

# SERVICE LEVEL AGREEMENT

## (Contract # 05 /2016-17)

This Agreement ("Agreement") is made on this \_\_\_\_\_ day of \_\_\_\_\_ 2016.

### *By and between*

**The Securities & Exchange Commission of Pakistan**, a statutory body established in pursuance of the Securities and Exchange Commission of Pakistan Act, 1997 with its head office located at **NICL Building, 63 Jinnah Avenue, Islamabad** (the "**SECP**", through which expression shall, where the context so admits, include its successors in interest and permitted assigns of the One Part)

### *and*

((Successful Service Provider/Vendor)) incorporated under the laws of Pakistan, having its office at (Address) having NTN No. \_\_\_\_\_ & GST No. \_\_\_\_\_, (hereinafter "((Successful Service Provider/Vendor))" (which expression shall where the context so admits, include its authorized representatives, successors in interest and permitted assigns) as Party of the other part

*Successful services provider shall append with agreement Partnership Agreement and authority in favour of person who will sign the agreement on behalf of the Firm.*

SECP and the ((Successful Service Provider/Vendor)) shall hereinafter be referred to as "Parties" collectively and the "Party" individually and interchangeably.

Whereas;

- A. SECP requires services for the replacement and/or installation of the CISCO Brand Umbrella equipment installed at the SECP Premises ("Services").
- B. ((Successful Service Provider/Vendor)) warrants and represents that it has the requisite expertise and capacity for providing the services as desired by SECP.
- C. SECP is interested in hiring the services of ((Successful Service Provider/Vendor)) for the purpose of this Agreement and ((Successful Service Provider/Vendor)) has agreed to provide the services as required by SECP.

**Now, therefore,** upon the terms and subject to the conditions of this Agreement, it is hereby agreed by and between the Parties as under:

## **1. INTRODUCTION**

### **1.1. Duration of Agreement**

This Agreement will be effective from October 20, 2016 till October 19, 2017 and may be terminated through 30 days prior notice in writing by either party.

### **1.2. Non-exclusive agreement**

It is understood and agreed that this Agreement does not grant October 20, 2016 any exclusive rights to do business with the SECP. Nothing in this Agreement prevents ((Successful Service Provider/Vendor)) from marketing, developing, using and performing similar services or products to other potential clients.

### **1.3. Definitions**

*“Affiliate”* means a subsidiary organisation, sister organisation or an organisationally connected entity to either party.

*“Benchmarks, targets and metrics”* means the agreed numeric criteria against which performance under this Agreement is to be measured.

*“Change control procedures”* means the agreed process to be followed when changes are required either to this Agreement or to the Services.

*“Commencement date”* means the date from which the Agreement is considered to be effective.

*“Defective or inadequate performance”* means the delivery of services where the performance levels do not meet an agreed minimum criteria.

*“Disclosing party”* means the party who has disclosed confidential information to the other party.

*“Initial period”* means the Agreement period from the commencement date to the first renewal date.

*“Intellectual property rights”* mean the registered or non-registered ownership of patents, trademarks, registered design or copyright.

*“Key personnel”* means those persons nominated by ((Successful Service Provider/Vendor)) who have a key role in the delivery of the services to the SECP.

*“Non-standard services”* means those services which are customised to meet the requirements of the SECP.

*“Place of service delivery”* means the address or addresses of the SECP’s premises where the Service delivery is deemed to take place.

*“Problem escalation”* means the agreed procedure for alerting and notifying increasingly senior members of ((Successful Service Provider/Vendor))’s management of the non-resolution of problems.

*“Problem management”* means the agreed procedures for providing support and problem resolution services to the SECP.

*“Professional fees”* means the remuneration or compensation, other than reimbursable expenses, due to ((Successful Service Provider/Vendor)) for the provision of the Services.

*“Receiving party”* means the party who has received confidential information from the other party.

*“Service availability”* means the times and periods that ((Successful Service Provider/Vendor)) will make the Services available to the SECP.

*“Service component”* means a divisible and identifiable part of the overall Services to be delivered.

*“Service review meetings”* mean regular meetings that are held between representatives of ((Successful Service Provider/Vendor)) and the SECP specifically to discuss issues arising from the delivery of the Services including the performance of the Service delivery

*“Specified services”* means those Services that are specified in Schedule A and Schedule B of this Agreement.

