

OFFICIAL RECORD DOCUMENT # [4.D-13 PRTC PROPOSAL\\_TAB 13 SERVICE LEVEL AGREEMENT](#)  
PRDE-OSIATD-2018-003-WIRELESS EQUIPMENT AND SERVICES



# Service Level Agreement

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# Service Level Agreement

## A. Services Levels

Claro PR will provide Service and Technical Support in compliance and exceeding the RFP requirements. Once the incident report to replace any Aruba device is issue to Claro PR help desk our technician will visit the PRDE site with the proper equipment to have the problem solved.

Claro PR as the main vendor and the single point of contact, will provide the technical support and maintenance for all network. Claro PR will have all the needed personnel, properly trained and experienced technicians, to comply with PRDE Bid Document Requirements.

## B. Outages

Regarding to the Access Points Support and Repair Service Component including in the project (PRDE-OSIATD-2018-003-WIRELESS EQUIPMENT AND SERVICES), CLARO PR defines service level as the service that CLARO PR is committed to deliver to the customer within the established value ranges and baselines. This portion is limited to the service and repair for the following AP models (Aruba AP-375 and Aruba IAP-305), included in this offer. CLARO PR is also committed to provides periodic reviews of this component and be responsible to deliver the SLA's reports for relevant service analysis and action plans.

Under this proposal Network events are classified as "Major"& "Minor".

"Major" events are the most significant and directly affect network performance under this proposal.

The network severity levels are defined as follows:

- **Major** - A major outage is defined as any event where **5% or more** of any particular site wireless LAN is either inoperative or is delivering a severely degraded service. Major outages shall be covered by replacement of the device under this proposal as necessary. Major events require immediate attention. If the Mayor condition on the *PRDE New Aruba WiFi* network is due to an external condition to the wlan infrastructure (MPLS network outage, electrical condition) it will not be considered as a *PRDE Aruba New WiFi* network Mayor Outage.
- **Minor** - A minor outage is defined as any event where **LESS THAN 5%** of any particular site wlan is either inoperative or is delivering a severely degraded service. Minor events neither significantly impair the functioning of the system nor significantly affect service to end-users. These events are tolerable during system use.

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### c. Responses Times

Minor Outage: must be remedied within 3 business school hours days. Business day define as Monday to Friday 8:00am to 4:00pm. If the technician cannot have access to any particular site during this hours, it will not be considered as non-compliance event PRDE. If the outage is related to any *PRDE Aruba New WiFi* network components (Access Points). If the Minor condition on the *PRDE Aruba New WiFi* network is due to an external condition to the wlan infrastructure (MPLS network outage, electrical condition) it will not be considered as a *PRDE Aruba New WiFi* network Minor outage. After the 3 business school hours days period the incident will escalate to be a Major Outage.

Major Outage: must be remedied within 1 business school hours day. Business day define as Monday to Friday 8:00am to 4:00pm. If the technician cannot have access to any particular site during this hours, it will not be considered as non-compliance event PRDE. If the Mayor condition on the *PRDE Aruba New WiFi* network is due to an external condition to the wlan infrastructure (MPLS network outage, electrical condition) it will not be considered as *PRDE Aruba New WiFi* network Mayor Outage.

### d. Warranties

All devices include onsite warranty (service, configuration and parts replacement) for a 3 year term as required.

### e. Reports

Device Summary Report: A monthly report with quantity of functioning devices, as well as quantity of out-of-service devices.

Failed Service Report: A monthly report that summarizes the number and locations of outages during a calendar month.

Outage and Degradation Credits: monthly on-line and printed report accessible and provided to the Department over the same number of days covered by the billing and invoice cycle showing all service outages, and the calculation of applicable service outage credits as described below.

Other On-Demand Reports: CLARO PR is committed to work with the Department to provide online Information feeds into the one or more of the Department's data or management systems.

### f. Liquidated Damaged

The amount of liquidated damages CLARO PR will pay to the Department will be \$250.00 for each business day per device that exceeds (i) the delivery, installation and set-up time schedule pursuant to the contract and/or SLA for every school **with all the required infrastructure (electrical, switches, cabling, internet access)** up and running; (ii) the Guaranteed On-Site Initial Response Time established in the SLA; and/or (iii) the

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Guaranteed Repair and Replacement Times under the SLA. The liquidated damages to be paid to the Department shall be based on information set forth in the monthly Electronic Record for each missed SLA delivery and/or service requirement.

### **G. Support Process Details**

Based on CLARO PR experience in similar deployments, the following process will be used for an efficient management of AP's failures

- PRDE delivers a written notice of the problem specifying school details and AP-ID in failure, specific AP location.
- PRDE should open one ticket per AP.
- Initially a diagnosis is made to validate that the antenna is in failure
- When the AP is detected to be in problem then the SLA applies
- Staff reporting the problem must be available to discuss with the replacement staff, and if needed the PRDE staff will accompany CLARO PR staff.
- One PRDE contact must be available to work with CLARO PR team in ticket processing, to help in special situations.
- When for any of the below mentioned reasons or any other not attributable to CLARO PR the open ticket will be closed, and a new ticket should be issued when the associated problem is resolved.

If for any the below detailed reason a ticket cannot be resolved within the allotted SLA timeframe, the penalties are not applicable.

- When there is no access to the school for reasons other than *PRDE* responsibility such as
  - Exams
  - Teacher meetings
  - Closed classroom no key available
  - Strikes
  - Natural disasters
  - electrical problems
  - Closing of scholar semester
  - Other reason
- Theft of equipment – not covered under warranty – what happens in this case who pays the visit.
- Vandalism – not covered under warranty – what happens in this case who pays the visit.
- Failures associated with third party equipment.
- Wiring-related failures.
- If for any reason the PRDE contact is not available at the moment of an special situation occurs at time of the repair visit

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## A. Service Credits

### Measurement method

Service Availability is measured per availability Aruba Central and Clearpass platform on Cloud per month as follows:

$$\text{Site Availability} = \frac{\text{Number of available minutes in a month} - \text{Total Service Outage minutes}}{\text{Number of available minutes in a month}} \times 100\%$$

In the event that Claro PR fails to deliver the service in accordance with the above SLA's, Claro PR's obligation, will be for Claro PR to provide PRDE PR with a credit.

### Service Availability Credit for Customer

**Table 1 Availability Credit for wireless Cloud Platform service affected.**

Availability Commitment	Variation	Outage (Min)	Outage (Hr.)	Credit (*) (%)
100.00%	0.0%	0	0	0%
98.00%	2.0%	864	14.4	2%
97.00%	3.0%	1296	21.6	3%
95.00%	5.0%	2160	36	5%

(\*) % will be applied to on-Site support Clearpass & Aruba Central (Cloud)

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