**Upgrade - Maintenance and Support Services**

**Contract of Adherence**

This Upgrade, Maintenance and Support Services Contract of Adherence(Hereinafter referred to as the **“Contract of Adherence”**)is made and entered into by and between:

**Mobile Interim Company No.2 S.A.L.,** a company incorporated at the Beirut Trade Register under number /1000382/, and registered at the Lebanese Ministry of Finance under the number /291711/, electing domicile at Beirut Central Building, Bloc B and Bloc C, Fouad Chehab Avenue, Bachoura Region, Beirut, Lebanon.

(Hereinafter referred to as “**MIC2**”)

**AND**

**……………………………………………..**, a company incorporated at the ……………………… Trade Register under number /…………………………/, and registered at the Lebanese Ministry of Finance under the number /………………………../, electing domicile at………………………, …………… Floor, ………………. Road, ……………….. Region, Lebanon, represented in this Contract of Adherence by its ……………………………………...

(Hereinafter referred to as the “**Supplier**”)

Each of the two parties is hereinafter referred to as a ‘**’Party**”’ and collectively as the "**Parties**".

**Preamble:**

Whereas, MIC2 is operating the second mobile network for the account and for the benefit of the Republic of Lebanon, and is in need to purchase Upgrade for its Storage Equipment including the Hardware, Software and professional services with migration as listed in the attached Schedule (1) hereto, as well as Maintenance and Support Services including Hardware, Software and Labor for the said Upgraded Storage Equipment as well as for the existing Storage Infrastructure as per the details of the attached Schedule (2) hereto (Hereinafter altogether referred to as the **“Services”**);

To this effect MIC2 has announced for a Request for Proposal to select the best supplier to provide the Services, whereas at the outcome of the abovementioned Request for Proposal, Supplier (……………………….)was selected to provide MIC2 by the Services, as detailed in specifications and prices within the submitted Technical and Commercial Proposals annexed hereto as Schedule (3), and according to the terms and conditions of this Contract of Adherence and under the Service Level Agreement annexed hereto as Schedule (4);

MIC2 and Supplier wish by the present Contract of Adherence to set out the terms and conditions upon which Supplier shall provide the Services to MIC2;

NOW THEREFORE, in consideration of the above, it is hereby mutually agreed between the Parties as follows:

**1. The Entire Contract of Adherence**

The Preamble above, any Schedule annexed hereto and any Purchase Order issued under this Contract of Adherence shall form an integral part of this Contract of Adherence.

**2. Scope of the Contract of Adherence**

Supplier undertakes to provide MIC2 with the Services, as per the specifications and prices listed in the submitted Technical and Commercial Proposals annexed hereto as Schedule (3) and/or in the relevant Purchase Order(s) placed by MIC2, according to the terms and conditions of this Contract of Adherence and under the Service Level Agreement annexed hereto as Schedule (4).

The Maintenance and Support services for the existing Storage Infrastructure of MIC2 must take into consideration the “End of life support equipment” and must align the expiry dates of all materials in both Schedules (1) and (2) attached hereto.

Moreover, the Storage Migration must consider the migration from the “Vblock System 540 w/ 20TB X-brick” and from the “VMAX250AF/230TB” to the existing powerstore storage.

**3. Order of Services**

**3.1.** MIC2 shall issue a written Purchase Order(s) to the Supplier for the Services required (Hereinafter referred to as the **“Purchase Order(s)”**).

**3.2.** The Purchase Order(s) shall be forwarded by MIC2 to Supplier through an email on the following email address: …………………………………..

**3.3.** The Purchase Order(s) issued by MIC2 under this Contract of Adherence shall only be legally and financially effective in favor of Supplier in light of Supplier’s good intentions and full commitment to its contractual obligations and the proper fulfillment of such obligations.

**4. Delivery of Services**

**4.1.** Supplier undertakes to deliver the Services as ordered by MIC2 in the relevant Purchase Order(s) issued under this Contract of Adherence.

The word “delivery” shall mean the satisfactory implementation of the Services including the delivery and implementation of any ordered hardware.

**4.2.** Supplier undertakes and warrants that the Services delivered under this Contract of Adherence including any ordered hardware are:

* Conforming to all MIC2’s required specifications as defined in the submitted Technical and Commercial Proposals annexed hereto as Schedule (3) and/or in each of the relevant Purchase Orders issued under this Contract of Adherence, and under the Service Level Agreement annexed hereto as Schedule (4).
* Free of any defect whether apparent or hidden.

**4.3.** The Services shall be delivered to MIC2 including any ordered hardware in the specifications and prices as listed in the submitted Technical and Commercial Proposals annexed hereto as Schedule (3) and/or as determined by MIC2 in each of the relevant Purchase Orders issued under this Contract of Adherence, and under the Service Level Agreement annexed hereto as Schedule (4).

**4.4.** A penalty amounting to 0.5% of the total amount of each of the relevant Purchase Orders shall be applied on Supplier to the benefit of MIC2 for each five (5) calendar days of delay in the delivery of any of the Services including any ordered hardware and shall have a maximum cap of 10 % of the total amount of each of the relevant Purchase Orders.

The said penalty amount shall be automatically deducted by MIC2 from the amount due to Supplier without the need for any legal claim or action.

The said penalty clause may be excluded from application only in the sole case of mutual consent between the two Parties for its exclusion noting that such consent for exclusion must be expressed only through a written instrument to be signed by both Parties.

**5. Warranty and Indemnity**

**5.1.** Supplier warrants at its own cost and liability that the Services provided under this Contract of Adherence including any ordered hardware are conforming to the specifications detailed in the submitted Technical and Commercial Proposals annexed hereto as Schedule (3) and/or in the relevant Purchase Order, and under the Service Level Agreement annexed hereto as Schedule (4).

**5.2.** Supplier shall fully indemnify MIC2, together with its officers, agents and employees, against any claim with respect to damages to property, loss and personal injury, including death, howsoever caused to any personnel, or which may be imposed on or incurred by MIC2 arising directly out of the negligent acts or omissions of Supplier, its agents, or employees during the performance of any work hereunder.

**5.3.** Supplier, its assigned personnel, and any of its employees involved directly or indirectly in the provision of Services shall be individually and jointly responsible for the terms and conditions of this Contract of Adherence.

**5.4.** Supplier is solely and fully responsible for its assigned personnel, their remuneration, allowances, compensations, work hazards and emergencies, and any other rights and obligations that might arise during or in the occasion of their relationship with MIC2. Supplier must carry an insurance policy covering all his staff working on site during and in the occasion of the supply of Services process as well as damages caused by the Supplier’s work on site.

**5.5.** Supplier shall, at its sole expense, defend any suit based upon a claim or cause of action and satisfy any judgment that may be rendered against MIC2 resulting from the works done under this Contract of Adherence.

1. **Liability, Indemnity and Infringement** 
   1. Supplier will be held liable and shall indemnify MIC2:

* For death or personal injury resulting from the acts, misconduct, negligence and/or omission of Supplier Authorized Personnel, employees or agents or contracting parties. Supplier undertakes to settle all damages to any party whatsoever resulting therefrom without any restriction.
* For any physical damage to the tangible property of MIC2 to the extent it is caused by the acts, misconduct, negligence and/or omission of Supplier Authorized Personnel.
* For any damage and/or loss of revenue or traffic caused to MIC2 or MIC2’s existing network, for which MIC2 may be liable to the Republic of Lebanon or to any third party, whether such damage and/or loss arises out of any omission, neglect or default of Supplier during or in connection with the supplied Services.
* Against any claim, demand, proceeding, damage, cost, charge or expense whatsoever in respect thereof or in relation thereto.
  1. **Infringement:**

Supplier shall defend MIC2 against any claim that the Services including any ordered hardware may infringe on a patent or copyright, granted or registered in the Lebanese Territories, provided that MIC2 promptly notifies Supplier of the said claim. Supplier shall has the sole control of the defence and all the related settlement negotiations, and MIC2 shall provide the Supplier by the information and needed assistance for the defence of such claims, all on the Supplier’s full expense and responsibility.

Supplier must indemnify and hold MIC2 harmless from any payment which by final judgments in such suits may be assessed against MIC2 on account of such infringement and shall pay resulting settlements, costs and damages finally awarded against MIC2 by a court of law.

1. **Fees and Prices , Invoicing, Payment**

**7.1. Fees and Prices**

The fees and Prices for the Services provided under this Contract of Adherence including any ordered hardware shall be determined by MIC2 in each of the relevant Purchase Orders issued under this Contract of Adherence and must comply with the prices for the Services and hardware as listed in the submitted Technical and Commercial Proposals annexed hereto as Schedule (3).

* + 1. Supplier undertakes to adhere to the prices for the Services including any ordered hardware as listed in the submitted Technical and Commercial Proposals annexed hereto as Schedule (3) all through the term of this Contract of Adherence, and must not amend for any reason whatsoever all through the term of this Contract of Adherence unless by reduction where possible.
    2. The fees and prices for the Services including any ordered hardware as defined in Clause (7.1.1.) herein above shall constitute all the financial entitlements of Supplier from MIC2 for the Services and hardware under this Contract of Adherence, and shall include all expenses that may be incurred by Supplier in this regards.

* 1. **Invoicing and Payment**

Invoicing and Payment terms for the ordered Services including any ordered hardware under this Contract of Adherence shall be made in conformity with the terms defined in each of the related issued Purchase Orders in this regards.

* 1. **The Guarantee**

Supplier must submit an “on first demand” irrevocable Bank Guarantee for the amount of /…………/, in a form and content to be pre-approved by MIC2 prior to the signature of this Contract of Adherence, that must be valid to cover the full term(s) of the Contract of Adherence.

The issuing bank must be an international recognized bank who has received an international long term credit rating of at least a “prime” investment grade (BBB or above), unless otherwise pre-agreed by MIC2.