*“Standard services”* means those Services that the Supplier delivers to its SECPs without significant customisation.

*“Support and Service desk services”* mean the specified support services provided by ((Successful Service Provider/Vendor)) to the SECP to assist the SECP’s personnel to understand operate and execute the delivered Services.

## **2. SCOPE OF WORK**

### **2.1. Standard services**

Standard services to be delivered under this Agreement are as listed, described and specified in Schedule A to this Agreement.

### **2.2. Service Availability**

The availability, operational reliability and response times of the Services to be delivered under this Agreement are as specified in Schedule B to this Agreement.

### **2.3. Place of Service delivery**

The Services covered by this Agreement are to be delivered at the address or addresses given in Schedule C to this Agreement.

### **2.4. Changes to Services**

Either party may propose changes to the scope, nature or time schedule of the Services being performed under this Agreement. The Parties shall mutually agree to any proposed changes, including adjustments to fees and expenses as a result of any changes to the Services. All changes are to be subject to the change control procedures to this Agreement and must be approved in writing by both the Parties.

### **2.5. ((Successful Service Provider/Vendor)) Reasonability**

((Successful Service Provider/Vendor)) under this agreement shall ensure to provide its best services for smooth Operations having dependency on the equipment covered under the agreement.

2.6. Pre-deployment Scope

The passive work including Power & LAN node cabling supporting voice, Rack availability and power source availability on racks to power up the equipment is not under ((Successful Service Provider/Vendor)) Scope of work.

3. PERFORMANCE, TRACKING AND REPORTING

3.1. Key Personnel Changes

Key personnel are not required to be specifically named within this Agreement but ((Successful Service Provider/Vendor)) will notify the SECP in advance of changes to any key personnel that could affect the delivery of the Services to the SECP.

3.2. Service Level Reporting

Reports on actual service levels achieved shall be provided to the SECP on a monthly basis provided call is logged to ((Successful Service Provider/Vendor)) Helpdesk. This will cover each service component delivered and the performance achieved compared with target. These reports are to be provided to the SECP within ten working days upon its request.

3.3. Service Review Meetings

Service Review meetings will be held on quarterly basis at the SECP’s offices, if required. The issues to be covered will include (as applicable):

- Service performance levels
- Support performance levels
- Installation performance
- Equipment issues
- System issues
- Compensation issues

4. PROBLEM MANAGEMENT

4.1. Support and Service desk Services

((Successful Service Provider/Vendor)) will provide ongoing assistance to the SECP to support the Services provided. This will include comprehensive Service desk facilities and On-site Maintenance and Support services.

4.2. Problem Definition

The following standard problem definitions will apply to the services provided under the terms of this Agreement.

Problem Severity	Status	Impact
Severity 1	Mission critical	Serious financial impact: The system is totally down
Severity 2	Urgent	Significant financial impact: System is up with degraded functionality impacting overall functionality

Severity 3	Medium priority	Minimal financial impact: System is up with partial service degradation
Severity 4	Low Priority	No financial impact: system is up with all service but showing alarms on NMS

4.3. Problem Escalation

To ensure that the SECP receives senior management attention on unresolved issues, ((Successful Service Provider/Vendor)) operates a problem escalation procedure in order that any unresolved problems are notified to the ((Successful Service Provider/Vendor))’s operational and management personnel on a priority basis dependent upon the severity of the problem. There are five levels of Problem Severities mentioned above and three levels of escalation. This escalation process is specified in Schedule D to this Agreement which the ((Successful Service Provider/Vendor)) shall ensure.

5. COMPENSATION

5.1. Agreement Price

The total compensation as per the agreed terms under this Agreement payable to ((Successful Service Provider/Vendor)) is **Rs. \_\_\_\_\_/- (in words)** including all applicable tax(s) which shall be 100 % in advance.

5.2. Invoices

((Successful Service Provider/Vendor)) will inform in written regarding service activation of SMARTNET services and provide Service order number. SECP on confirmation from Technical team will allow ((Successful Service Provider/Vendor)) to raise invoice equal to total prices of Contract value. 100% Invoice will raise by the ((Successful Service Provider/Vendor)) after SECP confirmation of e-delivery for the said SMARTNET.

