



SERVICE LEVEL AGREEMENT
MAINTENANCE OF SERVER ROOM/DATA
CENTER T06(19/20)

PREPARED FOR:



Setsofo Local Municipality
 27 Voortrekker Street
 PO Box 116
 Ficksburg
 9730

SLA: DATACENTER MAINTENANCE
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1. EXECUTIVE SUMMARY

This Server Room Maintenance Service Level Agreement (SLA) is a service agreement between **Seisofo Local Municipality** (hereinafter referred to as the "Customer") and **Mababapa Trading CC** trading as **Mab Technologies** (hereinafter referred to as the "service provider"). This document defines the minimum performance measures at/or above which the service delivered is considered acceptable.

2. DEFINITIONS

2.1. "Maintenance Service Fee" shall mean a rate paid by the customer for website maintenance and maintenance related support. This fee is paid monthly.

2.2. "Server Room Maintenance" shall mean basic maintenance and support of the following areas (only areas covered in T06(19/20)) within the server room.

- ❖ UPS including batteries
- ❖ Fire Detection and Suppression System (FM200)
- ❖ Electrical works inside server room
- ❖ CRAC (Computer Room Air Conditioning)
- ❖ Cisco Wireless Network and HP Switches
- ❖ CCTV Recording System
- ❖ Access Control System (Biometrics)
- ❖ Building Management System (BMS)

Any other work that is not included above and outside the scope of T06(19/20) will be treated as a new project and not form part of this agreement

2.3. "Term" shall mean the initial (36) thirty-six-month term of Server Room Maintenance as T06(19/20).

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2.4. "Renewal Term" shall mean any (36) thirty-six month term of Server Room Maintenance as T06(19/20).

3. SERVER ROOM MAINTENANCE AGREEMENT TERM

The term of this agreement is a (36) thirty-six month term. The renewal term will automatically start once the term has lapsed unless termination has been received.

4. SERVER ROOM MAINTENANCE AGREEMENT TERMINATION

- 4.1. The term or renewal term can only be terminated after it has elapsed or by agreement of both the service provider and the customer, 3 month notice of this termination must be made in writing.
- 4.2. If the customer terminates the agreement prematurely to its term, then any unpaid Maintenance Service Fee's will be invoiced.

5. CUSTOMER RESPONSIBILITIES

5.1. Obligations

The customer agrees to provide the service provider with reasonable access to all necessary personnel to answer any questions about any problems reported by the customer regarding the server room or wireless network. Customer also agrees to promptly implement all updates for security and performance provided or advised by the service provider if requested

5.2. Primary Contacts

The customer shall appoint one (1) individual within customer's organization to serve as primary contact between the customer and the service provider and to receive support through the service provider telephone/email support center. All of the customer's support enquiries shall be initiated through these contacts and logged internally.

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6. MAINTENANCE DETAILS:

In a rapidly changing ICT environment and business dependency on systems for optimal operation, systems availability and efficiency has become business necessity; meaning that ICT Managers are required to provide and ensure strictly controlled environmental conditions at all times. This demonstrates that the ICT scope has now been broadened to include the monitoring and of environmental conditions and mitigation of any threats thereto real time.

To achieve this in a cost effective manner, a monitoring system specifically designed for environment monitoring with real-time system abnormality alert capability is a requirement. This will ensure that ICT Managers are able to minimize system vulnerabilities as a result of environmental conditions in a timely fashion and thus reduce the impact or extent thereof on systems and business operation.

6.1. Why Maintenance and Support:

- ❖ Preserve state of equipment and prolong its useful life;
- ❖ Maximize equipment availability;
- ❖ Avoid unexpected, disruptive breakdowns;
- ❖ Our Maintenance Management Philosophy:
- ❖ To maximize availability and the life of equipment at a minimum cost; and
- ❖ To constantly strive to improve equipment performance.

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The rationale for maintenance and support is to:

- ❖ maximize availability and the life of equipment at a minimum cost; and
- ❖ constantly strive to improve equipment performance

6.2. Formal Maintenance and Support Techniques:

In providing our maintenance and support efficiently, we apply the following maintenance and support techniques:

- ❖ **Reliability Centered Maintenance** - is a structured analysis of equipment and its sub-components, identifying failure modes, reason for failure, consequences and hence the most appropriate maintenance type to apply;
 - ❖ **Root Cause Analysis** - Systematic analysis to establish true reasons for failure; and
 - ❖ **Life cycle costing** - Method of evaluating life time of equipment relative to cost to maintain.
- 6.3. Maintenance specifications:**
- Maintenance and support will be carried over all agreed systems which integrates with the BMS Systems. Such maintenance will include:
- ❖ Monthly EMS System and Integrated Systems inspections and reporting;

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- ❖ Detailed works that require 3rd Party Specialists such as UPS & Batteries, CRAC System, Fire System, BMS, CCTV, Wireless Network, Access Control; and
- ❖ The specifications include observation and load recordings, status and condition reporting on maintenance and repair works.