The payment of the guarantee shall be made directly into the bank account that MIC2 will indicate.

The said Bank Guarantee shall provide that the issuing bank guarantees (jointly and severally with the Supplier) the payment of the amount of the guarantee to MIC2 upon MIC2’s first request, without any objection or reservation or delay.

The Guarantor shall guarantee the timely, faithful and satisfactory supply, provision and performance of the Supplier to all of its obligations under this Contract of Adherence.

1. **Tax, duties and levies**

Each party shall be liable for the taxes and levies due on it as per the Lebanese laws, rules and regulations (including the stamp duty amount).

**9. Term and Termination**

**9.1.** This Contract of Adherence shall be effective as of the date of its signature herein below **(the “Effective Date”)** and shall remain valid until 30/06/2024 (Inclusive).

Upon the expiration of the abovementioned term, this Contract of Adherence may be renewed for an additional term(s) only upon the prior written consent of the Parties.

**9.2.** MIC2 shall have the right to terminate this Contract of Adherence and/or any Purchase Order issued under it at any time and without having to state the reason(s) for such termination, and without any liability on MIC2, provided that the decision to terminate this Contract of Adherence and/or any Purchase Order issued under it is notified to Supplier thirty (30) days prior to the effective date of termination.

**9.3.** This Contract of Adherence may be terminated by MIC2 upon a thirty (30) days’ written notice with the right to claim compensation if Supplier materially breaches this Contract of Adherence, and fails to cure such breach within fourteen (14) business days after receipt of a written demand for cure from MIC2.The amount of the said compensation shall equal to thirty (30%) of the total amount of the related Purchase Order to which the breaching acts of Supplier has affected MIC2’s interests.

**9.4.** If at the time of expiry or early termination of this Contract of Adherence the Services including any hardware ordered by MIC2 as per a given Purchase Order have not been supplied and provisioned, then this Contract of Adherence shall be deemed extended until the full supply and provision of such Services including the ordered hardware, and MIC2 shall nonetheless retain its right to request Supplier to pay compensation for such delayed supply and provision if the delay is due to Supplier’s default.

**10. Relationship of the Parties**

**10.1.** The relationship of the Parties established by this Contract of Adherence shall be solely that of independent contractors. Nothing contained in this Contract of Adherence shall be construed to make one party the agent for the other or partner of the other for any purpose. Neither Party shall by virtue of this Contract of Adherence have the right or authority to act for, or to bind the other in any way, or to sign the name of the other, or to represent that the other is in any way responsible for its acts and omissions.

**10.2.** This Contract of Adherence shall not produce any legal or material obligations upon MIC2 towards third parties beyond the scope of MIC2’s relationship with Supplier. Any Party who has not signed this Contract of Adherence is not a party thereto.

**11. Non-exclusivity**

This Contract of Adherence is not exclusive to Supplier. MIC2 retains the right to contract other parties for same or similar services covered by this Contract of Adherence, and Supplier has acknowledged this right without any objection or reservation.

**12. Confidentiality**

**12.1.** Supplier shall keep in strict confidence and shall use all reasonable endeavors to bind all of its executives, employees, agents and personnel to keep in strict confidence all the information/documents/correspondence received, or which it obtains or to which it has access directly or indirectly from MIC2 in connection with this Contract of Adherence and shall not in any time disclose such information/documents/correspondence to any third party or make use of any such information/documents/correspondence for any purpose other than as required to execute the object of this Contract of Adherence.

Supplier is aware that MIC2 is entitled to disclose any information/documents/correspondence relating to this Contract of Adherence to the Republic of Lebanon represented by the Ministry of Telecommunications without obtaining Supplier’s approval.

**12.2.** The confidentiality provisions contained in this Article (12) shall survive the termination or expiration of this Contract of Adherence.

**13. Assignment**

Supplier shall not assign this Contract of Adherence, totally or partially, or any right or obligation hereunder without the prior written consent of MIC2.

However MIC2 shall have the right to assign, transfer or purport all of its rights and obligations under this Contract of Adherence to the Republic of Lebanon or any of its designees, having given Supplier prior written notice of such assignment but without having to obtain its consent prior to such assignment.

For the avoidance of doubt, Supplier irrevocably agrees to grant MIC2 the right to assign and/or transfer and further undertakes not to challenge or oppose any such transfer or assignment provided that the Assignee shall be responsible to Supplier for any of the obligations, liabilities, debts or charges of any kind relating to this Contract of Adherence and in existence as at the date of any such assignment.

The Assignee of the present Contract of Adherence shall also have the right of assignment provided for under this Article (13).

**14. Applicable Law and Dispute Resolution**

**14.1** Both Parties agree that the Lebanese Laws and regulations shall apply to any litigation arising out of the application or interpretation of this Contract of Adherence.

**14.2** Disputes arising in connection with this Contract of Adherence shall be settled by the competent courts of Law in Beirut.

**15. Force Majeure**

**15.1** Neither Party is liable for delay or failure to perform any of its obligations under this Contract of Adherence insofar as the performance of such obligation is prevented by a force majeure event. Each Party shall notify the other Party of the occurrence of such a force majeure event and shall use all reasonable endeavors to continue to perform its obligations hereunder for the duration of such force majeure event.

In case force majeure event exceeded one (1) month period, whether continuously or intermittently, either Party has the right to immediately terminate this Contract of Adherence by means of written notice without bearing any liability whatsoever. In such case, MIC2 shall pay to Supplier the part of the terminated Purchase Order which have been fully supplied, provisioned and accepted by MIC2.

**15.2** For the purposes of this Contract of Adherence, a force majeure event means any event, which is unpredictable, beyond the reasonable control of the Party liable to affect performance and external to this Party, always as defined by the Lebanese Laws and Regulations.

**16. Waiver**

Waiver of any provision herein shall not be deemed a waiver of any other provision herein, nor shall waiver of a breach of any provision of this Contract of Adherence be construed as a continuing waiver of other breaches of the same or other provisions of this Contract of Adherence.

**17. Notices**

Both Parties have elected domicile at the addresses mentioned beside their respective names in the preamble. Any **written** notification made to these addresses shall be considered valid unless any Party has notified the other in writing of any change in said address.

**IN WITNESS WHEREOF,** the Parties have caused this Contract of Adherence to be executed in Beirut with effect as of ………………………………………………………. **(“Effective Date”)** by their respective authorized representatives in two originals copies each Party keeping one original.

|  |  |
| --- | --- |
| **For and on behalf of**  **Mobile Interim Company No. 2 S.A.L.**  **Salem Itani**  **Chairman General Manager**  **Signature:** | **For and on behalf of**  **……………………………**  **…………………………….**  **……………………..**  **Signature:** |