5.3. Payment terms

All fees and expenses are to be paid to ((Successful Service Provider/Vendor)), in the currency of the invoice to the account “((Successful Service Provider/Vendor))”. The payment will be made to ((Successful Service Provider/Vendor)) within 30 days after submission of invoice.

5.4. Taxes

Any payment made under this Agreement shall be less any Government taxes which the SECP is authorised under the law to deduct.

6. CUSTOMER DUTIES AND RESPONSIBILITIES

6.1. Processing and authorisation of invoices

The SECP undertakes to process and settle invoices by the due dates.

6.2. SECP personnel, facilities and resources

The SECP will ensure ((Successful Service Provider/Vendor)) has timely access to appropriate SECP personnel and will arrange for ((Successful Service Provider/Vendor)) personnel to have suitable and safe access to the SECP’s facilities and systems. The SECP will also provide

suitable office space and associated resources for ((Successful Service Provider/Vendor)) personnel working on-site including all necessary computing and office support resources.

### **6.3. Approvals and Information**

The SECP will respond promptly, and in any case, within five working days, to any ((Successful Service Provider/Vendor)) requests to provide direction, information, approvals, authorisations or decisions that are reasonably necessary for ((Successful Service Provider/Vendor)) to perform the services.

## **7. WARRANTIES AND REMEDIES**

### **7.1. Quality of Service**

((Successful Service Provider/Vendor)) warrants that the Services will be performed in a professional and prudent manner consistent with best industry standards reasonably applicable to such services. If the SECP considers that a breach of this warranty has occurred and notifies ((Successful Service Provider/Vendor)) in writing stating the nature of the breach, then ((Successful Service Provider/Vendor)) will be required to urgently correct any affected services in order that they remain compliant with the warranty.

### **7.2. Exclusions**

((Successful Service Provider/Vendor)) is not responsible for any infringements to third party copyrights, patents or trade secrets where the SECP has made amendments to original documents and similar works prepared by ((Successful Service Provider/Vendor)) without the express approval of ((Successful Service Provider/Vendor)), or where the SECP fails to use the most recent versions of such works that have been delivered by ((Successful Service Provider/Vendor)).

### **7.3. Force Majeure**

Except in respect of payment liabilities, neither party will be liable for any failure or delay in its performance under this Agreement due to reasons beyond its reasonable control, including acts of war, acts of God, earthquake, flood, riot, embargo, sabotage, governmental act, provided the delayed party gives the other party prompt notice of the reasons for such cause.

## **8. SECURITY**

### **8.1. Physical Access**

The SECP is to ensure that the ((Successful Service Provider/Vendor))'s personnel are given reasonable authorised access to premises and equipment in order that the Services may be delivered and maintained in accordance with the terms of this Agreement. SECP will allow access only upon showing a valid identity card issued by ((Successful Service Provider/Vendor)).

### **8.2. Logical Access**

The SECP is to ensure that ((Successful Service Provider/Vendor))'s personnel are given necessary access to the software and systems in order that the Services may be delivered and maintained in accordance with the terms of this Agreement.

**8.3. Compliance with SECP Security Policies**

In the event that the SECP operates formal security policies, ((Successful Service Provider/Vendor)) will ensure that its personnel are made aware of such policies and will also ensure ongoing compliance with these policy statements. The SECP will provide ((Successful Service Provider/Vendor)) with up to date information on its security policies and will keep ((Successful Service Provider/Vendor)) informed about any changes to these policies. (Non-Disclosure Agreement (NDA) is already signed with ((Successful Service Provider/Vendor))

**8.4. Information and data security measures**

((Successful Service Provider/Vendor)) will manage information and data security with reasonable efforts to restrict unauthorized access. ((Successful Service Provider/Vendor)) will make best endeavours to ensure that its personnel are fully aware of the risks associated with information and data security issues.

**8.5. Disaster recovery**

SECP will ensure that information and data under its responsibility is properly backed up on a daily basis and also that arrangements are made for recovery processes to be installed to minimise any potential disruption to the SECP’s statutory objectives. SECP is required to ensure that proper measures are in place to enable continuation of services in the event of unexpected disruptive events. These measures should include implementation and pre-testing of formal disaster recovery and business continuity planning within SECP’s business.

