

# Specifications for the Renewal of Switches License and Support

Date: February 07, 2022

	Specification/Description	COMPLY/NOT COMPLY
1	<b>Seven (7) Units</b>	
1.1	24 Port 10G Fiber Switch	2
1.2	48 Port mGig, 2x10G	3
1.3	48 Port mGig, 2x10G	2
2	<b>Service Requirements</b>	
2.1	Online Technical Support (eMail/Video-Voice Conferencing/Remote Technical Assistance)	
2.2	Hardware replacement	
2.3	Operating System (OS) software updates	
2.4	Access to online resources	
3	<b>Service Level Agreement</b>	
2.4.1	Response Time	Direct phone access 24 hours 7 days a week
2.4.2		Next Business day Call Back; 9am to 5pm Mondays to Fridays
2.6	Replacement of Defective part or unit	Next-business-day delivery, 5 days a week
3	Delivery Terms	Twenty (20) Calendar Days upon P.O.
4	Payment Terms	30 Calendar Days upon Acceptance

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