**SCHEDULE (1)**

**UPGRADE BILL OF QUANTITY (BOQ)**

|  |  |
| --- | --- |
| **HCI UPGRADE - VxRail HCI Compute , Storage and Network Upgrade on the existing Cluster, by adding 5 x VxRail P570F Nodes, each node with the below components:** | |
| VxRail P570F, All Flash | 1 |
| VxRail Software 7.0.370 Factory Install | 1 |
| No Transformational License Agreement | 1 |
| Chassis with up to 24 x 2.5 Hard Drives including max of 4 NVMe Drives, 2CPU configuration | 1 |
| VxRail P/V/S 570 Bezel | 1 |
| Intel® Xeon® Gold 5218 2.3G, 16C/32T, 10.4GT/s, 22M Cache, Turbo, HT (125W) DDR4-2666 | 1 |
| Intel® Xeon® Gold 5218 2.3G, 16C/32T, 10.4GT/s, 22M Cache, Turbo, HT (125W) DDR4-2666 | 1 |
| 3200MT/s RDIMMs | 1 |
| 64GB RDIMM, 3200MT/s, Dual Rank, 16Gb | 12 |
| 800GB SSD SAS ISE Write Intensive 12Gbps 512e 2.5in Hot-plug AG Drive, 10 DWPD, | 3 |
| 3.84TB SSD SATA Read Intensive 6Gbps 512 2.5in Hot-plug AG Drive, 1 DWPD, | 12 |
| Diskless PowerEdge Express Flash PCIeSSD Configuration | 1 |
| Broadcom 57414 Dual Port 10/25GbE SFP28, rNDC | 1 |
| Broadcom 57414 Dual Port 10/25GbE SFP28 Adapter, PCIe Full Height, V2 | 1 |
| No Trusted Platform Module | 1 |
| ReadyRails™ Sliding Rails Without Cable Management Arm | 1 |
| Dual, Hot-plug, Redundant Power Supply (1+1), 1600W, 250 Volt Power Cord Required for Use | 1 |
| Rack Power Cord 2M (C13/C14 10A) | 2 |
| VxRail Small Form Factor Pluggable Cable Kit | 1 |
| VxRail VMware, vSAN Enterprise, 3 Years | 2 |
| VxRail HCI System Software, All-Flash, E | 2 |
| VxRail HCI System Software, Capacity Drive 3.84TB SATA, SSD | 12 |
| HCIA RecoverPoint for VMWare for 1 node VT | 1 |
| SHIP,P/V570,NOCCC,EMEA1 | 1 |
| PowerEdge R740 Shipping Material | 1 |
| Riser Config 6, 5 x8, 3 x16 slots for P/V570 | 1 |
| PowerEdge R740/R740XD Motherboard | 1 |
| 2 Standard Heatsinks for 125W or less CPUs | 1 |
| Performance Optimized | 1 |
| No RAID for P/V570 | 1 |
| QLogic 2772 Dual Port 32Gb Fibre Channel HBA, PCIe Full Height, V2 | 1 |
| PERC HBA330 RAID Controller, 12Gb Adapter, Low Profile | 1 |
| BOSS controller card + with 2 M.2 Sticks 240G (RAID 1),FH | 1 |
| iDRAC9,Enterprise | 1 |
| iDRAC Group Manager, Disabled | 1 |
| iDRAC,Legacy Password,OEM | 1 |
| DHCP with Zero Touch Configuration | 1 |
| IDSDM and Combo Card Reader | 1 |
| 2x 64GB microSDHC/SDXC Card | 1 |
| 6 Standard Fans for R740/740XD | 1 |
| No Quick Sync | 1 |
| UEFI BIOS Boot Mode with GPT Partition | 1 |
| No Energy Star | 1 |
| No Systems Documentation, No OpenManage DVD Kit | 1 |
| VxRail P570F Luggage Tag | 1 |
| Enterprise Order - EMEA | 1 |
| vSAN Node | 1 |
| Parts Only Warranty 36 Months, 36 Month(s) | 1 |
| Partner Support-L2 L3 Support with Remote Monitoring, 36 Month(s) | 1 |
| 3Y Partner Support L2 L3 Software Support-Maintenance | 1 |
| Custom Installation required with this order | 1 |
| Dell EMC Switch S4112F, 12 x 10GbE SFP+, 3 x 100GbE QSFP28, IO to PSU, 2 x AC PSU | 2 |
| Shipping Document S4112f EMEA-S | 2 |
| European 220V Power Cord | 4 |
| Dell Networking Cable, 100GbE, QSFP28 to QSFP28, Passive Copper Direct Attach, 0.5 Meter | 2 |
| Dell Networking, Transceiver, SFP+, 10GbE, SR, 850nm Wavelength, 300m Reach,VSP | 4 |
| Dell Networking, Cable, SFP+ to SFP+, 10GbE, Copper Twinax Direct Attach Cable, 3 Meter,VSP | 10 |
| Dell Networking Dual Tray, one Rack Unit, 4-post rack only, S4112 | 2 |
| 3 Years Partner Support L2-L3 OS10 Enterprise Software Support-Maintenance | 2 |
| 1Yr Parts only - Minimum Warranty (Emerging Only) | 2 |
| 3Yr Partner Support-L2 L3 Support with Advance Parts Replacement | 2 |
| No Installation Selected (Contact Sales rep for more details) | 2 |
| Consolidation Fee | 2 |
| Dell Switch S4148F-ON,1U,PHY-less, 48x10GbE SFP+, 4xQSFP28, 2xQSFP+, IO to PSU,2 PSU | 2 |
| Shipping Document S4100 EMEA-S | 2 |
| European 220V Power Cord | 4 |
| Dell Networking Cable, 100GbE, QSFP28 to QSFP28, Passive Copper Direct Attach, 0.5 Meter | 2 |
| Dell Networking, Transceiver, SFP+, 10GbE, SR, 850nm Wavelength, 300m Reach | 8 |
| Dell Networking, Cable, SFP+ to SFP+, 10GbE, Copper Twinax Direct Attach Cable, 3 Meter | 10 |
| Dell Networking Dual Tray, one Rack Unit, 4-post rack only | 2 |
| 3 Years Partner Support L2-L3 OS10 Enterprise Software Support-Maintenance | 2 |
| 1Yr Parts only - Minimum Warranty (Emerging Only) | 2 |
| 3Yr Partner Support-L2 L3 Support with Advance Parts Replacement | 2 |
| No Installation Selected (Contact Sales rep for more details) | 2 |
| Consolidation Fee | 2 |
| Compute Node R650 2x28C 512GB | 5 |
| **STORAGE UPGRADE - PowerStore1200 Storage Upgrades by adding the below enclosures and NVMe disks to the existing PowerStore storage:** | |
| **PowerStore NVMe Expansion 24x2.5 FLD UPG** | **1** |
| 7.68TB NVMe SSD UPG | 24 |
| PowerStore 100G 2M QSFP-QSFP Qty 2 | 1 |
| Non TLA Order | 1 |
| PowerStore ENS24 Exp Kit FLD QTY 1 (1200-9200) | 1 |
| PowerStore NVMe EXP Install Kit | 1 |
| Parts Only Warranty 36Months, 36 Month(s) | 1 |
| Partner Support-L2 L3 Support with Remote Monitoring, 36 Month(s) | 1 |
| Custom Installation required with this order | 1 |
| **PowerStore NVMe Expansion 24x2.5 FLD UPG** | **1** |
| 7.68TB NVMe SSD UPG | 24 |
| PowerStore 100G 2M QSFP-QSFP Qty 2 | 1 |
| Non TLA Order | 1 |
| PowerStore ENS24 Exp Kit FLD QTY 1 (1200-9200) | 1 |
| PowerStore NVMe EXP Install Kit | 1 |
| Parts Only Warranty 36Months, 36 Month(s) | 1 |
| Partner Support-L2 L3 Support with Remote Monitoring, 36 Month(s) | 1 |
| Custom Installation required with this order | 1 |
| **PowerStore Upgrades** | **1** |
| Non TLA Order | 1 |
| PowerStore 100GB MEZZ Pair Upgrade (1200T-9200T) | 3 |
| Parts Only Warranty 36Months, 36 Month(s) | 1 |
| Partner Support-L2 L3 Support with Remote Monitoring, 36 Month(s) | 1 |
| Custom Installation required with this order | 1 |
| CE-SUBCUS01 - Customer 1Y Subscription | 3 |
| **BACKUP UPGRADE - Data Domain DD6800 Appliance Capacity Upgrades with 240TB Raw Capacity as follows:** | |
| ProDeploy Plus for PowerProtect Data Domain | 1 |
| ProDeploy Plus for PowerProtect Data Domain Deployment Verification | 1 |
| ProDeploy Plus Training Credits 500 Redeem at education.dellemc.com Expires 1Yr from Order Date | 1 |
| DD 3.84TB internal Cache SSD | 5 |
| DD 12G 4 port SAS HBA | 2 |
| DD 10GSFP IO MODULE 4Port Full Height | 1 |
| DD 16GBIT FC IO MODULE 4PORT | 1 |
| DD 10GBASE-T IO MODULE 4PORT NDC | 1 |
| POWER CORD,DD TO-PDU,C14,C13,3M,10FT | 6 |
| XCVR 10GbE SR SFP | 4 |
| DD 3M SAS HD FLEX | 1 |
| DD 4M SAS HD FLEX | 2 |
| DD OS 7.7=IA | 1 |
| DD DS60 SHELF Field | 1 |
| Parts Only Warranty 36 Months, 36 Month(s) | 1 |
| Partner Support-L2 L3 Support with Remote Monitoring Initial, 36 Month(s) | 1 |
| ProDeploy Plus for DSXX | 1 |
| ProDeploy Plus for DSXX Deployment Verification | 1 |
| HDD DISK PK 15X8TB SAS FL DS60 | 2 |
| DD Software Base - VP | 1 |
| LICENSE BASE DD OE =IA | 1 |
| High Density Active 1TB RAW=CB | 240 |
| Partner L2-L3 DD Sftwr Spt-Maint, 36 Month(s) | 1 |
| DD Software Base - VP | 1 |
| DD Replication 1TB=CB | 240 |
| DD Boost 1TB=CB | 240 |
| Legacy to eLicense for Boost 1TB=CB | 135 |
| Legacy to eLicense for Replication 1TB=CB | 135 |
| Partner L2-L3 DD Additional Sftwr Spt-Maint, 36 Month(s) | 1 |
| **BACKUP UPGRADE - Data Domain DD6300 Appliance Capacity Upgrades with 120TB Raw Capacity as follows:** | |
| ES30 SHELF,15X4TB SAS HDD,UPGRD G3 | 1 |
| Parts Only Warranty 36 Months, 36 Month(s) | 1 |
| Partner Support-L2 L3 Support with Remote Monitoring Initial, 36 Month(s) | 1 |
| Certified Deployment Partner T1 or Distributors | 1 |
| Expansion Kit SSD for 2 or more DAE | 1 |
| Internal 5HDD For Expand from 14 to 34 | 1 |
| First Expansion Shelf SAS Card UPG | 1 |
| Expansion Kit DIMM for 2 or more DAE | 1 |
| POWER CORD,DD TO-PDU,C14,C13,3M,10FT | 4 |
| ES30 SHELF,15X4TB SAS HDD,UPGRD G3 | 1 |
| Parts Only Warranty 36 Months, 36 Month(s) | 1 |
| Partner Support-L2 L3 Support with Remote Monitoring Initial, 36 Month(s) | 1 |
| Certified Deployment Partner T1 or Distributors | 1 |
| DD6300 Software Base - VP | 1 |
| DD OE LIC 1TB RAW ENABLER EDP UPG=CB | 120 |
| LIC DD6300 CAP AIO 14TB TO 34TB UPG=IA | 1 |
| SSD Cache 0.8TBr Expand=CF | 1 |
| ES30 4TB ACT 1TB RAW=CB | 120 |
| Partner L2-L3 DD Sftwr Spt-Maint, 36 Month(s) | 1 |
| DD6300 Software Base - VP | 1 |
| DD Replication UPG 1TB=CB | 120 |
| DD Boost UPG 1TB=CB | 120 |
| Partner L2-L3 DD Additional Sftwr Spt-Maint, 36 Month(s) | 1 |
| **COMPUTE UPGRADE - Data Warehouse Cluster Compute Upgrade** | |
| Dell R640 Servers RAM Upgrade - 32GB RDIMM 2666MT/s Dual Rank | 80 |