**9. INTELLECTUAL PROPERTY RIGHTS AND CONFIDENTIAL INFORMATION**

**9.1. Intellectual property rights**

Both parties acknowledge the intellectual property rights of the other party whether registered or not.

**9.2. Confidentiality**

Both parties agree to keep confidential all information concerning the other party’s business or its ideas, products, customers, records or services that could be considered to be “confidential information”. “Confidential information” is any information belonging to or in the possession or control of a party that is of a confidential, proprietary or trade secret nature and that is furnished or disclosed to the other party. Confidential information will remain the property of the disclosing party and the receiving party will not acquire any rights to that confidential information.

This clause of confidentiality shall survive after the completion/termination of this Agreement for a period of five (05) years.

**9.3. Release of Information**

If the receiving party receives a Court Order to divulge any confidential information belonging to the disclosing party, then the receiving party is permitted to release such information to the court in accordance with prevailing laws in compliance of any Court Order so served.

**9.4. Destruction of data and records or return on termination**

Upon termination of this Agreement, the receiving party, will return or destroy all confidential information belonging to the other party.

**10. LEGAL COMPLIANCE & RESOLUTION OF DISPUTES**

**10.1. Governing law**

This Agreement shall be governed by and interpreted in accordance with the laws of Islamic Republic of Pakistan. Any disputes arising out of this Agreement are subject to the exclusive jurisdiction of the courts of Islamabad, to which the Parties irrevocably submit.

**10.2. Export control**

Both ((Successful Service Provider/Vendor)) and SECP agree to comply fully with all relevant export laws and regulation of Pakistan where their offices are located.

**10.3. Informal Resolution**

In the event of dispute, the parties will attempt to resolve any such disputes through informal negotiation and discussion. Formal proceedings should not be commenced until such informal negotiations and discussions are concluded without resolution.

**10.4. Arbitration**

Any dispute arising between the Parties hereto in connection with this Agreement or any breach thereof which cannot be settled amicably through mediation shall be referred to arbitration, which shall consist of two arbitrators, each nominated by individual Party and in case of dispute between the arbitrators by an Umpire appointed by the nominated arbitrators in accordance with the applicable provisions of Arbitration Act, 1940. The venue for such arbitration shall be Islamabad. The decision of the arbitrators shall be final and binding on the Parties who shall give full effect thereto.

**10.5. Limitation of Action**

Neither party may bring proceedings more than 18 months after the actual event occurred except for proceedings for non-payment.

**10.6. Limitation of liability**

If at any point of time the SECP becomes entitled to claim damages from ((Successful Service Provider/Vendor)), ((Successful Service Provider/Vendor)) will be liable to pay the damages in addition to the amount that ((Successful Service Provider/Vendor)) has actually received from the SECP as payment for the specific services or items that are the subject of the claim. ((Successful Service Provider/Vendor)) is not responsible for any damages caused by the failure of the SECP or its Affiliates or other suppliers to perform their responsibilities. The limitation of liability included in this section will survive this Agreement.

**11. TERMINATION**

**11.1. Termination after initial Agreement term**

This Agreement commences on the Commencement Date for an initial period of one year unless a 30 days prior notice of termination is received in writing by either party provided



that ((Successful Service Provider/Vendor)) will lose its right of termination once it has received a payment from SECP against the services to be made by it under this Agreement. provide to the SECP, 30 days written notice of any price changes due to take effect.

#### **11.2. Termination for Cause**

If either party fails to perform its obligations under this Agreement, and does not, within 30 days of receiving written notice describing such failure, agree to take measures to make good such failure, then this Agreement may be terminated forthwith subject to the provisions of clause 11.1 above.

#### **11.3. Payment on termination**

In the event of termination of this Agreement for any cause, ((Successful Service Provider/Vendor)) will continue to be paid up for such services delivered up to that date. Any unutilised payment shall be reimbursed by ((Successful Service Provider/Vendor)) to the SECP subsequent to such termination.

## **12. GENERAL**

#### **12.1. Notices**

Notices required under this Agreement are to be sent in writing either by registered post, recorded post, express courier service or be delivered personally.

#### **12.2. Standard of care**

Each party will act in good faith in the performance of its respective duties and responsibilities and will not unreasonably delay or withhold the giving of consent or approval required for the other party under this Agreement. Each party will provide an acceptable standard of care in its dealings with the other party and its employees.

