



Intellectual Property Office

Hardware Maintenance



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Document Information

Document History

Version	Date	Reviewer	Comments
0.1	30/05/2017	ENG TEAM	Initial Proposal
1.0	01/06/17	[REDACTED]	Customer Release
2.0	05/09/17	[REDACTED]	Updated Commercials and Support Process
1.2			

Contact Information

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1. Executive Summary

Altiatech have been requested to provide a maintenance contract to cover 2 sites under the Intellectual Property Office which are as follows:

1. Intellectual Property Office, Procurement Unit, Concept House, Cardiff Road, Newport
2. 4 Abbey Orchard Street

Altiatech are a certified HP, Polycom, Cisco, NetApp and VMware partner with a growing number of clients looking for innovative IT solutions to empower their business forward. Some of our other services included customer software development and cloud based services. All services for this contract will be delivered through our helpdesk and escalated to Polycom where necessary. Altiatech will provide the necessary triage service where appropriate.

The total investment summary for the hardware breakfix contract is as follows:

Support Cost (2017-2018)	
Newport	██████████
London	██████████
Service Desk	██████████
Total	£18,480.50

IPO will be able to log tickets for any issues through the support desk. Email and web support is available 24 x 7 whilst telephone support is available Monday to Friday 8am to 6pm.

Details for the Service Level Agreement based on the severity of the incident is outlined in the Appendix of this document.

2. Newport Hardware Support List

Vendor	User-ID (if applicable)	Description	Location	Make_Model	Cover_Extras	Serial Number	Fix	Altiatech Cost
Polycom		HDX 7000,P,E RM,UK PC,720	Newport	7200-23130-102	N/A	██████████		██████
Polycom		HDX 7000,P,E RM,UK PC,720	Newport	7200-23130-102		██████████		██████0
Polycom		HDX 7000,P,E RM,UK PC,720	Newport	7200-23130-102		██████████		██████
Polycom		HDX 7000,P,E RM,UK PC,720	Newport	7200-23130-102		██████████		██████
Polycom		HDX 7000,P,E RM,UK PC,720	Newport	7200-23130-102		██████████		██████
Polycom		HDX 7000,P,E RM,UK PC,720	Newport	7200-23130-102		██████████		██████
Polycom		HDX 7000,P,E RM,UK PC,720	Newport	7200-23130-102		██████████		██████
Polycom		HDX 7000,P,E RM,UK PC,720	Newport	7200-23130-102		██████████		██████
Polycom		HDX 7000,P,E RM,UK PC,720	Newport	7200-23130-102		██████████		██████
Polycom		HDX 7000,P,E RM,UK PC,720	Newport	7200-23130-102		██████████		██████
Polycom		HDX 7000,P,E RM,UK PC,720	Newport	7200-23130-102		██████████		██████
Polycom		HDX 7000,P,E RM,UK PC,720	Newport	7200-23130-102		██████████		██████
Polycom		RSS4000, ASSY, TOP,	Newport	2200-30891-010		██████████		██████
						Site Total		██████

3. London Hardware Support List

Vendor	User-ID (if applicable)	Description	Location	Make_Model	Cover_Extras	Serial Number	Fix	Altiatech Cost
Polycom		HDX 8000,P,ENG RM,UK EU AU,108	London	7200-23160-102	N/A			
Polycom		HDX 7000,P,E RM,UK PC,720	London	7200-23130-102				
Polycom		HDX 8000,P,ENG RM,UK EU AU,108	London	7200-23160-102				
Polycom		HDX 7000,P,E RM,UK PC,720	London	7200-23130-102				
Polycom		HDX 7000,P,E RM,UK PC,720	London	7200-23130-102				
						Site Total		

4. Support Contract Acceptance

By signing this proposal, both parties agree to the delivery of the project(s) outlined within this proposal. Payment terms – 30 days from date of invoice

Any software, hardware, services or documentation not included in this proposal will be chargeable and quotations will be provided accordingly.

Customer Name:

Customer Contact:

Contact Position:

Customer Purchase Order / Ref:

Customer Signature:

Altiatech Contact:

██████████

Altiatech Position:

Lead Technology Strategist

Altiatech Signature:

5. Appendix A – Logging Support Call

To log a support call with Altiatech's customer services team please use the details below. For urgent issues, we prefer that you log a call with telephone and for lower priority calls to log a call via email.

Service Level Agreement -

Via Phone:

████████████████████

Please be prepared to give the following information:

1. Company name.
2. Caller's name.
3. Telephone number.
4. Site address.
5. Contract Number.
6. Product problem/query, including product model and serial number.
7. Brief description of problem.

Via Email:

Alternatively please send an email to: ██████████ which includes the information referred to above.

Severity Level	Definition	Response time	Commitment	Expected Resolution time
P1	An error that renders the product inoperative or causes the product to fail catastrophically; e.g. major system impact, system down	1 Hour	Altiatech and customer will commit fulltime resources to resolve the situation or obtain a work-around, during the business hours of the purchased support i.e. 24x7 or 10x5. 24x7 support is only available in English.	Same Day
P2	An error that substantially degrades the performance of the product or materially restricts customers business; e.g. moderate system impact, system hanging	2 Business Hours	Altiatech and customer will commit full-time resources during normal business hours to resolve the situation (or obtain workaround)	2 Working days

P3	An error that causes only a minor impact on customer use of the product; e.g. minor system impact, performance/operational impact	4 Business Hours	Altiatech and customer will commit the necessary resources during normal business hours to restore service to satisfactory levels	5 Working Days
P4	A reported anomaly in the licensed product which does not substantially restrict the use of one or more features of the licensed product to perform necessary business functions	8 Business Hours	Westcon and customer will provide resources during normal business hours to provide information assistance as requested	10 working Days