**SCHEDULE (2)**

**EXISTING STORAGE INFRASTRUCTURE**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **PRODUCT NAME** | **SERIAL NUMBER** | **Support Start Date** | **Support Expiry Date** | **System EOSL** | **Notes** |
| **Part1  (27 months)** | DD6800 Appliance | CKM00190909218 | 19-Mar-22 | 30-Jun-24 | 31-Aug-25 |  |
| Isilon Switch Celestica D4040 | CES08184410048 | 19-Mar-22 | 30-Jun-24 | 21-Mar-26 |  |
| Isilon Switch Celestica D4040 | CES08184410049 | 19-Mar-22 | 30-Jun-24 | 21-Mar-26 |  |
| Isilon A2000 | JWXNM185101022 | 19-Mar-22 | 30-Jun-24 | 31-Mar-28 |  |
| Isilon A2000 | JWXNM185100669 | 19-Mar-22 | 30-Jun-24 | 31-Mar-28 |  |
| Isilon A2000 | JWXNM185100949 | 19-Mar-22 | 30-Jun-24 | 31-Mar-28 |  |
| Isilon A2000 | JWXNM185101000 | 19-Mar-22 | 30-Jun-24 | 31-Mar-28 |  |
| Isilon H500 | JWXNT185100450 | 19-Mar-22 | 30-Jun-24 | 31-Mar-28 |  |
| Isilon H500 | JWXNT185000217 | 19-Mar-22 | 30-Jun-24 | 31-Mar-28 |  |
| Isilon H500 | JWXNT185000489 | 19-Mar-22 | 30-Jun-24 | 31-Mar-28 |  |
| Isilon H500 | JWXNT185100432 | 19-Mar-22 | 30-Jun-24 | 31-Mar-28 |  |
| DATA PROTECTION SUITE SOLUTION (7TB) |  | 19-Mar-22 | 30-Jun-24 | N/A |  |
| Connectrix CNX-S4048 | 2VFNXC2 | 19-Mar-22 | 30-Jun-24 | 20-Jan-25 |  |
| Connectrix CNX-S4048 | GX1DXC2 | 19-Mar-22 | 30-Jun-24 | 20-Jan-25 |  |
|  |  |  |  |  |  |  |
| **Part2  (31 months)** | Dell EMC ML3 Tape Library | 7F34FN2 | 23-Nov-21 | 30-Jun-24 | N/A | Not announced yet |
| Dell EMC Unity 300 | CKM00184901849 | 23-Nov-21 | 30-Jun-24 | 31-Jul-25 |  |
| Connectrix CNX-S4048 | CV6RPK2 | 23-Nov-21 | 30-Jun-24 | 20-Jan-25 |  |
| Connectrix CNX-S4048 | HT6RPK2 | 23-Nov-21 | 30-Jun-24 | 20-Jan-25 |  |
| DD6300 Appliance | CKM00184701147 | 23-Nov-21 | 30-Jun-24 | 10-Sep-27 |  |
| VxRail E560F | DE600184600115 | 23-Nov-21 | 30-Jun-24 | 31-Jan-28 |  |
| VxRail E560F | DE600184600114 | 23-Nov-21 | 30-Jun-24 | 31-Jan-28 |  |
| VxRail E560F | DE600184600112 | 23-Nov-21 | 30-Jun-24 | 31-Jan-28 |  |
| VxRail E560F | DE600184600113 | 23-Nov-21 | 30-Jun-24 | 31-Jan-28 |  |
| NetWorker | 21631753 | 23-Nov-21 | 30-Jun-24 | N/A |  |
| NetWorker | 21631765 | 23-Nov-21 | 30-Jun-24 | N/A |  |
| Avamar Virtual Edition | 21631769 | 23-Nov-21 | 30-Jun-24 | N/A |  |
| VMware Horizon 7 Enterprise (210 Users) |  | 23-Nov-21 | 30-Jun-24 | N/A |  |
|  |  |  |  |  |  |  |
| **Part3  (24 months)** | DD6300 Appliance (Justice) | CKM00181203609 | 1-Jul-22 | 30-Jun-24 | 10-Sep-27 |  |
| VNX5100 – Nokia | CKM00134002729 | 1-Jul-22 | 30-Jun-24 | 31-Dec-20 | DELL Back to Back support on HW Only |
| VNX5300 – Nokia | CKM00134002725 | 1-Jul-22 | 30-Jun-24 | 31-Dec-20 | DELL Back to Back support on HW Only |
| VNX5300 – Nokia | CKM00132800117 | 1-Jul-22 | 30-Jun-24 | 31-Dec-20 | DELL Back to Back support on HW Only |
| SourceOne Email Management | 11788309 | 1-Jul-22 | 30-Jun-24 | 31-Dec-24 |  |
| NetWorker | 9751740 | 1-Jul-22 | 30-Jun-24 | N/A |  |
| NetWorker | 9751739 | 1-Jul-22 | 30-Jun-24 | N/A |  |
| NetWorker | 9751741 | 1-Jul-22 | 30-Jun-24 | N/A |  |
| PowerPath |  | 1-Jul-22 | 30-Jun-24 | N/A |  |
| Connectrix DS-5100B (Justice) | BRCALM1936F022 | 1-Jul-22 | 30-Jun-24 | 30-Apr-18 | Bidder to provide parts and Labor Support |
| Connectrix DS-5100B (Justice) | BRCALM1936F03A | 1-Jul-22 | 30-Jun-24 | 30-Apr-18 | Bidder to provide parts and Labor Support |
| DD640 Appliance | 2FZ2338459 | 1-Jul-22 | 30-Jun-24 | 30-Mar-19 | DELL Back to Back HW support till 31-Mar-24. After that date bidder to provide parts and Labor Support |
| Avamar Data Store Gen4 | NNG03123810474 | 1-Jul-22 | 30-Jun-24 | 31-Mar-18 | DELL Back to Back HW support till 31-Mar-23. After that date bidder to provide parts and Labor Support |
|  |  |  |  |  |  |  |
| **Part4 (12 months)** | DELL Unity 300 | CKM00191000217 | 1-Jul-23 | 30-Jun-24 | 31-Jul-25 |  |
| POWEREDGE R640 | CHZQ4W2 | 1-Jul-23 | 30-Jun-24 | Up to 7Y from purchase date |  |
| POWEREDGE R640 | GHZQ4W2 | 1-Jul-23 | 30-Jun-24 | Up to 7Y from purchase date |  |
| POWEREDGE R640 | 8HZQ4W2 | 1-Jul-23 | 30-Jun-24 | Up to 7Y from purchase date |  |
| POWEREDGE R640 | HHZQ4W2 | 1-Jul-23 | 30-Jun-24 | Up to 7Y from purchase date |  |
| POWEREDGE R640 | 9HZQ4W2 | 1-Jul-23 | 30-Jun-24 | Up to 7Y from purchase date |  |
| POWEREDGE R640 | BHZQ4W2 | 1-Jul-23 | 30-Jun-24 | Up to 7Y from purchase date |  |
| POWEREDGE R640 | DHZQ4W2 | 1-Jul-23 | 30-Jun-24 | Up to 7Y from purchase date |  |
| POWEREDGE R640 | FHZQ4W2 | 1-Jul-23 | 30-Jun-24 | Up to 7Y from purchase date |  |
| POWEREDGE R640 | 7HZQ4W2 | 1-Jul-23 | 30-Jun-24 | Up to 7Y from purchase date |  |
| POWEREDGE R640 | JHZQ4W2 | 1-Jul-23 | 30-Jun-24 | Up to 7Y from purchase date |  |

