

## Annex A – Statement of Work

### 1. Objective

Shared Services Canada (SSC) has a requirement for Samsung ProCare Elite Technical Support for existing Android cellular devices.

### 2. Background

SSC owns and operates a significant number of Android cellular devices. There is a requirement for continued support coverage of these assets.

### 3. Support Services

The contractor must provide OEM support (Samsung ProCare – Elite Technical Support) service, which provides the following support features:

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	✓	✓		
	Service Account Management	Designated Service Account Manager			✓
Regular Case Reviews and Reporting			✓		
Escalation Management			✓		
Device Exchange	Advanced Exchange (Up to 10% of Devices Registered)				✓
	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	