

Attachment B - Service Level Agreement (SLA)

SERVICE LEVEL AGREEMENT (SLA)

The successful Proposer will be required to execute a Service Level Agreement is to ensure that the proper commitments are in place to provide consistent service, preventative maintenance, maintenance and repair and support for Rice University's Data Centers and UPS Rooms, and all pertinent equipment, by the selected Proposer.

The following detailed service parameters are the responsibility of the Selected Proposer:

- Scheduling of maintenance must be approved by Rice University at least two (2) weeks in advance of maintenance date(s).
- All non-emergency work is to be performed during normal working hours, unless approved by Rice University.
- The Preventive Maintenance Program will be performed quarterly, semi-annually, or annually (or as specified in the original equipment manufacturer's recommended operation and maintenance schedules) for various components of the Data Centers and UPS Rooms.
- The contract will include inspections as indicated by the manufacturer or designated Rice University representative during scheduled maintenance.
- Provide a clear and detailed written report of findings, corrective actions and recommendations following each visit/inspection (within two weeks of each visit/inspection).
- Ensure support for existing warranty(s) currently in place. If the existing warranty does not include labor, quote would be provided as needed.
- Provide a named point of contact- Proposer must provide the name, phone number, and e-mail address of a point of contact. Escalation list to be provided also.
- Remote assistance will be provided, dependent on the priority of the support request.
- Coordinate Service Call & Emergency Response with respective personnel needed.
- Manned telephone support
- Monitored email support
- Remote assistance using Remote Desktop and a Virtual Private Network where available (covered under PM if during PM Maintenance period or block of hours if outside of PM Maintenance period).
- Reasonable availability of representative(s) when resolving a service related incident or request.

Emergency Service when requested by Rice University: Response shall be within (2) two and no later than (4) four hours. Emergency services will be provided on a 24 hour 7 day a week, 365 day per year basis, including Holidays, on a time and material basis (see Appendix C). Emergency Service will be invoiced point to point. Further, Proposer shall provide:

- Four (4) hour guaranteed emergency response (Vendor should be onsite within four (4) hours, unless otherwise directed by designated Rice University personnel).
- Be able to provide Emergency Onsite assistance if required.

Response Classification:

- Within 0 – 4 hours for issues classified as Emergency priority.
- Within 0 – 8 hours for issues classified as High priority.
- Within 24 hours for issues classified as Normal priority.
- Within 5 working days for issues classified as Low priority.

Note: Rice University will have the right to terminate the agreement with Proposer if Proposer fails to meet the SLA for three (3) consecutive months or four (4) months in any twelve-month rolling period of time. Proposer will provide Rice University with a monthly report detailing open service requests, severity level, responsiveness and resolution timelines, and causes for any failure to meet any SLAs.

Best Practices, Codes and Standards

The selected Proposer and any of their subcontractors must adhere to recognized industry best practices for data centers. The American Society of Heating, Refrigerating, and Air-conditioning Engineers (ASHRAE) publishes guidelines for temperature and humidity operating ranges of IT equipment. The ASHRAE guidelines for data center operation suggest thermal ranges of operation for IT equipment that are commonly accepted by many data center administrators and facility managers. All proposed changes to settings must be reviewed and confirmed/approved in writing with designated Rice University representatives.