

مواصفات خدمة ودعم فني لسيرفرات مراقبة مراكز المونتاج (SLA)

Ref.	Description	Unit Price	Total Price
1	General Terms • technical support plan (SLA) to cover EVS, TEDIA and DDP Components of the TV Production Department Network for a duration of 1x One Year. • The requested technical support is to cover the hardware and the software of the system components that make up the production department network. • MOI must hold the full ownership of the account by which MOI engineers will interact with EVS, Tedia and DDP technical support. • The requested Service Level Agreement (SLA) is to be one full year and must start at date where it is usable by the MOI engineers. As in, once the supplier purchases the SLA, they must supply the account to the MOI. And MOI must have full and immediate access to the technical support service from day one of purchase and will be considered entitled for a full year of technical support.		
2.1	Technical Support • Technical support must be available 24 hours 7x days through web case logging or Telephone support. • Remote system health check		

		• Onsite technical intervention if needed • Access to software update and upgrade • The expected response time for open cases must not exceed 1x hour. • Critical issues must be addressed within 1x hour with higher priority and provider must support via phone if needed.		
2.2	Software Patches and Upgrades	• Service provider must fully support all the software needed for optimum performance of the system, in the scope of the existing hardware.		
2.3	Hardware Coverage	• Advance hardware replacement must be included in the support plan. • MOI will be entitled to have a replacement part shipped in advance of EVS, Tedral and DDP receiving back the faulty part. The service provider is expected to use next day dispatch of replacement part to ensure the fastest replacement possible. • After receiving the replacement product, MOI must be allowed a duration of 14 days to ship and deliver the faulty product to the manufacturer and service provider. • The contractor will handle all the expenses related to shipment, installation and tax accompanied with shipping		

		out faulty products and receiving and installing replacements.		
2.4	Remote Connectivity	• The technical support is to be provided through remote support for products with remote connectivity. • The technical support must use secure tools to insure maximum stability and security of the system. • It is expected to be provided with diagnostic tools and submit them to the MOI. Full report must be submitted to MOI engineer after resolving or handling an issue. The service provider is expected to share a thorough explanation of what was the issue and what has been done to resolve it.		
3	Equipment Overview			
3.1	EVS Items	• DB Server • IP Director • XTAccess • Ingest Funnel Server • Ingest Funnel Application • XS-3 Production Server • XHUB Network Hub		

3.2	Tedial Services	• API Connection Support			
3.3	DDP Items				
Total Price					