5 ECC Registered DIMM, 288-pin low profile, dual rank x8 (2Rx8)

2x 960GB SSD SATA 6.0Gbps M2 22x80mm

1x AIOM/OCP 3.0 form factor network adapter, quad-port 1/10GbE SFP/SPF+, PCIe

**De:** 1x Network card Mellanox connectX-7 100GbE dual port QSFP112 HHHL adapter card, PCIE 5.0 x16, crypto enabled

**Para:** 1x Network card Mellanox connectX-7 2x200GbE/NDR200 dual-port QSFP112 HHHL adapter card, PCIE 5.0 x16, crypto enabled

6x 6.4TB SSD NVMe, PCIe 4.0 x4 U.3, 6.8GB/s read 5.6GB/s write, mixed use, 1M random read IOPS, 400k random write IOPS, 3 DWPD, 2 million hours MTTF, 176-layer 3D TLC NAND

2x AC power cable Brazil NBR14136 to IEC-60320 C13, 1.8m

5 years hardware (only) warranty - Next business day (NBD)

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1x cable kit to connect 16x PCI-E 5 x4 U.3 2.5" NVMe drives

1x bracket for riser card to enable 1x PCIe 5 x16 on CPU2

1x bracket for GPU card to enable 1x PCIe 5 x16 on CPU2

1x riser card to enable 1x PCIe 5 x16 on CPU2

1x internal cable GENZ 4C STR to 2 MCIO x8 RA/RA 27cm / 16cm

1x internal power cable microHi (2x4) to 2 microHi (2x2) 25/25cm

- 1x bracket for riser card to enable 2x PCIe 5 x16 on CPU1
- 1x riser card to enable 2x PCIe 5 x16 on CPU1
- 1x riser card to enable 1x PCIe 5 x16 on CPU1
- 2x internal cable with MCIO connectors 26cm to enable 2x PCIe 5 x16 on CPU1
- 1x internal power cable to enable 2x PCIe 5 x16 on CPU1 and 1x PCIe 5 x16 on CPU2

## Delivery notes ##

Server must be delivered with all risers, add-on cards, cables and components assembled and tested according to the following PCIE 5.0 slots requirements:

CPU1: slots 5, 7 and A1 as PCIE 5.0 x16 slots

CPU2: slot 3 as PCIE 5.0 x16

16x 2.5" NVMe drive bays enabled for use

NIC assembly instructions:

NIC quad-port 1/10GbE SFP/SPF+, on slot A1, BMC shared enabled

~~De: NIC 2x100GbE crypto, on slot 5~~

Para: NIC 2x200GbE crypto, on slot 5

0008	SERVIDOR S/MONITOR (RACK)	1.0	13083886	120029 / 0002
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Descrição:

1x 1U server, single socket LGA-4677, 16x DIMM slots up to 2TB RAM 5600Mhz ECC DDR5, 10x SAS3/SATA3 2.5" hot-swap drive bays, 1x RJ45 1G BMC LAN port, 2x PCIe 5.0 x16 FHHL slots and 2x AIOM (OCP 3.0 compatible) PCI-E 5.0 x16 slots, 860W redundant power supply, 6x middle cooling fans

1x CPU 16C/32T, 3.6GHz up to 4.1GHz turbo, 45M cache, socket LGA-4677, TDP 270W, ECC support, RAM type/speed DDR5/5200MHZ, 8 memory channels, up to 80 PCI-E 5.0 lanes

8x 32GB 5600MHZ DDR5 ECC Registered DIMM, 288-pin low profile, single rank x8 (1Rx8)

2x 960GB SSD NVMe PCIe 3.0 M2 22x80mm

1x Network card 4x SFP+ connectors, OCP 3.0/AIOM form factor

~~De: 4x Network card Mellanox connectX-7 100GbE dual-port QSFP112 HHHL adapter card, PCIE 5.0 x16, no crypto~~

Para: 1x Network card Mellanox connectX-7 2x200GbE/NDR200 dual-port QSFP112 HHHL adapter card, PCIE 5.0 x16, no crypto

2x AC power cable Brazil NBR14136 to IEC-60320 C13, 1.8m

5 years hardware (only) warranty - Next business day (NBD)

## Delivery notes ##

Default drive bay configuration (10x SAS3/SATA3) option, no NVMe

Server must be delivered with all risers, add-on cards, cables and components assembled and tested according to the following PCIE 5.0 slots requirements:

2x PCIe 5 x16 FHHL slots available

2x PCIe 5 x16 OCP 3.0/AIOM slots available

NIC assembly instructions:

NIC quad-port 1/10GbE SFP/SPF+, on slot A1, BMC shared enabled

**De:** NIC 2x100GbE no crypto, on slot 1

**Para:** NIC 2x200GbE no crypto, on slot 1

#### **OBSERVAÇÕES IMPORTANTES:**

- 1) A RNP se reserva no direito de adquirir os equipamentos individualmente de diversos parceiros ou no todo de um único parceiro, considerando o cenário com a melhor condição comercial.
- 2) Serão aceitas e analisadas propostas nas modalidades CIF e/ou FOB (equipamentos nacionais e/ou nacionalizados cotados em Real ou importados cotados em moeda estrangeira).
- 3) Revisão devido a *end-of-life* das placas de rede especificadas, onde o texto destacado em **vermelho** foi substituído pelo texto destacado em **verde**.
- 4) No primeiro item deste documento, houve um erro de digitação na especificação técnica, o qual foi corrigido e encontra-se destacado em **azul**.