**Detailed Bill of Material**

|  |  |  |  |
| --- | --- | --- | --- |
| **For Part 1:** |  |  |  |
| **Serial Number** | **Model Description** | **Quantity** | **Family** |
| CKM00190909218 | SYSTEM DD6800 CTL NFS CIFS | 1 | DATADOMAIN |
|  | DD 10GBASE T IO MODULE 4PORT | 1 | DATADOMAIN |
| 22384962 | FS 800GB 0.8TB RAW=CF | 2 | DATADOMAIN |
| 22384963 | LICENSE BASE DD OE DD6800=IA | 1 | DATADOMAIN |
| CES08184410048 | SWITCH 40GBE 32P 2PS CELESTICA | 1 | ISILON |
| CES08184410049 | SWITCH 40GBE 32P 2PS CELESTICA | 1 | ISILON |
| JWXNM185100669 | A2000-10TB SAT/400GB/VS PROMO | 1 | ISILON |
| 22271067 | SNAPSHOTIQ CAPACITY LICENSE TIER 4 =CB | 200 | ISILON |
| 22271071 | SNAPSHOTIQ BASE LICENSE TIER 4=ID | 1 | ISILON |
| 22410392 | ONEFS CAP LICENSE PROMO TIER 4 =CB | 200 | ISILON |
| 22410399 | ONEFS BASE LICENSE PROMO TIER 4=ID | 1 | ISILON |
| 22410407 | SMARTCONNECT CAP LIC PROMO TIER 4 =CB | 200 | ISILON |
| 22410415 | SMARTCONNECT BASE LIC PROMO TIER 4=ID | 1 | ISILON |
| 22410424 | SMARTQUOTAS BASE LIC PROMO TIER 4=ID | 1 | ISILON |
| 22410432 | SMARTQUOTAS CAP LIC PROMO TIER 4 =CB | 200 | ISILON |
| JWXNM185100949 | A2000-10TB SAT/400GB/VS PROMO | 1 | ISILON |
| 22271062 | SNAPSHOTIQ CAPACITY LICENSE TIER 4 =CB | 200 | ISILON |
| 22271068 | SNAPSHOTIQ BASE LICENSE TIER 4=ID | 1 | ISILON |
| 22410393 | ONEFS CAP LICENSE PROMO TIER 4 =CB | 200 | ISILON |
| 22410401 | ONEFS BASE LICENSE PROMO TIER 4=ID | 1 | ISILON |
| 22410409 | SMARTCONNECT CAP LIC PROMO TIER 4 =CB | 200 | ISILON |
| 22410417 | SMARTCONNECT BASE LIC PROMO TIER 4=ID | 1 | ISILON |
| 22410426 | SMARTQUOTAS BASE LIC PROMO TIER 4=ID | 1 | ISILON |
| 22410434 | SMARTQUOTAS CAP LIC PROMO TIER 4 =CB | 200 | ISILON |
| JWXNM185101000 | A2000-10TB SAT/400GB/VS PROMO | 1 | ISILON |
| 22271066 | SNAPSHOTIQ CAPACITY LICENSE TIER 4 =CB | 200 | ISILON |
| 22271070 | SNAPSHOTIQ BASE LICENSE TIER 4=ID | 1 | ISILON |
| 22410395 | ONEFS CAP LICENSE PROMO TIER 4 =CB | 200 | ISILON |
| 22410403 | ONEFS BASE LICENSE PROMO TIER 4=ID | 1 | ISILON |
| 22410411 | SMARTCONNECT CAP LIC PROMO TIER 4 =CB | 200 | ISILON |
| 22410419 | SMARTCONNECT BASE LIC PROMO TIER 4=ID | 1 | ISILON |
| 22410436 | SMARTQUOTAS CAP LIC PROMO TIER 4 =CB | 200 | ISILON |
|  | ENTERPRISE BUNDLE CAPACITY T3 PER TB=CB | 120 | ISILON |
|  | HDFS FOR ONEFS 0.00 | 4 | ISILON |
| JWXNM185101022 | A2000-10TB SAT/400GB/VS PROMO | 1 | ISILON |
|  | 2X10GBE SFP+BACK END/PROMO W/O OPTICS | 4 | ISILON |
|  | 2X10GBE (SFP+) L/M/PROMO W/O OPTICS | 4 | ISILON |
| 22271064 | SNAPSHOTIQ CAPACITY LICENSE TIER 4 =CB | 200 | ISILON |
| 22271069 | SNAPSHOTIQ BASE LICENSE TIER 4=ID | 1 | ISILON |
| 22410397 | ONEFS CAP LICENSE PROMO TIER 4 =CB | 200 | ISILON |
| 22410405 | ONEFS BASE LICENSE PROMO TIER 4=ID | 1 | ISILON |
| 22410413 | SMARTCONNECT CAP LIC PROMO TIER 4 =CB | 200 | ISILON |
| 22410422 | SMARTCONNECT BASE LIC PROMO TIER 4=ID | 1 | ISILON |
| 22410430 | SMARTQUOTAS BASE LIC PROMO TIER 4=ID | 1 | ISILON |
| 22410438 | SMARTQUOTAS CAP LIC PROMO TIER 4 =CB | 200 | ISILON |
| JWXNT185000217 | H500-2.2GHZ/10C/128G+15X8TB SAT/3.2TB | 1 | ISILON |
| 22410391 | ONEFS CAPACITY LICENSE TIER 3 =CB | 120 | ISILON |
| 22410400 | ONEFS BASE LICENSE TIER 3=ID | 1 | ISILON |
| JWXNT185000489 | H500-2.2GHZ/10C/128G+15X8TB SAT/3.2TB | 1 | ISILON |
| 22410394 | ONEFS CAPACITY LICENSE TIER 3 =CB | 120 | ISILON |
| 22410402 | ONEFS BASE LICENSE TIER 3=ID | 1 | ISILON |
| JWXNT185100432 | H500-2.2GHZ/10C/128G+15X8TB SAT/3.2TB | 1 | ISILON |
| 22410396 | ONEFS CAPACITY LICENSE TIER 3 =CB | 120 | ISILON |
| 22410404 | ONEFS BASE LICENSE TIER 3=ID | 1 | ISILON |
| JWXNT185100450 | H500-2.2GHZ/10C/128G+15X8TB SAT/3.2TB | 1 | ISILON |
|  | 2X40GBE QSFP+ BACK END W/O OPTICS | 4 | ISILON |
|  | 2X10GBE SFP+ W/O OPTICS | 4 | ISILON |
| 22410398 | ONEFS CAPACITY LICENSE TIER 3 =CB | 120 | ISILON |
| 22410406 | ONEFS BASE LICENSE TIER 3=ID | 1 | ISILON |
|  | ENTERPRISE BUNDLE TIER 3=ID | 1 | ISILON |
| 22271181 | EMC BACKUP SUITE DPA ENABLER-B=CB | 7 | BACKUP AND RECOVERY |
| 22271170 | DPS FOR BU DP SEARCH ENABLER=CA | 1 | DATA PROTECTION SUITE |
| 22271178 | AVAMAR H DPS BACKUP ENABLER=IA | 1 | DATA PROTECTION SUITE |
| 22271182 | PROTECTPOINT FOR VMAX ENABLER=CA | 7 | DATA PROTECTION SUITE |
| 22271183 | ENTERPRISE COPY DATA MANAGEMENT BASE=CA | 7 | DATA PROTECTION SUITE |
| 22271187 | DATA PROT SUITE BACKUP 1-10TB=CA | 7 | DATA PROTECTION SUITE |
| 22271190 | MICROSOFT APPLICATION AGENT=CA | 7 | DATA PROTECTION SUITE |
| 22271191 | DD BOOSTFS ENABLER=CA | 7 | DATA PROTECTION SUITE |
| 22271193 | DPS FOR BU DDBOOST FOR APPS ENABLER=CA | 7 | DATA PROTECTION SUITE |
| 22271195 | ORACLE RMAN AGENT=CA | 1 | DATA PROTECTION SUITE |
| 22271196 | ORACLE RMAN AGENT 10G\_RESTRICTED=CA | 1 | DATA PROTECTION SUITE |
|  | DATA PROTECTION CENTRAL MID=CA | 1 | DATA PROTECTION SUITE |
| 22271184 | PROTECTPOINT VRP ENABLER BASE=CA | 7 | PROTECTPOINT |
| 22271185 | HADOOP APPLICATION AGENT=CA | 7 | DATADOMAIN |
| 22271186 | DPSAPPS RP ENABLER BASE=CA | 7 | PROTECTPOINT |
| 2VFNXC2 | Connectrix CNX-S4048 | 1 | DELL NETWORKING S-SERIES |
| GX1DXC2 | Connectrix CNX-S4048 | 1 | DELL NETWORKING S-SERIES |
|  |  |  |  |
| **For Part 2:** |  |  |  |
| **Serial Number** | **Model Description** | **Quantity** | **Family** |
| 7F34FN2 | DELL EMC ML3 TAPE LIBRARY | 1 | DELL Tape Library |
| CV6RPK2 | Connectrix CNX-S4048 | 1 | DELL NETWORKING S-SERIES |
| HT6RPK2 | Connectrix CNX-S4048 | 1 | DELL NETWORKING S-SERIES |
| CKM00184701147 | SYSTEM DD6300-12X4 34TB NFS CIFS B | 1 | DATADOMAIN |
|  | DD 10GBASE T IO MODULE 4PORT | 1 | DATADOMAIN |
|  | ADD ES EXP KIT,DUAL PATH,DD6300,FLD B | 1 | DATADOMAIN |
|  | DD6300 OPTION - EXPANSION KIT DIMM SSD B | 1 | DATADOMAIN |
|  | OPT,ES30 SHELF,15X3TB SAS HDD,FIELD G3 B | 2 | DATADOMAIN |
|  | SYSTEM DD6300+2ES45 | 1 | DATADOMAIN |
| 21808700 | LICENSE BASE DD OE DD6300=IA | 1 | DATADOMAIN |
| 21808701 | FS 800GB 0.8TB RAW=CF | 2 | DATADOMAIN |
| 21808709 | ES30 3TB ACT 45TB RAW=CB | 2 | DATADOMAIN |
|  | DD SOFTWARE=CB | 90 | DATADOMAIN |
|  | DD BOOST/REPLICATION AIO ENABLER=CB | 1 | DATADOMAIN |
| CKM00184901849 | UNITY 300 2U DPE 12X3.5 DRIVE FLD RCK | 1 | UNIFIED |
|  | UNITY 4TB NLSAS 15X3.5 DRIVE | 9 | UNIFIED |
|  | UNITY 4TB NLSAS 15X3.5 DRIVE | 8 | UNIFIED |
|  | UNITY 3U 15X3.5 DRIVE DAE FLD RCK | 2 | UNIFIED |
|  | UNITY 4X10GB SFP ISCSI/ETH CONNECTION | 1 | UNIFIED |
|  | UNITY SYSPACK 4X4TB NLSAS 12X3.5 | 1 | UNIFIED |
|  | RP BASIC FOR UNITY 300/300F/350F =IC | 1 | RECOVERPOINTSW |
|  | APPSYNC BSC FOR UNITY 300/380=IC | 1 | STORAGE MANAGEMENT |
|  | UNITY 300 BASE SOFTWARE=IC | 1 | UNIFIED |
|  | STORAGE M AND R FOR UNITY=IC | 1 | STORAGE RESOURCE MGMT |
| DE600184600112 | VXRAIL-500 1U1N 10X2.5 NVME CAPABLE AF | 1 | VXRAIL |
