

# Service Level Agreement (SLA)

## Design, Build and Establishment of the National Fiber Backbone Phase 1

Effective Date: mm-dd-yyyy

**Document Owner:**

Department of Information and Communications Technology

### Version

Version	Date	Description	Author
1.0	11-18-2019	Service Level Agreement	NBP

### Approval

*(By signing below, all Approvers agree to all terms and conditions outlined in this Agreement.)*

Approvers	Role	Signed	Approval Date
DICT	Customer		
<WINNING BIDDER>	Vendor/Supplier		

## 1. Service Overview

<WINNING BIDDER> Basic Support Service provides DICT with a full hardware and software support service from the period commencing from receipt of purchase order. This means that DICT will receive Basic level of support services designed to assist DICT to attain a cost-effective and high standard of network performance, helping to achieve the high-speed capacity from the technology solutions delivered by <WINNING BIDDER>.

The Basic Support Service comprises two separate but interdependent services:

1. Technical Support which delivers reliable and high quality on-site, on-call & on-line support for network outages, technical issues and technical advice; and
2. Hardware Spares Service, which enables DICT to receive a service unit for a defective hardware for an agreed period of time

The individual Service Descriptions for these services are presented on the following pages.

## 2. Service Description

The Basic Service comprises the <WINNING BIDDER> Technical Support Service and Spares Services. Detailed Service Descriptions for these services are attached.

### Technical Support Service

This service provides on-call, on-line and on-site technical assistance and emergency recovery for issues associated with the operation and maintenance of solutions provided by <WINNING BIDDER>. The <WINNING BIDDER> Technical Support Service includes three (3) levels of service, which are categorized according to the severity level of problem.

Under this service, DICT is entitled to access <WINNING BIDDER>'s technical support organization. Trained technical experts provide assistance to DICT with diagnosis and resolution of incidents/problems on all <WINNING BIDDER>'s supplied Hardware, Software and/or Documentation covered under the terms of this Statement of Work.

<WINNING BIDDER> will answer calls 24 hour a day, 7 days a week.

<WINNING BIDDER> will provide DICT with assistance related to <WINNING BIDDER> System operation and maintenance issues affecting products covered under the terms of this Statement of Work.

This includes the following:

- a. Troubleshooting problems using diagnostic utilities
- b. Diagnosing routine Hardware/Software problems
- c. Providing advice on how to detect and resolve Hardware and network-related problems
- d. Advising on issues requiring Hardware replacement
- e. Diagnosing issues related to <WINNING BIDDER>'s product interfacing with non-<WINNING BIDDER> products
- f. Analyzing basic log/dump/operational measurement information
- g. Performing root cause analysis of emergency incidents
- h. Identifying and resolving code level problems
- i. Supporting the testing and releasing of code corrections
- j. Providing regular, ongoing updates on case progress to DICT, using agreed-upon media
- k. Providing case resolution and agreeing on case closure
- l. Maintains communication facilities with defined mail, addresses and fax numbers for the acceptance of inquiries
- m. Records and forwards DICT requests to the appropriate product experts (TAC) if needed.
- n. Analyzes DICT query and sends an initial response to the DICT and/or provide & implement the solution immediately in case of known problems
- o. Keeps record of the changes implemented in the system to correct faults, provide a copy to DICT
- p. Maintain technical support personnel to restore system operations and network severance in case of acute and serious problems. Personnel are on stand-by and can be reached via defined emergency access numbers
- q. Responds to an Emergency call as soon as possible but in any even within the agreed response time, and will remain in the permanent contact with DICT until the emergency has been adequately resolved
- r. Assist / Implement SW and Firmware Updates and Upgrades when requested
- s. Provide in-depth analysis and investigation of network-related faults
- t. Logs the fault report and starts fault analysis. Request additional data if necessary to support collection of error symptom on request

and provide DICT with an initial response within the "First Commentary Time" in order to recommend a temporary work-around solution.

- u. Determine permanent solution to the problem and provide DICT with final commentary to the fault report. The final commentary notifies planned correction measure and time. Implements corrections & release statement to DICT and deliver corrections if needed.
- v. If the reported fault requires correction, <WINNING BIDDER> must provide DICT with one issue of the hardware / software / firmware modification within the specified "resolution times"
- w. Determines & offers regular appropriate hardware/software/firmware updates for the provision of work-around solution to the problems, and for the implementation of small functional improvements
- x. Delivers the software updates including the release documentation, and instructions pertaining to changes and installation
- y. Seek approval from DICT prior to any implementation in the network
- z. <WINNING BIDDER> to provide knowledge-base web services.
- aa. Provide Preventive Maintenance services quarterly for one (1) year

### 3. Service Agreement

The WINNING BIDDER must establish its local support organization to provide anytime as needed, technical support to DICT during and after warranty period for all the equipment as applicable Supplier/Contractor support organization must compose of competent engineers and individuals who are well versed on the equipment, network and systems.

USER SUPPORT (HELPDESK) WITH ON-SITE SUPPORT. This service must provide a multi-level web-based user/provider trouble ticketing service that must also be appropriately accessible through voice and e-mail;

- a. Downtimes shall be immediately reported and acknowledged by the <WINNING BIDDER> to the concerned groups as defined by DICT;
- b. Complete report with Root-Cause-Analysis (RCA) shall be submitted for each downtime, in no more than twenty-four (24) hours upon resolution. Submission of RCA must be no less than 98% of all instances;
- c. Replacement of any defective equipment during the duration of the contract;

- d. Replacement must be the same brand and model;
- e. If the model of the defective equipment is no longer supported by the manufacturer, replacement must be the updated model of the equipment and must comply with the technical specifications stated. A formal document from the manufacturer stating obsolescence or discontinuation of the product must be submitted to the DICT and documented in the Site Folder.
- f. Service affecting preventive maintenance activities shall be allowed during 2200H to 0400H provided that DICT prescribed procedures are followed. These activities shall not count as a service outage.
- g. Site Accessibility (entry) is the foremost dependency when it comes to preventive maintenance activities. If above mentioned hours are not available, the activity will be scheduled and approved by DICT Site Coordinator in advance to start
- h. Helpdesk services must be provided with a 24 hour by 7 days phone call support (landline and mobile) from receipt of phone call report.
- i. The <WINNING BIDDER> must provide Escalation procedures and Contact Details
- j. The CRITICAL, MAJOR and MINOR issues are defined in Response and Report Time Target table.

**Response and Report Time Target Table**

SERVICE ITEM		BASIC SUPPORT		
Helpdesk		24 x 7 (24 hours x 7 days a week)		
Emergency Service		24 x 7 (24 hours x 7 days a week)		
ALARM SEVERITY LEVEL	CRITICAL	MAJOR	MINOR	
Response Time (After receipt of advise)	within 1 hours	within 3 hours	within 12 hours	
Departure Time (On-site support is needed)	within 2 hours	within 8 hours	None	
Restoration Time (Exclude travel time)	within 4 hours	within 2 calendar days	within 15 calendar days	
Progress Update Time (Escalation)	Update every 1 hour	1 update every day	1 update every week	
Resolution Time	15 Business Days	45 Business Days	90 Calendar Days	
Root Cause Analysis (RCA Report)	Within 1 calendar days after final resolution time			