

**February 22, 2018**

**MR. MICHAEL SANTIAGO**

Purchasing Manager

**TRINITY UNIVERSITY OF ASIA**

275 E Rodriguez Sr. Ave, Quezon City

**Cc: MR. RANDY LAGDAAN**

Director, Information and Communications  
Technology Unit

Dear Sir,

We are pleased to present to you our PROPOSED MAINTENANCE AGREEMENT with the following terms and conditions offered:

**SERVICE LEVEL AGREEMENT**

**Fastlink Computer Co. is offering our Technical Support effective immediately upon confirmation of Preventive Maintenance Contract for a period of one (1) year. Services are as follows:**

1. Twice a year Preventive Maintenance will be also provided commencing on the date of approval of this contract by both parties and continuing for a period of One (1) year.
  - 1<sup>st</sup> quarterly cleaning schedule – 2<sup>nd</sup> quarter
  - 2<sup>nd</sup> quarterly cleaning schedule – 4<sup>th</sup> quarter
2. Twice (2) a month visit will be provided to **TRINITY UNIVERSITY OF ASIA** to conduct hardware status logs and configuration backup and updates.
3. Scope of Work includes:
  - Twice a year Data Center and IDF General Cleaning, Inventory and Reports
  - Network monitoring: Hardware status logs and backup configuration and updates
  - Network assistance: configurations and setup
  - Network Consultation, planning and design
  - Quarterly compilation of Job Orders per quarterly billing

4. Corruption of data resulting to failed equipment including data retention and recovery are not included.
5. Structured cabling parts and labor are not included during the preventive maintenance period.
6. Activities not mentioned in this scope of work are billable.

### **NON-POACHING AGREEMENT**

The Client referred to as **TRINITY UNIVERSITY OF ASIA** shall not recruit or attempt to recruit any Fastlink Service Engineer assigned, whether as an employee, independent contractor or in any other capacity during the duration of preventive maintenance period.

### **PLACE OF SERVICE DELIVERY**

TRINITY UNIVERSITY OF ASIA  
275 E Rodriguez Sr. Ave, Quezon City

### **PROBLEM REPORTING**

Service calls occurring during our normal working hours from 9:00AM to 5:00PM Mondays through Fridays shall be coursed through our Service and Support department.

Fastlink Computer Co.  
Tel Nos. 632-4139396, 4139424, 448-6024, 726-9129

Service calls outside the Business Hours of Fastlink Computer Co. shall be coursed through the following contact person:

Danilo Verdejo Jr.  
Service and Support - Head  
[d.verdejo@fastlink.ph](mailto:d.verdejo@fastlink.ph)  
0925-5420122

## **TECHNICAL SUPPORT PROCEDURES**

After receiving a service call, telephone support or remote support would immediately be provided for possible immediate solution. This is with coordination of the personnel involved with the maintenance of the system. Information like the problem being experienced or other necessary information to assess the situation shall be requested by the company authorized personnel. Problem qualification and isolation shall be done to assess if there is a need for a service engineer to go to the site.

## **PROBLEM ESCALATION**

During normal office hours, when a problem is encountered with the equipment covered by this SLA (refer to for list of Equipment), the customer shall report the problem to the Fastlink Computer Co. - Service and Support Department. Outside Business Hours, the contact could be made through the contact persons stated in the Problem Reporting, which has been discussed above.

SERVICE ENGINEER would immediately be given the task to do the technical procedures as stated above. During this process, there would be prompt and proper coordination between Fastlink Computer Co. SERVICE ENGINEER(s) assigned and the client.

Should the problem persist the problem shall be escalated as described below

	Escalation Level		
	1st escalation	2nd escalation	3rd Escalation
Procedures	Through phone support	Remote Desktop support	On-site support will be provided (Next in-house duty schedule)

## **REPAIR POLICIES**

**REPAIR OF EQUIPTMENTS** – In case of breakdown of the covered units, the company may call on the FASTLINK - Service and Support department during office hours on any working day of the week to check or repair the said unit. In which the costs of Labor for the repair of the same shall be for the sole account of the FASTLINK, but costs of parts replaced on the units shall be burden by the COMPANY if it is out of the warranty.

**ADDITIONAL UNITS** – If the company, during the period covered by this Maintenance Contract, shall acquire new network switches and UPS units which will be upgrade by the SERVICE ENGINEER, such units so acquired and upgraded shall be included in this Maintenance Contract, with price adjustments in the annual fee herein provided. Should the COMPANY acquire new

units, such units subsequently acquired but not covered by this Contract under any paragraph hereof may be repaired and/or maintained by the SERVICE ENGINEER and consequently the FASTLINK may charge a separate fee (refer to contract price agreement).

**REPLACEMENT OF PARTS** – No parts whatsoever that the SERVICE ENGINEER has determined to be defective and must be replaced may be replaced by the SERVICE ENGINEER without the consent of the COMPANY, permission shall be secured by the SERVICE ENGINEER prior to any actual replacement.

**BREACH OF CONTRACT CLAUSE** – In case of non-payment or failure to comply with the provisions of this contract, either party shall have the right to terminate this contract, by giving fifteen (15) days written notice of such termination.

**EXCLUSIVITY CLAUSE** – No other Service Engineer shall be allowed to service/repair the units so covered under this contract other than the duly authorized employees of the Service Engineer.