|  | VXRAIL-500 2S 8 HIGH PERF FAN 165W/GRT | 1 | VXRAIL |
|  | VXRAIL-500 2S E560 165WL HTK DIMM BLNK | 1 | VXRAIL |
|  | VXRAIL-500 CAPACITY SATA SSD 1.92TB1WPD | 6 | VXRAIL |
|  | HCIA INSTALL KIT 10GBE SFP+ AF | 1 | VXRAIL |
|  | VXRAIL-500 MEMORY 32GB RDIMM AF | 12 | VXRAIL |
|  | VXRAIL-500 NDC INTELX710 QP 10GB SFP+ AF | 1 | VXRAIL |
|  | VXRAIL-500 INTEL CPU 6148 20C 2.4 GHZ AF | 1 | VXRAIL |
|  | VXRAIL-500INTELCPU 6148 20C 2.4 GHZ2NDAF | 1 | VXRAIL |
|  | VXRAIL-500 DUAL HOTPLG 1100W PS F | 1 | VXRAIL |
|  | VXRAIL-500 A8 RRAILS 2-4POSTRACKS1U1N AF | 1 | VXRAIL |
|  | VXRAIL-500 FACTORYORD RQ 2666MHZ RDIMMS | 1 | VXRAIL |
|  | VXRAIL-500 RISER R640 CONFIG2 LP | 1 | VXRAIL |
|  | VXRAIL-500 CACHESSD 400GB10WPD 2.5INCH F | 2 | VXRAIL |
|  | VXRAIL-500 TPM 1.2 MODULE AF | 1 | VXRAIL |
| DE600184600113 | VXRAIL-500 1U1N 10X2.5 NVME CAPABLE AF | 1 | VXRAIL |
|  | VXRAIL-500 2S 8 HIGH PERF FAN 165W/GRT | 1 | VXRAIL |
|  | VXRAIL-500 2S E560 165WL HTK DIMM BLNK | 1 | VXRAIL |
|  | VXRAIL-500 CAPACITY SATA SSD 1.92TB1WPD | 6 | VXRAIL |
|  | HCIA INSTALL KIT 10GBE SFP+ AF | 1 | VXRAIL |
|  | VXRAIL-500 MEMORY 32GB RDIMM AF | 12 | VXRAIL |
|  | VXRAIL-500 NDC INTELX710 QP 10GB SFP+ AF | 1 | VXRAIL |
|  | VXRAIL-500 INTEL CPU 6148 20C 2.4 GHZ AF | 1 | VXRAIL |
|  | VXRAIL-500INTELCPU 6148 20C 2.4 GHZ2NDAF | 1 | VXRAIL |
|  | VXRAIL-500 DUAL HOTPLG 1100W PS F | 1 | VXRAIL |
|  | VXRAIL-500 A8 RRAILS 2-4POSTRACKS1U1N AF | 1 | VXRAIL |
|  | VXRAIL-500 FACTORYORD RQ 2666MHZ RDIMMS | 1 | VXRAIL |
|  | VXRAIL-500 RISER R640 CONFIG2 LP | 1 | VXRAIL |
|  | VXRAIL-500 CACHESSD 400GB10WPD 2.5INCH F | 2 | VXRAIL |
|  | VXRAIL-500 TPM 1.2 MODULE AF | 1 | VXRAIL |
| DE600184600114 | VXRAIL-500 1U1N 10X2.5 NVME CAPABLE AF | 1 | VXRAIL |
|  | VXRAIL-500 2S 8 HIGH PERF FAN 165W/GRT | 1 | VXRAIL |
|  | VXRAIL-500 2S E560 165WL HTK DIMM BLNK | 1 | VXRAIL |
|  | VXRAIL-500 CAPACITY SATA SSD 1.92TB1WPD | 6 | VXRAIL |
|  | HCIA INSTALL KIT 10GBE SFP+ AF | 1 | VXRAIL |
|  | VXRAIL-500 MEMORY 32GB RDIMM AF | 12 | VXRAIL |
|  | VXRAIL-500 NDC INTELX710 QP 10GB SFP+ AF | 1 | VXRAIL |
|  | VXRAIL-500 INTEL CPU 6148 20C 2.4 GHZ AF | 1 | VXRAIL |
|  | VXRAIL-500INTELCPU 6148 20C 2.4 GHZ2NDAF | 1 | VXRAIL |
|  | VXRAIL-500 DUAL HOTPLG 1100W PS F | 1 | VXRAIL |
|  | VXRAIL-500 A8 RRAILS 2-4POSTRACKS1U1N AF | 1 | VXRAIL |
|  | VXRAIL-500 FACTORYORD RQ 2666MHZ RDIMMS | 1 | VXRAIL |
|  | VXRAIL-500 RISER R640 CONFIG2 LP | 1 | VXRAIL |
|  | VXRAIL-500 CACHESSD 400GB10WPD 2.5INCH F | 2 | VXRAIL |
|  | VXRAIL-500 TPM 1.2 MODULE AF | 1 | VXRAIL |
| DE600184600115 | VXRAIL-500 1U1N 10X2.5 NVME CAPABLE AF | 1 | VXRAIL |
|  | VXRAIL-500 2S 8 HIGH PERF FAN 165W/GRT | 1 | VXRAIL |
|  | VXRAIL-500 2S E560 165WL HTK DIMM BLNK | 1 | VXRAIL |
|  | VXRAIL-500 CAPACITY SATA SSD 1.92TB1WPD | 6 | VXRAIL |
|  | HCIA INSTALL KIT 10GBE SFP+ AF | 1 | VXRAIL |
|  | VXRAIL-500 MEMORY 32GB RDIMM AF | 12 | VXRAIL |
|  | VXRAIL-500 NDC INTELX710 QP 10GB SFP+ AF | 1 | VXRAIL |
|  | VXRAIL-500 INTEL CPU 6148 20C 2.4 GHZ AF | 1 | VXRAIL |
|  | VXRAIL-500INTELCPU 6148 20C 2.4 GHZ2NDAF | 1 | VXRAIL |
|  | VXRAIL-500 DUAL HOTPLG 1100W PS F | 1 | VXRAIL |
|  | VXRAIL-500 A8 RRAILS 2-4POSTRACKS1U1N AF | 1 | VXRAIL |
|  | VXRAIL-500 FACTORYORD RQ 2666MHZ RDIMMS | 1 | VXRAIL |
|  | VXRAIL-500 RISER R640 CONFIG2 LP | 1 | VXRAIL |
|  | VXRAIL-500 CACHESSD 400GB10WPD 2.5INCH F | 2 | VXRAIL |
|  | VXRAIL-500 TPM 1.2 MODULE AF | 1 | VXRAIL |
| 21631775 | RECOVERPOINT FOR VM FOR 1-NODE HCIA =IB | 1 | RECOVERPOINTSW |
| 21631751 | DPA SINGLE FED REPORTING SERVER=IA | 1 | DATA PROTECTION SUITE |
| 21631753 | NW 9.2+ DPS CAP ENABLER=CA | 1 | DATA PROTECTION SUITE |
| 21631756 | DPS FOR VMWARE 2TB AVE ENABLER=CA | 1 | DATA PROTECTION SUITE |
| 21631757 | DPS FOR VMWARE 2TB AVE ENABLER=CA | 1 | DATA PROTECTION SUITE |
| 21631758 | DPS FOR VMWARE AVAMAR H ENABLER=IA | 1 | DATA PROTECTION SUITE |
| 21631759 | DPS FOR VMWARE RP4VM ENABLER=IA | 20 | DATA PROTECTION SUITE |
| 21631760 | DPS FOR VMWARE SOCKETS=IA | 20 | DATA PROTECTION SUITE |
| 21631761 | DPS FOR VMWARE DPSEARCH ENABLER=CA | 1 | DATA PROTECTION SUITE |
| 21631762 | DPS FOR VMWARE DPA ENABLER-C=CB | 1 | DATA PROTECTION SUITE |
| 21631763 | DPA SINGLE FED REPORTING SERVER=IA | 1 | DATA PROTECTION SUITE |
| 21631765 | NW 9.2+ DPS CAP ENABLER=CA | 1 | DATA PROTECTION SUITE |
| 21631768 | DPS FOR VMWARE 2TB AVE ENABLER=CA | 1 | DATA PROTECTION SUITE |
| 21631769 | DPS FOR VMWARE 2TB AVE ENABLER=CA | 1 | DATA PROTECTION SUITE |
| 21631770 | DPS FOR VMWARE AVAMAR H ENABLER=IA | 1 | DATA PROTECTION SUITE |
| 21631771 | DPS FOR VMWARE RP4VM ENABLER=IA | 8 | DATA PROTECTION SUITE |
| 21631772 | DPS FOR VMWARE SOCKETS=IA | 8 | DATA PROTECTION SUITE |
| 21631773 | DPS FOR VMWARE DPSEARCH ENABLER=CA | 1 | DATA PROTECTION SUITE |
| 21631774 | DPS FOR VMWARE DPA ENABLER-C=CB | 1 | DATA PROTECTION SUITE |
|  | DATA PROTECTION CENTRAL MID=CA | 1 | DATA PROTECTION SUITE |
|  | DATA PROTECTION CENTRAL MID=CA | 1 | DATA PROTECTION SUITE |
| 21631754 | CLOUDBOOST V2 VM 2TB FOR DPS ENABLER=CA | 1 | MAGINATICS |
| 21631766 | CLOUDBOOST V2 VM 2TB FOR DPS ENABLER=CA | 1 | MAGINATICS |
| 21631755 | VREALIZE DP EXTENSION 4.0=IA | 1 | AVAMAR SW |
| 21631767 | VREALIZE DP EXTENSION 4.0=IA | 1 | AVAMAR SW |
| VMware Horizon Enterprise | VMware Horizon 7 Enterprise (210 Users) | 210 | VMware Horizon Enterprise |
|  |  |  |  |
| **For Part 3:** |  |  |  |
| **Serial Number** | **Model Description** | **Quantity** | **Family** |
| **VBLOCK** |  |  |  |
| CON-ETSON-B200M4CH | ETSP 8X5XNBDOSDISUCS B200 M4 WO CPUMD | 4 | CISCO HARDWARE |
| CON-ETSON-6508ACH2 | ETSP 8X5XNBDOS DISTIUCS5108 BLD SVR AC2 | 2 | CISCO HARDWARE |
| CON-ETSON-9396PX | ETSP 8X5XNBDOS NEXUS 9300 WITH 48P | 2 | CISCO HARDWARE |
| CON-ETSON-F6248CH2 | ETSP 8X5XNBDOS DISTI UCS 6248UP 1RU FAB | 2 | CISCO HARDWARE |
| CON-ECMU-N1KVES | SWSS UPGRADES SUPPORT FOR NEXUS 1000V ES | 8 | CISCO SOFTWARE |
| X02-CTRLE-T-F | XTREMIO - STORAGE CTRL 800GB ENC TAG FLD | 1 | EMC HARDWARE |
| X02-CTRLE-F | XTREMIO - STORAGE CONTROLLER ENC FLD | 1 | EMC HARDWARE |
| X02-D25-800F | XTREMIO -25X800GB FLASH DRIVES OE SW-FLD | 1 | EMC HARDWARE |
| X02-UPS-220FP | XTREMIO - UPS 220V - FLD - SECONDARY | 2 | EMC HARDWARE |
| MDS-9148S-12 | MDS-9148S 16GB SWITCH - 12 ACTIVE PORTS | 1 | EMC HARDWARE |
| MDS-16FC-SFPS | MDS 16GB FC SW SWITCH OPTIC | 24 | EMC HARDWARE |
| MDS-9148S-12 | MDS-9148S 16GB SWITCH - 12 ACTIVE PORTS | 1 | EMC HARDWARE |
| 456-110-888 | APPSYNC 20TB LTD XTREMIO X-BRICK=ID | 1 | EMC SOFTWARE |
| X02-MNGT-01 | XTREMIO-MGMT LICENSE QTY 1 | 1 | EMC SOFTWARE |
| X02-RTU | XTREMIO RIGHT TO USE- OE | 1 | EMC SOFTWARE |
| SSUU-0097-00-A | VxBlock Central Base Small SNS Annual | 7 | VCE |
|  |  |  |  |