#### **12.3. Assignment**

Neither party shall assign or otherwise transfer the obligations under this Agreement without the prior written consent of the other party. In the event that consent for assignment is given, the terms of this Agreement will be binding upon each party's respective successor.

#### **12.4. Entire Agreement**

This document along with the schedules A, B, C, D and E constitutes the entire agreement between the parties and supersedes all other prior agreements and arrangements between the parties for the provision of such services.

#### **12.5. Severability**

The provisions of this Agreement shall be deemed severable, and the unenforceability of any one of the provisions shall not affect the enforceability of other provisions. In the event that a provision is found to be unenforceable, the parties shall substitute that provision with an enforceable provision that preserves the original intent and position of the parties.

#### **12.6. Exhibits**

The Schedules referred to in, and attached to, this document are to be considered an integral part of this Agreement.

**12.7. Indemnity**

((Successful Service Provider/Vendor)) hereby irrevocably and unconditionally undertakes at all times hereinafter to fully indemnify and keep SECP and its commissioners, officers, advisors, consultants, employees and representatives indemnified and harmless from and against claims, suits, actions, demands, liabilities, proceedings of whatsoever nature made or filed against ((Successful Service Provider/Vendor)) by any of the third party.

**13. SIGNATURES**

The following authorised representatives of each party execute this Agreement at the Commencement Date:

**For ((Successful Service Provider/Vendor))**

Name : **Irfan Ijaz**  
Title : - **Account Manager**  
Date : 09<sup>th</sup> July, 2015

Signature: \_\_\_\_\_

**For SECP**

Name : \_\_\_\_\_  
Title : \_\_\_\_\_  
Date : \_\_\_\_\_

Signature: \_\_\_\_\_

**Witness 1**

Name : \_\_\_\_\_  
Title : \_\_\_\_\_  
Date : \_\_\_\_\_

Signature: \_\_\_\_\_

**Witness 2**

Name : \_\_\_\_\_

Title : \_\_\_\_\_

Date : \_\_\_\_\_

Signature: \_\_\_\_\_

## **SCHEDULE A – STANDARD SERVICES**

1. Schedule A provides a detailed list of the Standard Services that are to be delivered to the SECP under the terms of this Agreement.
2. It is hereby specifically agreed between the Parties that during the prevalence of this Agreement, and any renewal thereof, ((Successful Service Provider/Vendor)) shall be responsible for parts replacement and installation, of all or any parts (under this agreement) of the Equipment which are or have become defective, malfunction, or breaks down under the Cisco Cobrand Umbrella.
3. A survey shall be performed by ((Successful Service Provider/Vendor)) to ensure all equipment is under good working condition.
4. Under this agreement hardware along with IOS support (as per manufacturer) will be covered. Any application software or data backup is not covered.
5. In terms of IOS support, ((Successful Service Provider/Vendor)) will be monitoring the updates and will be responsible to inform SECP if any available. SECP will have the option to get the IOS updated or continue working on the existing version. If the SECP chooses to implement this update, ((Successful Service Provider/Vendor)) shall perform the activity.
6. If ((Successful Service Provider/Vendor)) is required to replace any equipment which is not repairable or damaged or not covered under warranty, then ((Successful Service Provider/Vendor)) will submit an estimated cost for approval from SECP. SECP will be required to provide an approval or purchase order within 15 days.
7. Upon Approval, if the required part or equipment is not available or delayed on behalf of manufacturer then ((Successful Service Provider/Vendor)) will not be responsible for providing any backup for that time span till the part is received.
8. ((Successful Service Provider/Vendor)) will be providing a centralized 24/7 Service Desk facility to log calls for servicing with a dedicated resource for SECP Calls. Kindly refer to the attached Call Logging procedure document which provides detailed description of how to log a call and its working.
9. Hardware support (as mentioned above) and technical assistance is included as part of the services offered in this Agreement. Any delay on behalf of manufacturer in warranty claims is not the responsibility of ((Successful Service Provider/Vendor)).

SCHEDULE B – SERVICE AVAILABILITY

Schedule B provides a detailed list of the times and periods when the Standard Services will be available to the SECP under the terms of this Agreement. Below table shows 4 options of service availability with their scope and responses and the standard Cost associated with each option.