6.4. Risk Overview and Typical Alarms

Air-conditioning

- Air conditioning equipment status
- Temperature monitoring (Down time due to thermal cut-out on equipment)
- Humidity monitoring (Static / Condensation risk)
- Airflow (Lack of Airflow resulting in potential hot spots)

Water Detection

Potential risks include

- Leaking Cooling Systems
- Adjacent Bathrooms or Kitchens
- Burst Pipes
- Fire Sprinklers

Fire Detection and Suppression Systems

- Early and remote notification of fire conditions
- Notification of fire suppressant release
- Notification of fault conditions on fire detection and suppression equipment
- Manual / Auto Switch position

Typical UPS Alarms

- Load off Inverter / Inverter fault
- Low Battery (UPS Shutdown imminent)
- Bypass Active (Critical equipment is unprotected)
- Common Alarm (Summary Alarm)

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Alarm Notification Options	
SMS	In case of alarm creation warning SMS message is sent to numbers defined by the user.
SNMP:	In case of exceeding of adjusted temperature, humidity, pressure + computed value limits alarm is activated and warning trap is sent to user specified IP address or network management system
Web interface:	In case of exceeding of adjusted temperature, humidity, pressure + computed value limits active alarm is displayed on web interface.
email:	In case of alarm creation warning Email message is sent to addresses defined by the user.

6.5. Call Center - Infrastructure monitoring and escalation

Monitoring data collection

The objectives of the service provider's call-center service is to act as a 24 hour helpdesk or call logging facility on behalf of the client. The call-center staff will log all the related calls on a dedicated software platform and forward them to predefined recipients for processing. The available optitors will ensure that data will be securely processed and stored on a server in an off-site hosting facility. A standard browser will be used to access and process data.

Call-Center operated a 24/7/365 active monitoring and escalation service. This service includes and consists of the following:

- Telephonic escalation to support personnel, and logging of critical alarms.
- Includes a managed SIM card, with unlimited SMS's notifications.
- Weekly remote health check.
- Optional monthly reporting.

6.6. Maintenance Schedule:

- ❖ Monthly schedule of routine maintenance and reporting; and

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- ❖ Ensure that all Integrated Systems routinely maintained and/or services.

7. COSTING

#	Description	Unit-Price	Total (Monthly)	Total (36 Months)
	Server Room Maintenance			
1	UPS Including Batteries	R 5 500.00	R 5 500.00	R 198 000.00
2	Electrical Works	R 2 500.00	R 2 500.00	R 90 000.00
3	Fire System(FM200)	R 13 500.00	R 13 500.00	R 486 000.00
4	CRAC	R 6 540.00	R 6 540.00	R 235 440.00
5	BIMS	R 4 000.00	R 4 000.00	R 144 000.00
6	CCTV	R 2 354.00	R 2 354.00	R 84 744.00
7	Bio Matrix Access Control System	R 4 000.00	R 4 000.00	R 144 000.00
8	Wireless Network (Cisco Routers&HP Switches)	R 3 450.00	R 3 450.00	R 124 200.00
9	Radius Server	R 2 700.00	R 2 700.00	R 97 200.00
	Sub-Total		R 44 544.00	R 1 603 584.00
	VAT		R6 681.60	R 240 537.60
	Total Bid Price		R51 225.60	R 1 844 121.60

The following are applicable to our costs and/or fees:

- ❖ Service Provider invoice to be paid by means of debiting the customer's account on monthly basis
- ❖ Service Provider to send monthly invoices to the customer
- ❖ All systems are currently out of warranty and all costs associated with replacement will be at the customer costs but maintenance and support will be provided to these systems. The service provider will be responsible to facilitate such service directly with the hardware provider.

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* The service provider may increase charges at the end of the term by giving 30 days prior written notice to take effect at the end of the notice period.

8. MABAPA TRADING CONTACT INFORMATION

Phone: 011 052 6991

Cell: 072 088 7582

Email: info@mabtechnologies.co.za

Website: www.mabtechnologies.co.za

The undersigned agrees to the terms of this agreement on behalf of his or her organization or business.

On behalf of the customer (authorized signature)

Name STB KAMAKANE Signature [Signature]

Date 15/10/2019

On behalf of Mabapa Trading CC (authorized signature)

Name: Isaac Mabapa Signature: [Signature]

Date: 09-10-2019

Witnesses: J. BINCH [Signature]

[Signature]

E. SELAGA [Signature]

G. Rasobye [Signature]

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