| CKM00181203609 | SYSTEM DD6300-7X4 14TB NFS CIFS | 1 | DATADOMAIN |
|  | DD 10GBASE T IO MODULE 4PORT | 1 | DATADOMAIN |
|  | DD 16GBIT FC IO MOD LC 2PORT OPTION | 2 | DATADOMAIN |
| 20299157 | LICENSE BASE DD OE DD6300=IA | 1 | DATADOMAIN |
| 20299158 | FS 800GB 0.8TB RAW=CF | 1 | DATADOMAIN |
|  | DD BOOST/REPLICATION AIO ENABLER=CB | 1 | DATADOMAIN |
| CV6RPK2 | CNX DN S4048 48PORT 10GBE SWITCH RTF AIR | 1 | CONNECTRIX |
|  | C14-TO-C13 1M INTERNAL CAB POWER CORDS-B | 2 | CONNECTRIX |
| HT6RPK2 | CNX DN S4048 48PORT 10GBE SWITCH RTF AIR | 1 | CONNECTRIX |
| QCFVR181308001 | HCIA CHASSIS W/ 1600 PS AND FAN 12G | 1 | VSPEX BLUE |
|  | HCIA DISK PACK 1X400GB SSD 3X3.8TB SSD | 4 | VSPEX BLUE |
|  | HCIA FIELD INSTALL KIT 10GE SFP+ | 1 | VSPEX BLUE |
|  | ND 20C2.2GHZ 2XE5-2630V4 512GB SFP AF | 4 | VXRAIL |
| 20224133 | RECOVERPOINT FOR VM FOR HCIA =IB | 1 | RECOVERPOINT |
| 2FZ2338459 | SYSTEM DD640-12X112TNFSCIFS | 1 | DATADOMAIN |
|  | OPTIONES30 SHELF15X1TB HDD2XLCC | 1 | DATADOMAIN |
|  | SYSTEMDD640+1ES1527TBNFSCIFS | 1 | DATADOMAIN |
| CKM00132800117 | VNX5300 DPE 15X3.5 DRIVES-FLD IN 8X300 | 1 | VNX Storage |
|  | 2TB 7200RPM 6GB SAS DISK DRIVE | 7 | VNX Storage |
|  | 300GB 15K SAS DISK DRIVE | 5 | VNX Storage |
|  | 3U DAE WITH 15X3.5 INCH DRIVE SLOTS | 1 | VNX Storage |
|  | 2ND OPTIONAL SPS FOR VNX 51/53 | 1 | VNX Storage |
| CKM00134002725 | VNX5100 DPE 25X2.5 DRV-FLD IN 6X300G | 1 | VNX Storage |
|  | 2.5 IN 300GB 10K 6GB SAS DISK DRIVE | 7 | VNX Storage |
|  | 2ND OPTIONAL SPS FOR VNX 51/53 | 1 | VNX Storage |
| CKM00134002729 | VNX5100 DPE 25X2.5 DRV-FLD IN 6X300G | 1 | VNX Storage |
|  | 2.5 IN 300GB 10K 6GB SAS DISK DRIVE | 7 | VNX Storage |
|  | 2ND OPTIONAL SPS FOR VNX 51/53 | 1 | VNX Storage |
| NNG03123810474 | AVAMAR GEN4 7.8TB STG NODE (FLD INST) | 1 | Avamar |
| 9751739 | NW SOURCE CAP DATA ZONE ENABLER=IA | 1 | LEGATO |
| 9751740 | NW SOURCE CAP 10TB LICENSE TIER 2=CA | 1 | LEGATO |
| 9751741 | NW SOURCE CAP 10TB LICENSE TIER 2=CA | 1 | LEGATO |
| 11788309 | S1 EMAIL MGMT-MS EXCH 1-5000 USER=MB | 850 | ENTRPRS ARCHIVING |
| 15ETA0700026424 | PPATH WINDOWS WGR | 1 | POWERPATH |
| 15ETA0700026425 | PPATH WINDOWS WGR | 1 | POWERPATH |
| 15ETA0700026426 | PPATH WINDOWS WGR | 1 | POWERPATH |
| 15ETA0700026427 | PPATH WINDOWS WGR | 1 | POWERPATH |
| 15ETA0700026428 | PPATH WINDOWS WGR | 1 | POWERPATH |
| 15ETA0700026429 | PPATH WINDOWS WGR | 1 | POWERPATH |
| 15ETA0700026430 | PPATH WINDOWS WGR | 1 | POWERPATH |
| 15ETA0700026431 | PPATH WINDOWS WGR | 1 | POWERPATH |
| 15ETA0700026432 | PPATH WINDOWS WGR | 1 | POWERPATH |
| 15ETA0700026433 | PPATH WINDOWS WGR | 1 | POWERPATH |
| 15ETA0700026434 | PPATH WINDOWS WGR | 1 | POWERPATH |
| 15ETA0700026435 | PPATH WINDOWS WGR | 1 | POWERPATH |
| 15ETA0700026436 | PPATH WINDOWS WGR | 1 | POWERPATH |
| 15ETA0700026437 | PPATH WINDOWS WGR | 1 | POWERPATH |
| 15ETA0700026438 | PPATH WINDOWS WGR | 1 | POWERPATH |
| 15ETA0700026439 | PPATH WINDOWS WGR | 1 | POWERPATH |
| 15ETA0700026440 | PPATH WINDOWS WGR | 1 | POWERPATH |
| 15ETA0700026441 | PPATH WINDOWS WGR | 1 | POWERPATH |
| 15ETA0700026442 | PPATH WINDOWS WGR | 1 | POWERPATH |
| 15ETA0700026443 | PPATH SUN DEP | 1 | POWERPATH |
| 15ETA0700026444 | PPATH WINDOWS WGR | 1 | POWERPATH |
| 15ETA0700026445 | PPATH SUN DEP | 1 | POWERPATH |
| 15ETA0700026446 | PPATH WINDOWS WGR | 1 | POWERPATH |
| 15ETA0700026447 | PPATH SUN WGR | 1 | POWERPATH |
| 15ETA0700026448 | PPATH WINDOWS WGR | 1 | POWERPATH |
| 15ETA0700026580 | PPATH WINDOWS WGR | 1 | POWERPATH |
| 15ETA0700026581 | PPATH WINDOWS WGR | 1 | POWERPATH |
| 15ETA0700026582 | PPATH WINDOWS WGR | 1 | POWERPATH |
|  | PPATH HP WGR | 1 | POWERPATH |
|  | PPATH LINUX WGR | 8 | POWERPATH |
|  | PPATH SUN ENT | 2 | POWERPATH |
|  | PPATH SUN WGR | 5 | POWERPATH |
|  | PPATH WINDOWS WGR | 3 | POWERPATH |
|  | PPATH WINDOWS WGR | 3 | POWERPATH |
|  | POWERPATH PP-VMW-KIT | 1 | POWERPATH |
|  | POWERPATH PP-VMW-KIT | 1 | POWERPATH |
| BRCAHX1901H00S | Connectrix DS-5300B | 1 | CONNECTRIX |
| BRCAHX1901H011 | Connectrix DS-5300B | 1 | CONNECTRIX |
| BRCALM1936F022 | Connectrix DS-5100B (Justice) | 1 | CONNECTRIX |
| BRCALM1936F03A | Connectrix DS-5100B (Justice) | 1 | CONNECTRIX |
|  |  |  |  |
| **For Part 4:** |  |  |  |
| **Serial Number** | **Model Description** | **Quantity** | **Family** |
| CKM00191000217 | UNITY 300 2U DPE 25X2.5 DRIVE EMC RCK | 1 | UNIFIED |
|  | UNITY 6TB NLSAS 15X3.5 DRIVE | 17 | UNIFIED |
|  | UNITY 3U 15X3.5 DRIVE DAE EMC RCK | 2 | UNIFIED |
|  | UNITY 4X16GB SFP FC CONNECTION | 1 | UNIFIED |
|  | UNITY 2X4 PORT 10GB ISCSI/ETH OPT IO | 1 | UNIFIED |
|  | UNITY SYSPACK 4X600GB 15K SAS 25X2.5 | 1 | UNIFIED |
|  | RP BASIC FOR UNITY 300/300F/350F =IC | 1 | RECOVERPOINTSW |
|  | APPSYNC BSC FOR UNITY 300/380=IC | 1 | STORAGE MANAGEMENT |
|  | STORAGE M AND R FOR UNITY=IC | 1 | STORAGE RESOURCE MGMT |
|  | UNITY HFA BASE SOFTWARE=IC | 1 | UNIFIED |
| CHZQ4W2 | POWEREDGE R640 | 1 | PowerEdge Server |
| GHZQ4W2 | POWEREDGE R640 | 1 | PowerEdge Server |
| 8HZQ4W2 | POWEREDGE R640 | 1 | PowerEdge Server |
| HHZQ4W2 | POWEREDGE R640 | 1 | PowerEdge Server |
| 9HZQ4W2 | POWEREDGE R640 | 1 | PowerEdge Server |
| BHZQ4W2 | POWEREDGE R640 | 1 | PowerEdge Server |
| DHZQ4W2 | POWEREDGE R640 | 1 | PowerEdge Server |
| FHZQ4W2 | POWEREDGE R640 | 1 | PowerEdge Server |
| 7HZQ4W2 | POWEREDGE R640 | 1 | PowerEdge Server |
| JHZQ4W2 | POWEREDGE R640 | 1 | PowerEdge Server |
|  |  |  |  |
| **For Part 5:** |  |  |  |
| **Serial Number** | **Model Description** | **Quantity** | **Family** |
| BRCCHQ1940P00P | DS-6520R-B 96P/96P 16GB RTF ENT SWITCH | 1 | CONNECTRIX |
| BRCCHQ1940P00T | DS-6520R-B 96P/96P 16GB RTF ENT SWITCH | 1 | CONNECTRIX |
|  | BRCD LBL 8GB 10KM LONG WAVE SFPS 8PACK | 1 | CONNECTRIX |
|  | BRCD LBL 16GB 10KM LONG WAVE SFPS 8PACK | 1 | CONNECTRIX |
|  | OM3 50/125 FIBER CABLE LC- LC 5 METER | 192 | CONNECTRIX |
|  | DSB SWITCH CLAR FIELD RCK KIT -B | 2 | CONNECTRIX |
| CK297802207 | VMAX 250F SYS BAY1 3Y PSNT | 1 | SYMMETRIX |
|  | VMAX 250FX CAPACITY | 214 | SYMMETRIX |
|  | VMAX 250F 2PT 10 GBE OPTICAL | 2 | SYMMETRIX |
|  | VMAX 250F 8MM 16G FC | 2 | SYMMETRIX |
|  | VMAX 250F SYS BAY1 3Y | 1 | SYMMETRIX |
|  | VMAX 250FX VBRICK BASE 1024GB | 1 | SYMMETRIX |
|  | VMAX 250FX VBRCK ADD 1024GB | 1 | SYMMETRIX |
|  | VMAX 250 DIR FX | 2 | SYMMETRIX |
|  | EMBEDDED NAS BASE OE FOR VMAX 250X | 1 | SYMSOFTWARE |
|  | VMAX 250 RAID5(7+1) 3840GB | 8 | SYMMETRIX |
|  | VMAX 250 3840GB FLASH SPARE | 1 | SYMMETRIX |
|  | VMAX 250 RAID5(7+1) 7680GB | 32 | SYMMETRIX |
|  | VMAX 250 7680GB FLASH SPARE | 2 | SYMMETRIX |
|  | VMAX ALL FLASH FX SUITE BASE=IC | 1 | SYMSOFTWARE |
|  | VMAX FLASH FX SUITE ENABLER 1TB=CC | 236 | SYMSOFTWARE |
|  | VMAX FLASH FX SUITE OS 1TB=CC | 236 | SYMSOFTWARE |