A cotação deverá ser encaminhada obrigatoriamente com os seguintes dados:

- .Valores: em reais para produtos nacionais, em dólar para produtos importados;
- .formas de pagamento;
- .validade da proposta;
- .dados para faturamento;
- .marca, modelo e demais especificações técnicas detalhadas do produto;
- .prazo de entrega para: 13083886/CAMPINAS/SP;
- .garantia do equipamento;
- .valor do frete e instalação (se houver);
- .Informar na proposta se o faturamento será feito diretamente pelo distribuidor ou fabricante.

#### FORMAS E CONDIÇÕES DE PAGAMENTOS

O pagamento será feito pela RNP – Rede Nacional de Ensino e Pesquisa ao fornecedor adjudicado, através de:

- . Depósito bancário para fornecimento nacional, no prazo mínimo de 45 dias corridos contados da data de aceite total do produto e/ou serviço,
- . Carta de Crédito, para fornecimento no exterior, no prazo de até 120 dias da data da Proforma Invoice.

A RNP obriga-se a pagar as notas fiscais/faturas apresentadas pelo Fornecedor, em razão da prestação dos serviços ou aquisição de materiais no prazo acordado no pedido de compra e contados da data de seu aceite/recebimento pela RNP. Independente do prazo negociado, a RNP somente efetua pagamentos quinzenalmente e condicionados à seguinte regra:

- Pagamentos nos dias 05 ou 20 do mês.

Dessa forma, caso a apresentação da nota-fiscal/fatura pelo fornecedor não ocorra nos termos do Pedido de Compra e dentro do período mensal de pagamentos da RNP, fica desde já acertado que ocorrerá a prorrogação da próxima data de pagamento de acordo com a política da RNP, sem a incidência de qualquer ônus ou penalidade para a RNP.

O licitante deverá apresentar os documentos discriminados abaixo em até 5 dias úteis, caso seja solicitado:

- 1.Inscrição no Cadastro Geral de Contribuintes;
- 2.Prova de regularidade relativa à Seguridade Social, comprovada pela Certidão Negativa de Débito (CND), expedida pelo INSS;
- 3.Prova de regularidade com o Fundo de Garantia por Tempo de Serviço (FGTS), comprovada pela Certidão de Regularidade de Situação (CRS);
- 4.Cópia do Contrato Social e alterações contratuais.

A proposta deverá ser enviada através do e-mail [compras@rnp.br](mailto:compras@rnp.br) com cópia para [clauber.bonas@rp.br](mailto:clauber.bonas@rp.br) até o dia 30/01/2025.

Após análise comparativa entre as especificações solicitadas e as propostas apresentadas pelos licitantes, será selecionada a oferta que cumprir com as especificações exigidas, com o menor preço e técnica.



A realização da seleção de fornecedores não obriga a Rede Nacional de Ensino e Pesquisa a formalizar o contrato ou pedido de compra, podendo a mesma ser anulada, sem que caiba direito aos participantes de pleitear qualquer indenização.

#### TERMO DE CONFIDENCIALIDADE

As propostas serão consideradas matéria reservada, preservada a sua confidencialidade, e não serão divulgadas para os demais participantes, mesmo após a declaração da proposta vencedora. As propostas serão divulgadas apenas para a Comissão de Avaliação Interna da RNP envolvida no processo. Desta forma, as partes se comprometem, sob pena da lei, a manter a estrita confidencialidade das informações compartilhadas.

#### ATENDIMENTO E SLA - Garantia/Manutenção

A proposta deve apresentar de forma detalhada as seguintes informações:

- Fornecer as condições de garantia detalhadas, com relação a prazos e locais da reposição ou substituição de peças defeituosas, de acordo com o pacote adquirido.
- Serviço de manutenção e suporte, disponibilizando meios de comunicação (incluindo, pelo menos, um número de telefone) e procedimentos pelos quais a RNP possa a qualquer momento, de acordo com o SLA apresentado e contratado, iniciar e acompanhar processo de reclamação quanto a eventuais falhas nos equipamentos adquiridos ou serviços contratados.

Para esclarecer quaisquer dúvidas, gentileza entrar em contato via email: [compras@rnp.br](mailto:compras@rnp.br) com cópia para [clauber.bonas@rnp.br](mailto:clauber.bonas@rnp.br) ou através do telefone (19) 3787-3300.