((Successful Service Provider/Vendor)) Support and Maintenance Services				
Services	Bronze	Silver	Gold	Platinum
Availability	Next Business Day	Next Business Day	Monday - Friday (8 x 5)	Monday – Sunday (24 x 7)
Support Desk	24 x 7	24 x 7	24 x 7	24 x 7
Response Time	Next Business Day	Next Business Day	4 - 8 hours	4 hours
Resolution Time	Based on type of Warranty purchased (Standard, NBD, Advanced)	NBD Warranty	Next Business Day	Next Business Day
Coverage	Lahore, Karachi, Islamabad	Lahore, Karachi, Islamabad	All Major Cities	All Over Pakistan
	All other cities need to send equipment to Lahore, Karachi or Islamabad	All other cities need to send equipment to Lahore, Karachi or Islamabad	All other cities need to send equipment to Lahore, Karachi or Islamabad	
Cost	All other cities need to send equipment to Lahore, Karachi or Islamabad	All other cities need to send equipment to Lahore, Karachi or Islamabad	Min. 6% of Project value	Min. 12% of Equipment/Solution value
Backup Equipment	None	None	Replacement as per SmartNet	Off-site
Support Engineer	Shared	Shared	Shared	Dedicated
Warranty	Required	Required	Required	Required
Service Level Agreement (SLA)	Not Required	Not Required	Required	Required

Special Offer for SECP

((Successful Service Provider/Vendor)) in order to provide efficient and cost effective offer to SECP may customized its service level by adding some additional **Platinum Level services** on total cost of mentioned in purchase order and under the service level the availability will be 24x7 and response time is assured to be 4 hours in all severity level. Cisco Cobrand services Scope will be applicable in case of part replacement.

Response Time:

It is the time elapsed between SECPs request for Remedial Maintenance and the first response from the ((Successful Service Provider/Vendor)) Engineer. It may be a remote contact (email/mobile phone) or a physical presence at the site. Response time for this contract is four (04) hours.

**Resolution Time:**

It is the time elapsed between SECPs request for remedial maintenance and the delivery and installation of replacement as per Cisco Cobrand service scope and time lines. Resolution time for this contract is Next Business Day (NBD).

## **SCHEDULE C – PLACE OF DELIVERY**

Schedule C provides the location or locations where the Standard Services will be delivered to the SECP under the terms of this Agreement.

### **Service Location:**

It means a location from where services are delivered either by ((Successful Service Provider/Vendor)) or by a ((Successful Service Provider/Vendor)) authorized service provider.

For this agreement the service will be provided at all offices of SECP. The replacement against faulty equipment received under Cobrand services will be handed over at SECP Offices (Islamabad, Lahore, Karachi, Multan, Faisalabad, Sukkur, Quetta, and Peshawar).

## SCHEDULE D – PROBLEM ESCALATION

### I. Complaint/Query Response Time.

CISCO provides 24x7x365 email and phone support for all proposed components as part of the standard maintenance package. Additionally, ((Successful Service Provider/Vendor)) offers Select and support accounts that require multiple points of contacts and/or supplemental support options such as a designated support engineer and Service. In our offer as proportional to the size of the deployment and its criticality we are offering the Select level of technical support.

### II. Repair duration for repairable hardware items.

Our Technical Assistance Centre is managed with disciplined escalation support tiers, an internal SLA and strict escalation measures to ensure we meet our customer Service Level commitment through either our Premium or Standard service levels.

### **The Premium Service Level is designed for organizations with mission-critical networks.**

#### **24 x 7 Supports:**

Expert engineer-to-engineer support with direct access to the Cisco call queue. We answer your Priority 1 issues immediately and in detail, any time of day or night.

#### **Escalation:**

The CISCO TP manages escalations through five support tiers. We don't stop until the problem is solved.

#### **Priority:**

You can negotiate the priority of your issue. What's important to you may not be the same thing that's important to another company. You decide where our experts focus their attention.

#### **Coordinated Support:**

You can coordinate support between CISCO TP and the appliance vendor (((Successful Service Provider/Vendor))). Leave the discussion to us and we'll notify you when the problem is fixed.