**SCHEDULE (3)**

**SCHEDULE (4)**

**SERVICE LEVEL AGREEMENT (SLA)**

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# Support Services Packages

During the standard warranty period, customers can choose one of four service packages offered to meet the desired levels of availability.

The plan includes telephone support and access to Helpesk. Customers receive updates and notification of upgrades for firmware and software, software patches and bug fixes. They also receive maintenance releases and engineering changes for their systems, with replacement parts as needed. Service problems are also diagnosed remotely to help pinpoint problems and get the system up and running more quickly. To ensure that customers’ problems and issues are dealt with in the most efficient and effective way, there is an escalation path built into every service plan.

The Premier Support Services Package will include the below SLA terms:

* **Single point of contact through HelpDesk.**
* **Service Account Manager.**
* **Notification of software updates and patches.**
* **Bug fixes.**
* **Release updates.**
* **Patches installation****.**
* **Updates to firmware and licensed software.**
* **On-Site hardware problem diagnosis and resolution.**
* **Monthly preventive maintenance.**
* **Semi-annual system performance analysis and tuning.**
* **Annual Support Plan.**
* **Coverage 7 days a week, 24 hours a day.**
* **Response to call (2 hours).**

The response time to provide services effective the escalation time shall be as follows:

* For P1 (Critical/Emergency) incidents, response time 1 hour, restoration time 3 hours, and resolution time 6 hours.
* For P2 (Major) incidents, response time 3 hour, restoration time 6 hours, and resolution time 24 hours.
* For P3 (Non Service Impacting) incidents, restoration time 24 hours, and resolution time 5 calendar days.
* For P4 (other types) incidents, restoration time 8 hours.

# Support Infrastructure

The HelpDesk provides a convenient one stop support contact 24 hours a day, 7 days a week. Customers may request services via multiple channels to ensure that they get instant access to support services.

In order to serve anywhere and anytime, we make available to 24 hours customer service hotline +961 ………………...

For queries, problems, comments, call this number to be connected with someone who will immediately assist or take information and have a specialist call back.

**Service Delivery Procedure**

The Helpdesk is the first point of contact for any problems, queries, and/or advice associated with the maintenance and support services provided.

Designated contact persons from customer should contact the HelpDesk for any support services related to any component of the solution implemented.

The HelpDesk is manned by a dedicated coordinator who receives customer service requests and records any problems on the HelpDesk system. A systematic procedure, described below, ensures that the relevant Customer Services staff is notified immediately to take all necessary remedial actions.

#### Problem Reporting

The HelpDesk is operational 24 hours a day, 7 days a week.

The HelpDesk coordinator assigns a HelpDesk Reference (HDR) Number that is given to the customer for reference and follow-up. Depending on the problem, the HelpDesk coordinator classifies the problem and assigns it to the appropriate support staff:

The following information should be provided at time of logging the call at the HelpDesk:

* Name
* Location
* Telephone Number
* Equipment Type
* Full description including any error codes and messages

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# Priority Definition

##### **Priority 1 - High Priority**

An acute problem for a group of users, or all users, causing a major interruption to normal business activities, typically:

* Main System unavailable.
* Major communication node failure or multiple node failure.
* Major degradation in system performance.
* LAN failure.
* Application software or one of its major modules unavailable.
* Virus report.
* Security incident involving suspected improper access to information system.

Problems categorized as Priority 1 require a rapid response with a sustained effort to make a temporary correction that reduces the negative effect on normal operations, until a permanent correction can be implemented. It may also require adjustments or re-configuration of Licensed Programs, which may be accomplished remotely or on-site.

##### 

##### **Priority 2 - Medium Priority**

A problem causing concern to a user or small group of users and affecting normal business activities, where no suitable alternative is available, typically:

* Minor communication node failure no alternative available.
* Minor degradation in system performance.
* Application programs failing to fulfill any part of the specifications.

##### 

##### **Priority 3 - Low Priority**

A problem causing minor concern to a user but not seriously affecting business activities, or a more serious problem but where an alternative is available, typically:

* A peripheral device failure, alternative available.
* PC/Terminal failure, alternative available.
* Minor communication node failure, alternative available.
* Application module unavailable, alternative available.

##### **Priority 4 - Non-Urgent**

A request to carry out work or improve or change a service at a later time, typically:

* Request for enhancements to application functionality.
* Requests to move equipment.
* Consultancy queries.
* Usage queries.

Progress against all calls is reviewed on a daily basis and, where appropriate, progress information relayed to the caller. For Priority 1 and 2 calls, feedback is given every 2 hours. Call originators are provided with information on request on progress by quoting the HDR number.

# Problem Life Cycle

At any point in time the problem will have a status value which indicates, in general terms, the point in its life cycle that the problem has reached. These status values are indicated in the following table:

| **Status** | **Life Cycle Point** |
| --- | --- |
| Open | Call is logged and HelpDesk Reference Number (HDR) is issued to Customer |
| In-Hand | A Customer Services engineer has taken charge of the problem for investigation |
| Sign-Off | Problem has been resolved, awaiting confirmation from user that the problem has been satisfactorily resolved |
| Waiting | Before work can continue an action needs completing by external resources (e.g. waiting for spares or a software patch from the manufacturer |

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# Problem Escalation Procedure

Whenever a problem is logged at the HelpDesk, after initial assessment, it is classified and assigned a priority, as described above, and according to the classification and impact assigned to the appropriate support staff. The support staff calls the customer who reported the problem for further clarification on the problem. The engineer first tries to solve the problem over the phone, if this is not possible he attends to the problem on-site.

The first-line support staff are capable of resolving most problems at customer sites. In special circumstances, a systematic procedure ensures that problems are escalated immediately to second-line support staff for expert advice and assistance.

In order that problems are fixed as quickly as possible and so that there is a satisfactory level of awareness of problems that remain outstanding, levels of escalation apply. This ensures that, as problems remain unresolved, the status of the problem is visible to increasingly higher levels of customer and management. These people investigate the problem to ensure that sufficient resources are allocated to resolve it.

Note that these procedures do not apply to problems with a status of ‘Waiting’. These are problems that are no longer impacting service, but have a lower priority action remaining that needs to be completed before the call can be cleared. Waiting calls are monitored separately to ensure that they do not remain at this status for an unnecessarily long time.

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# Problem Resolution

#### Once a problem is resolved to the satisfaction of the customer, an Incident Report is generated by the support engineer and signed by the customer.

#### The HelpDesk Coordinator will close the incident only when a customer signed incident report is received.

#### Once the problem is closed the status is changed to Cleared, effectively closing the incident.