

ANNEX A – STATEMENT OF WORK
POLY MAINTENANCE AND SUPPORT

1.0 Objective

Shared Services Canada (SSC) requires **Poly Maintenance and Support** on the inventory listed in Annex B – Inventory and Pricing as described in Annex A – Statement of Work (SOW).

2.0 Background

SSC owns and operates a significant number of Poly videoconferencing appliances on the Enterprise SSC network and legacy partner networks. There is a requirement for continued maintenance & support coverage of these assets to ensure the Government of Canada communication and collaboration services are maintained and operational.

3.0 Scope

The initial contract period is 12 months. SSC will include three (3) 1-year option periods.

4.0 Deliverable – Support Scope

4.1 Poly Global Services

The contractor must provide direct Poly support service, which provides the following support features:

- 30-day return to factory part replacement, or advance parts replacement; dependent on service level,
- Telephone technical support during business hours (8x5) or all hours (24x7), dependent on service level,
- Multi-vendor support for Poly strategic cloud partners,
- Access to the online support portal,
- Major software releases (significant new features), minor software upgrades (new features and enhancements), and software updates (maintenance and patches).

4.2 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 Poly support levels:

| Service Level | Description |
|---------------|---|
| P+S | Poly Plus Service - Advance parts replacement (next business day ship) - Telephone technical support 24x7 available around-the-clock, 365 days a year |
| PPS | Poly Premier Service - Advance parts replacement (next business day ship) - Telephone technical support during business hours (8x5) |
| PAS | Poly Advantage Service - Advance parts replacement (next business day ship) - Telephone technical support 24x7 available around-the-clock, 365 days a year – Utilization and Benchmark reports - Adoption Portal Starter Edition - Priority access |
| ES | Elite Service - Advance parts replacement (next business day ship) - Telephone technical support 24x7 available around-the-clock, 365 days a year |
| ES-4H | Elite Service - 4-hour parts delivery - Telephone technical support 24x7 available around-the-clock, 365 days a year |
| IC | ImmersiveCare - Advance parts replacement (next business day ship) – Telephone technical support 24x7 available around-the-clock, 365 days a year – (Telepresence) |

4.3 Service Guide

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

- Support service description;
- Technical support contact information and procedures;
- Escalation contact information and procedures.

4.4 Maintenance Reports

4.4.1 Service Request Report

The Contractor must provide a yearly Service Request (SR) activity report to SSC, which provides a summary of service requests, including the following information for each SR:

- Date and time of the service request;
- Purpose and severity of the service request;
- Name, phone number and e-mail of service requestor.

4.4.2 RMA Report

The Contractor must provide a yearly Return Merchandise Authorization (RMA) activity report to SSC, which provides a summary of hardware replacements, including the following information for each RMA:

- Date of the RMA request;
- Serial number of defective and replacement devices;
- Delivery address with site contact name, phone number and e-mail;
- Delivery date of the replacement part.

5.0 Constraints

5.1 Service Additions

SSC reserves the right to acquire additional maintenance and support services.

5.2 Service Cancellation

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

5.3 Service Invoicing

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

5.4 Escalation

If a service calls 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 | Jeremy Charette Technical Advisor 343.551.3059 jeremy.charette@ssc-spc.gc.ca | Erick Hachey Manager 613.219.4292 erick.hacher@ssc-spc.gc.ca |
| | nssdscc-ccsrssn@ssc-spc.gc.ca | |