

ANNEX-A

SCOPE OF WORK (SOW) /
SCHEDULE OF REQUIREMENTS

1. The bidder is responsible to provide comprehensive maintenance and technical support for all equipment listed in (Annex-A) during the contract period.
2. The Bidder undertakes to provide onsite support and maintenance services for the equipment referred in (Annex-A) to the customer Monday to Sunday with 4 hours' response and Next Business Day (NBD) faulty parts Replacement/Repair.
3. The bidder shall provide 24x7 remote technical support and on-site support as and when required.
4. The bidder shall be responsible to perform preventive maintenance of all equipment on a quarterly basis or as directed by the Client.
5. The bidder shall be responsible to checks of hardware components, including power supplies, fan modules, interfaces, CPU, memory, and environmental status.
6. The bidder shall be responsible to perform Junos OS software upgrades, firmware updates, and security patches after obtaining prior approval from the Client.
7. The bidder shall be responsible to maintain secure backup of device configurations and restore configurations whenever required.
8. The bidder shall be responsible to coordinate with Juniper Networks (OEM) for JTAC support and ATAC support (incase of aggregation switches prolonged issues), bug fixes, software recommendations, and hardware replacement where applicable.
9. The bidder shall be responsible to replace defective hardware components through OEM support or warranty, where applicable, and ensure restoration of services.
10. The bidder shall be responsible to perform Root Cause Analysis (RCA) for major network outages and submit RCA reports.
11. The bidder shall be responsible to maintain an incident management system and provide ticket-based support with regular progress updates.
12. The bidder shall be responsible for compliance with the agreed Service Level Agreements (SLAs) for response and resolution times.
13. The bidder shall be responsible to conduct periodic network health assessments and submit recommendations for performance improvement and capacity optimization.
14. The bidder shall be responsible to submit quarterly service reports detailing incidents, preventive maintenance activities, firmware status, configuration changes, hardware failures, network health assessment reports and SLA compliance.
15. The bidder shall be responsible to all maintenance activities are carried out without disruption to the Client's production environment and in accordance with approved change management procedures.

16. The bidder shall be responsible to maintain confidentiality of all information, configurations, and data accessed during the execution of the contract.
17. The bidder shall be responsible to attend emergency network failures and provide on-site support within the response time specified in the Service Level Agreement.
18. The bidder shall cover all labor, tools, testing equipment, transportation, supervision, and technical expertise required to perform the services described herein.
19. The bidder shall submit the respective OEM Contract IDs/Service Contract Numbers for each device or support entitlement upon award of the contract and prior to commencement of services.
20. The bidder shall ensure that all listed devices are covered under an active OEM support contract, entitling the Client to Juniper Technical Assistance Center (JTAC) support, software updates, firmware upgrades, bug fixes, and hardware replacement services, where applicable.
21. Any lapse, expiration, suspension, or cancellation of the OEM support contract during the contract period shall be the sole responsibility of the bidder, who shall ensure uninterrupted OEM support coverage for all listed equipment.

Bidders: _____
(Signed and Stamped)

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LIST OF EQUIPMENT

S.No.	Description	Qty
1	Distribution Switch EX 9204 S.No. JN126A96BRFC S.No. JN12688C8RFC Including Power supplies	02
3	Data Center Switch QFX5100-48S-6Q S.No. TA3719160027	01
4	Data Switch 24 Ports Juniper EX 2300T	71
5	Data Switch 24 Ports Juniper EX 2300P	10
2	Data Switch 48 Ports Juniper EX 2300T	08

Bidders: _____
(Signed and Stamped)

 

MAINTENANCE SERVICES ESCALATION MATRIX

Types of Escalation:

There are two types of escalation scenarios:

- (a) Escalation Process in case a query is not entertained / is unattended.
- (b) Escalation Process in case of a delay in resolution of any query.

A detail of escalation procedure of both the scenarios is given below. All contact details mentioned in this annexure are subject to change and customers will be updated accordingly from time to time.

(a) Escalation Process in case of a query is not entertained / is unattended.

Initially the query is forwarded to Support Engineer.

1st Escalation:

In case the query is not entertained or is unattended within 30 minutes. It is escalated to the Team Lead.

2nd Escalation:

In case the query is not entertained or is unattended by the Team Lead within 01 hour. It is escalated to the Business Development Manager (BDM).

3rd Escalation:

If the query is not entertained or is unattended by the BDM within 02 hours. It is escalated to the CEO – _____.

NB: At any stage of the way, if the query is resolved, its initiator is informed along with other stake holders.

(b) Escalation Process in case of a delay in resolution of any query:

Initially the query is forwarded to Support Engineer.

1st Escalation:

In case the query is not resolved within 02 hours. It is then escalated to the Team Lead.

2nd Escalation:

If the query is not resolved by the Team Lead within 03 hours. It is escalated to the (BDM).

3rd Escalation:

In case the BDM fails to resolve the query within 04 hours. It is escalated to the CEO – _____.

NB: At any stage of the way, if the query is resolved, its initiator is informed along with other stake holders.

Bidders: _____
(Signed and Stamped)



Compensation

The Purchaser must rebate by the last day of the respective calendar quarter for which the outage pertains. However, no such rebate claim will be entertained after lapse of 30 days from the incident.

All reported claims shall be investigated by Vendor's SLA Administration and Purchaser shall be notified accordingly.

Rebate if applicable will be adjusted in the next billing cycle.

Rebate is applicable only for services that have completed 1 full billing cycle i.e. rebate for partial billing cycles are not credited.

Compensation shall be calculated as according to the following Rebate schedule.

Agreed Service Availability	Penalty Percentage
99.0 % to 90 %	0%
89 % to 80 %	5% of quarterly charges
79 % to 70 %	10% of quarterly charges
69 % to 65 %	20% of quarterly charges
Less than equal to 65%	Total quarterly charges

Formula:

Rebate applicable outage hours = [Customer claimed outage-allowed down time- (site access time x No of incidents)]

SNo	Description	Weight
a.	Quarterly Charges of Maintenance services	Rs.
b.	Total number of uptime hours in a Quarter	Hrs
c.	Total down time of hours in a quarter (excluding exclusions and compliances and response time)	Hrs
d.	Penalty Hours ('b' Minus 'c')	Hrs
e.	Penalty Amount (Penalty Hours and applicable Penalty percentage)	Rs.



Bidders: _____
(Signed and Stamped)