

ADDENDUM 1
RFP for CISCO software maintenance service
27 April 2016

The following information in the Terms of Reference is amended as follows:

3) SCOPE OF WORK

The service company will provide maintenance service that meets below requirements:

- Commit the SLA at ~~27x4x2~~ → **24x7x2**
- Provide on-site maintenance and trouble shouting service
- Receiving client request on telephone, email, web interface or direct contact
- Logging all relevant incident/service request details, allocating categorization and prioritization
- Providing first line investigation and diagnose
- Resolving incident/service
- Escalating incident/service requests that they cannot resolve within required timescales
- Keeping client informed of progress
- Closing all resolved incident, requests and other calls by informing IT team
- Replace spare parts for equipment and components.
- One day quarterly training on site for IT team in using feature/function of system
- Provide trouble shooting on phone to resolve the simple issue
- Update the latest but stable software version for each device
- Updating latest patch for each device
- Quarterly preventive maintenance.