

Annex A – Statement of Work

Extreme Networks Maintenance and Support

1.0 Objective

Shared Services Canada (SSC) and Other Government Departments (OGD) require **Extreme Networks** Maintenance and Support on the inventory listed in Annex B-Inventory and Pricing, and Annex E-OGD-Inventory and Pricing as described in Annex A – Statement of Work.

2.0 Background

SSC owns Extreme Networks software and hardware products for use on its networking infrastructure. SSC has a requirement to consolidate all Extreme Networks Maintenance and Support, software, licences and subscriptions required to keep the functionality and maintain existing network infrastructure across Canada.

3.0 Scope

The initial contract period is 12 months. SSC will include two (2) 1-year option period.

4.0 Deliverable – Extreme Networks Support Scope

4.1 Maintenance and Support - ExtremeWorks (EW) Support

The contractor must provide OEM direct support (ExtremeWorks Support service), which provides the following support features:

- Technical assistance 24x7x365,
- Software updates,
- Hardware replacement options for parts,
- eSupport, which provides direct access to solutions, documentation, design.

4.1.2 Extreme Networks Service Levels

For each line item on the list of deliverables, the contractor must quote and provide maintenance and support services based on the following **ExtremeWorks (EW) Support Options**:

Service Level	Description
EW SW	Application updates and upgrades, and TAC - 24x7x365 access to TAC and eSupport. No hardware entitlement.
EW TAC & OS	OS updates and upgrades, and TAC - 24x7x365 access to TAC and eSupport. No hardware entitlement.
EW NBD AHR	ExtremeWorks Advanced Hardware Replacement Service (Next Business Day) – The replacement will ship the same day with next business day delivery (if an RMA is approved prior to 2 p.m. regional TAC time).
EW 4HR AHR	4 Hour AHR – A replacement will arrive at SSC’s site within four hours (on a 24x7x365 basis) from the time that Extreme Networks determines that product replacement is required, the RMA is approved and the service provider has been notified.

4.2 Service Guide

The Contractor must provide a Service Guide/ Welcome Package to the Technical Authority within five (5) days of being awarded the contract. The Service Guide must include the following:

- Support service description
- Technical support contacts and procedures
- Escalation contacts and procedures

4.3 Reporting

4.3.1 RMA Report

The contractor must provide a yearly return merchandise authorization (RMA) report to SSC, which lists the following information for every RMA:

- Date and time of RMA request and completion
- Serial # and model # of the defective and replacement devices
- Delivery address
- Contact name, phone number and e-mail

4.3.2 Service Request Report

The contractor must provide a yearly service call report to SSC, which must include the following information for every service call:

- Date and time of service call
- Purpose and severity level of call
- Contact name, phone number and e-mail

5.0 Constraints

5.1 Service Additions

SSC reserves the right to acquire additional maintenance and support services up to 100% of the initial contract value, including option periods.

5.2 Service Cancellation

SSC reserves the right to remove equipment listed in Annex B –Inventory and Pricing, and Annex E-OGD-Inventory and Pricing from the Contract upon thirty (30) days written notice to the Contractor.

5.3 Service Invoicing

The contractor must invoice SSC separately by FA Code as per the deliverables in Annex B –Inventory and Pricing. Invoicing will occur on a yearly basis in advance.

The contractor must invoice the OGD Invoicing Contact separately by Commitment Number per the Financial Summary worksheet in Annex E – OGD Inventory and Pricing. Invoicing will be on a yearly basis in advance.

5.4 Escalation

In the event that a service call or service request cannot be fulfilled within the contractor's existing timeframes, SSC must be notified according to the following escalation table:

Elapsed Time	Up to 24 hours	Over 24 hours
Contact	<p data-bbox="597 285 797 338">Wasil Abdulmajid Technical Advisor</p> <p data-bbox="621 369 773 394">343.571.0243</p> <p data-bbox="505 401 886 426">wasil.abdulmajid@ssc-spc.gc.ca</p>	<p data-bbox="1015 285 1170 338">Erick Hachey Manager</p> <p data-bbox="1016 369 1167 394">613.219.4292</p> <p data-bbox="938 401 1243 426">erick.hachey@ssc-spc.gc.ca</p>
	<p data-bbox="711 474 1057 499">nssdscc-ccsrssn@ssc-spc.gc.ca</p>	