#### **Web Support:**

The Online community and web support services include downloading software and documentation as well as auto updates. You get easy web access to a secure portfolio of valuable information and assistance.

#### **Education:**

You can attend online webinars on previously announced targets. Learn from the experts and share information and best practices with your peers -- all in the comfort and convenience of your own office.

#### **Same Day Business Support:**

TIER level enterprise support with same business-day service for the video conferencing appliance hardware.



**The Standard Service level is intended for mid-range and smaller enterprises and Organizations with mission-critical networks**

**Expert Support:**

Expert engineer-to-engineer support from 9 a.m. to 5 p.m., Monday to Friday (excluding holidays). You have access through a toll-free number, email, and a dedicated, self-service web site.

**Escalation:**

You have TAC-managed escalation through five tiers of support.

**Coordinated Support:**

You can coordinate support between Cisco Support service and the appliance vendor. Leave the discussion to us and we'll notify you when the problem is fixed.

**Web Support:**

Web support through the online community includes downloading software and documentation as well as auto updates. You get easy access to a secure portfolio of valuable information and assistance.

**Education:**

Participate in online webinars on previously announced subjects. Learn from the experts and share information and best practices with your peers -- all in the comfort and convenience of your office.

**First-Level Support:**

Receive direct Cisco support first-level support and coordination through the RMA.

**iii Strategy for non-repairable hardware items**

**Next Business Day Support:**

Basic enterprise support with next-business-day online service for the Cisco appliance hardware.

**STANDARD CORE SERVICE**

Software Upgrades for as above specified duration  
Hardware Warranty for as above specified duration\*  
Telephone Support  
2-hour response time in Karachi, Lahore and Islamabad  
Collaboration in solving network issues  
Local Support  
Onsite Diagnostic support  
Online Services

SCHEDULE E - CALL LOGGING PROCEDURE

1.3 Follow-Up of support and service calls

((Successful Service Provider/Vendor)) will provide SECP with regular updates on the status of a problem for Lahore, Karachi & Islamabad. For any queries SECP can contact our helpdesk directly via the above mentioned phone number or via email to the following address along with the call reference number:

ESCALATION MATRIX

For ((Successful Service Provider/Vendor)) Service Requisition and Contractual Communication, following office(s) can be contacted:

Call Logging Mechanism

Direct mail on first priority

Concerned Email Address

POINT OF CONTACT 1	
KARACHI	Name: Mobile Number: Email:
POINT OF CONTACT 2	
KARACHI	Name: Mobile Number: Email:
POINT OF CONTACT 3	
KARACHI	Name: Mobile Number: Email:
POINT OF CONTACT 1	
LAHORE	Name: Mobile Number: Email:
POINT OF CONTACT 2	
LAHORE	Name: Mobile Number: Email:
POINT OF CONTACT 3	
LAHORE	Name: Mobile Number: Email:
POINT OF CONTACT 1	

ISLAMABAD	Name: Mobile Number: Email:
POINT OF CONTACT 2	
ISLAMABAD	Name: Mobile Number: Email:
POINT OF CONTACT 3	
ISLAMABAD	Name: Mobile Number: Email:

All calls will be logged centrally either through telephone, email or web based call logging system and will be distributed city wise. Another notification is sent to SECP once the call is successfully closed.

14. Detail of Equipment Covered Under Service Contract

The below mentioned equipment is installed in the following cities.  
Head Office (ISB), KHI, LHR, PSH, SUK, QTA, FSB, MUL

