

## Annexe A – Énoncé des travaux

### 1. Objectif

Services partagés Canada (SPC) a une exigence pour le support technique Samsung ProCare Elite pour les appareils cellulaires Android existants.

### 2. Historique

SPC possède et exploite un nombre important d'appareils cellulaires Android. Il est nécessaire de continuer à couvrir le soutien de ces actifs.

### 3. Services de soutien

L'entrepreneur doit fournir un service de support OEM (Samsung ProCare - Elite Technical Support), qui fournit les fonctionnalités de support suivantes:

Samsung ProCare Technical Support		Advanced Technical Support	Elite Technical Support	Elite Plus Advanced Exchange	
Purchasing Units		Per Customer	Per Customer	Per Device <sup>2</sup>	
Access to Tier-3 Experts	Named Callers	2	6 <sup>1</sup>	Elite Plus cannot be purchased without a Technical Support entitlement	
	Supported Locations	Multiple within US	Multiple within US		
	Support Requests Per Year	Unlimited	Unlimited		
	Phone Support (Toll-Free)	12/5	24/7		
	Service Portal and Email Support	✓	✓		
	Single Point of Contact, Ownership and Issue Resolution	✓	✓		
	Troubleshooting Lab	✓	✓		
Response Charter	Phone Response (Regardless of Severity)	80% within 90 Sec	90% within 90 Sec		
	Portal / Email Response (Regardless of Severity)	1 Business Day	2 Hours		
	Status Updates	Standard	Enhanced		
Support Coverage	Troubleshooting Hardware (Samsung Devices)	✓	✓		
	New OS Release Support (Samsung Devices)	✓	✓		
	Samsung Mobile Vulnerability Communication Service	✓	✓		
	EMM / MDM Interoperability	✓	✓		
	Collaborative Support for Enterprise Applications	✓	✓		
	Knox Workspace Enhanced Support	✓	✓		
	Knox Custom Configurator Enhanced Support	✓	✓		
	Designated Service Account Manager		✓		
Service Account Management	Regular Case Reviews and Reporting		✓		
	Escalation Management		✓		
	Advanced Exchange (Up to 10% of Devices Registered)				✓
Device Exchange	Next Business Day Delivery (Residential or Commercial) <sup>3</sup>				✓
	Samsung Certified Refurbishment				✓
	Samsung-Owned Spare Pool			✓	
	Includes Accidental Damage Coverage			✓	
Ordering Information					
1 Year (12 Months)		MI-OVCPAA	MI-OVCPAB	MI-OVCPAC	
2 Years (2 x 12 Months)		MI-OVCPAA2	MI-OVCPAB2	MI-OVCPAC2	
3 Years (3 x 12 Months)		MI-OVCPAA3	MI-OVCPAB3	MI-OVCPAC3	