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PROCUREMENT FIELD NOTE 01

BEFORE YOU ACCEPT AN INFRASTRUCTURE QUOTE

Five checks to clarify scope, delivery and support.

Make the obligations comparable before you compare the totals.

ILLUSTRATIVE COMPARISON / SAME PRICE, DIFFERENT OBLIGATIONS

OFFER A

Equipment + installation

Site tests defined

On-site support defined

OFFER B

Equipment + installation

Site tests not stated

Return-to-factory support

FIVE AREAS TO MAKE EXPLICIT

1. Scope
2. Configuration
3. Delivery + cost
4. Acceptance
5. Support

For IT, infrastructure and procurement leads planning a server-room expansion or a small data-center project.

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CHECKS 01 + 02

DEFINE SCOPE. FIX CONFIGURATION.

Name the owner, the deliverable and the evidence of completion.

01 / WHO OWNS EACH DELIVERABLE?

ACTIVITY	NAME THE OWNER	DEFINE THE OUTPUT
Supply + delivery	Supplier / logistics party	Agreed delivery point
Site installation	Named installer	Installation record
Testing + handover	Named test lead	Accepted test report
Warranty + support	Named service entity	Site-specific service scope

02 / WHAT EXACTLY WILL BE SUPPLIED?

Match the bill of materials to the site requirements.

- Models, quantities and options
- Site prerequisites and exclusions
- Batteries, interfaces and licences
- Substitutions and responsibilities

Ask who provides power, cabling, cooling connections, access and monitoring integration.

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CHECK 03 / DELIVERY + COST

DEFINE THE CLOCK. PRICE THE BOUNDARY.

A lead time needs a start trigger and a defined endpoint.

ORDER RELEASE

Deposit? Approved drawings?

DISPATCH

Factory ready or shipped?

SITE ARRIVAL

Which address and date?

Dispatch timing alone does not establish a ready-for-use date.

RECONCILE THE COMPLETE COST BOUNDARY

- Equipment
- Freight
- Import costs
- Site works
- Testing
- Support

Record each item as included, excluded or unresolved.
Keep unpriced costs visible until someone prices them.

Ask what starts the clock, what can delay it, and who owns clearance, unloading and site readiness.

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CHECKS 04 + 05

AGREE ACCEPTANCE. DEFINE THE SERVICE.

Define completion before committing to the order.

04 / HOW WILL THE WORK BE ACCEPTED?

Agree test conditions, pass/fail criteria, witnesses, records and the person authorised to accept the work.

Allocate load-bank and specialist test costs. Define installation, start-up and acceptance separately. [1]

05 / WHAT HAPPENS WHEN SOMETHING FAILS?

RESPONSE

Who answers?

ON-SITE ARRIVAL

Who attends?

REPAIR / RESTORE

What is recovered?

Confirm coverage at the installation address, warranty start date, parts, labour, travel, return freight and escalation. Define each service clock and its exclusions. [2, 3]

Warranty cover and service commitments need separate definitions.

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WORKED EXAMPLE

TURN A PROMISE INTO A QUESTION.

FICTIONAL TRAINING CASE / Q-DEMO-001, REV 1

**“Installation included. Delivery: 6 weeks.
Warranty: 24 months.
24/7 support with a 30-minute response.”**

WHAT THE DOCUMENT SAYS	WHAT STILL NEEDS AGREEMENT
1 Installation is included.	Which works, tests and acceptance records are included?
2 A six-week period is stated.	From which trigger, to which delivery point, subject to which dependencies?
3 Warranty and response periods are stated.	Where is support delivered, what does response mean, and who pays for repair logistics?

The statements are documented. The execution boundaries remain open. Clarify them before approval.

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KEEP THIS CHECKLIST

FIVE CHECKS. ONE CLEARER DECISION.

For each material gap: name an owner, request evidence and record the decision.

- **Scope**
  Named owners, deliverables and exclusions. ☐
- **Configuration + site**
  Exact bill of materials and site dependencies. ☐
- **Delivery + cost**
  Defined milestones and a complete cost boundary. ☐
- **Acceptance**
  Tests, pass criteria, records and a sign-off owner. ☐
- **Warranty + support**
  Coverage, service clocks, costs and escalation. ☐

Missing information calls for clarification.
It does not, by itself, establish supplier unreliability.

NETSYSTEN / NETWORKS. SYSTEMS. INTEGRITY.

Independent owner-side perspective on infrastructure delivery.

[1] Schneider Electric: Start-up and Commissioning
[2] HPE Tech Care: service definitions, Table 7 and footnotes
[3] Schneider Electric: cross-border warranty process, FA156595

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