S. No	H/W Serial No.	Part Number	Smart Nets	Type	Description	Qty
CISCO SLA Solution						
1.1	FCZ160670DM	C2951-CME-SRST/K9	CON-SNT-2951CMST	Router	Cisco 2951	1
2.1	FCZ170460F7	C2921-CME-SRST/K9	CON-SNT-2921CMST	Router	Cisco 2921	1
3.1	FCZ1703924M	C2901-CME-SRST/K9	CON-SNT-2901CMST	Router	Cisco 2901	1
4.1	FCZ130571VL	CISCO2821-HSEC/K9	CON-SNT-C2821HSE	Router	Cisco 2821	1
4.2	FCZ1226718N	CISCO2821-HSEC/K9	CON-SNT-C2821HSE			1
4.3	FCZ111271PL	CISCO2821-HSEC/K9	CON-SNT-C2821HSE			1
4.4	FGL15491225	CISCO2821-HSEC/K9	CON-SNT-C2821HSE			1
5.1	FCZ10207054	CISCO3845	CON-SNT-3845	Router	Cisco 3845	1
5.2	FCZ1227717C	CISCO3845-HSEC/K9	CON-SNT-3845HSEC			1
6.1	FCZ1226719D	CISCO2811-HSEC/K9	CON-SNT-C2811HSE	Router	Cisco 2811	1
6.2	FCZ150476NL	CISCO2811-HSEC/K9	CON-SNT-C2811HSE			1
6.3	FCZ1226719F	CISCO2811-HSEC/K9	CON-SNT-C2811HSE			1
6.4	FCZ1226719G	CISCO2811-HSEC/K9	CON-SNT-C2811HSE			1
6.5	FCZ1226719H	CISCO2811-HSEC/K9	CON-SNT-C2811HSE			1
7.1	Name: "Chassis", DESCR: "ASA 5540 Adaptive Security Appliance" PID: ASA5540, VID: V03 , SN: JMX1310L0NP	ASA5540-AIP20-K9	CON-SU1-AS4A20K9	Firewall	Cisco ASA 5540	1
8.1	FOX1214GRTU	WS-C4507R-E	CON-SNT-WS-C6509	Core-Switch	Cisco 4507	1
9.1	SMC1041007H	WS-C6509-E	CON-SNT-C4507RE	Core-Switch	Cisco 6509	1
10.1	FOC1224Z56D	WS-C3560G-48PS-S	CON-SNT-3560G48S	Switch	Cisco 3560G POE (48 Port)	1

10.2	FOC1224Z58G	WS-C3560G-48PS-S	CON-SNT-3560G48S			1
10.3	FOC1224Z59B	WS-C3560G-48PS-S	CON-SNT-3560G48S			1
11.1	FOC1223Z3XL	WS-C3560G-48TS-S	CON-SNT-356048TS	Switch	Cisco 3560G (48 Port)	1
11.2	FOC1223Z423	WS-C3560G-48TS-S	CON-SNT-356048TS			1
11.3	FOC1223Z425	WS-C3560G-48TS-S	CON-SNT-356048TS			1
12.1	FOC1225V4CX	WS-C2960-48TC-S	CON-SNT-296048TC	Switch	Cisco 2960 (48 Port TC-S)	1
12.2	FOC1225V4D5	WS-C2960-48TC-S	CON-SNT-296048TC			1
12.3	FOC1225V4DL	WS-C2960-48TC-S	CON-SNT-296048TC			1
12.4	FOC1225V4DF	WS-C2960-48TC-S	CON-SNT-296048TC			1
12.5	FOC1225V4DJ	WS-C2960-48TC-S	CON-SNT-296048TC			1
12.6	FCQ1518Z3GM	WS-C2960-48TC-S	CON-SNT-296048TC			1
Support & Services						
1.1	Onsite local 12 months					1
1.2	2 hours response time for Islamabad, Lahore, Karachi and faulty device replacement through RMA 24 hours.					
1.3	24 hours response time to Remote Areas like: Multan, Faisalabad, Quetta, Peshawar and Sukkur and faulty device replacement through RMA 48 hours.					

Terms of Reference

SLA Co-Brand/Smart Net Services are required for the following Cisco Equipment currently in use at SECP:

1. Hardware Details

SR	ITEM	TYPE	QUANTITY	DURATION
1.	Cisco 2951	Router	01	For a period of 12 months
2.	Cisco 2921	Router	01	
3.	Cisco 2901	Router	01	
4.	Cisco 2821	Router	04	
5.	Cisco 3845	Router	02	
6.	Cisco 2811	Router	05	
7.	Cisco ASA 5540	Firewall	01	
8.	ASA5540-AIP20-K9	Firewall (IPS)	01	
9.	Cisco 4507	Core-Switch	01	
10.	Cisco 6509	Core-Switch	01	
11.	Cisco 3560G POE (48 Port)	Switch	03	
12.	Cisco 3560G (48 Port)	Switch	03	
13.	Cisco 2960 (48 Port TC-S)	Switch	06	

2. Services

SLA co-brand/Smart Net services for the above mentioned equipment.