**EFFECTIVITY** – This contract shall take effect for a period of ONE (1) year commencing from the date of approval and may be renewed on a year to year basis upon mutual consent of the parties.

### **LIST OF EQUIPMENT ENROLLED**

SSC Bldg. - ICT Data Center		
Part Number	Model Name	Serial Number
J8698A	HP E5412 zl	SG029SV00Q
J8773A	HP 4208 vl	SG016VB0B9
J8474A	HP 6410-6XG CL	SG916SI009
J9050A	Procurve 2900-48G	SG646KJ07H
J4903A	HP 2824	SG628SJ04R
JE045A	3COM 4500-26	YECF6XH2E6A60

HSC Bldg. - 5th Floor Accounting & Finance		
Part Number	Model Name	Serial Number
J9049A	Procurve 2900-24G	SG816KI04S
J9028A	Procurve 1800-24G	CN634XL1WE
J9028B	HP Procurve 1800-24G	CN818ZP1WR

HSC Bldg. - 5th Floor - Library		
Part Number	Model Name	Serial Number
J9028A	Procurve 1800-24G	CN634XL1RV
J9028B	HP Procurve 1800-24G	CN717ZP2BP

**BARSAM - 3rd Floor - AVR**

Part Number	Model Name	Serial Number
J9049A	Procurve 2900-24G	SG835KI009
J9773A	Aruba 2530 24G PoE+	CN32FP417M
J9028A	Procurve 1800-24G	CN634XL0EL

**BAM/ PSO Bldg.**

Part Number	Model Name	Serial Number
J9I45A	HP 2910-24G al	SG132IPH0T

**Mandell Hall - Library**

Part Number	Model Name	Serial Number
J9049A	Procurve 2900-24G	SG816K104M
J9028B	HP Procurve 1800-24G	CN717ZP2ZT

**University House -2nd Floor -Electrical Rm**

Part Number	Model Name	Serial Number
J9146A	HP 2910-24G al PoE+	SG311IQ001

**Carson/ Admin - Old In-House Security**

Part Number	Model Name	Serial Number
J9145A	HP 2910-24G al	SG029IP0D2
J9028B	HP Procurve 1800-24G	CN818ZP2B5
J9028A	Procurve 1800-24G	CN633XL0MH

**Noble Gym - CHK Office**

Part Number	Model Name	Serial Number
J9028B	HP Procurve 1800-24G	CN641XL00J

**Ogilby CAS - Room 230**

Part Number	Model Name	Serial Number
J9049A	Procurve 2900-24G	SG833K102F
J9028A	HP Procurve 1800-24G	CN629XL244

**Basic Ed. -L. Guerrero -Accounting Office**

Part Number	Model Name	Serial Number
J9050A	Procurve 2900-48G	SG903KJ00R
J9028B	HP Procurve 1800-24G	CN818ZP2F0

**Basic Ed. -L. Guerrero -Library**

Part Number	Model Name	Serial Number
J9028B	HP Procurve 1800-24G	CN844ZPPDX

**Basic Ed. -M. Cabanban Hall -Internet Lab**

Part Number	Model Name	Serial Number
J9028B	HP Procurve 1800-24G	CN844ZPP30
J9028B	HP Procurve 1800-24G	CN717ZP27D
J9028B	HP Procurve 1800-24G	CN844ZPPCD

	Location	Product Model	Serial number
1	AS_2nd_Flr_Entrance	MSM310	SG0130FXM3
2	AS_Near_Room_230	MSM310	SG9470FWJP
3	BAM/PSO	MSM310	SG9480FW1X
4	Barsam_2nd_Floor	MSM310	SG9470FX1J
5	BARSAM_4TH_FLR	MSM310	SG9480FW0C
6	Barsam_Gnd_Floor_GS	HP 560	CN55G8M1YM
7	Canteen_2nd_Flr	MSM310	SG0130FX90
8	CHTM	MSM310	SG9480FW05
9	HSC 3rd Flr Hallway in front stairs	HP 560	CN55G8M2BJ
10	HSC 3rd flr. Hallway Left Side	HP 560	CN55G8M2C4
11	ICT_Office	MSM310	TW2419V01T
12	MANDELL_AUDITORIUM	HP 560	CN48G8M3K2
13	MANDELL_LOBBY	MSM310	SG9410F043
14	Mandle_Main_Library	MSM310	SG9480FW7P
15	New_Bldg_2nd_Elevator	MSM410	TW153C50S7
16	New_Bldg_2nd_Floor_Fire_Exit	MSM410	TW153C50S4
17	New_Bldg_3rd_Floor_Fire_Exit	MSM410	TW153C50RJ
18	New_Bldg_4th_Elevator	MSM410	TW153C50R5
19	New_Bldg_4th_Floor_Fire_Exit	MSM410	TW201C50GY
20	New_Bldg_4th_SSIS_Floor	MSM410	TW152C512Z
21	New_Bldg_Grnd_Floor_Elevator	MSM410	TW153C50S9
22	New_Bldg_Grnd_Floor_Fire_Exit	MSM410	TW201C50K7
23	Sinulog_Conference	MSM430	CN2ADWZ8S0
24	SSC_Datacenter	MSM310	SG9480FW7F
25	TUA_H&S_3rd_Floor_Left_Wing	MSM310	SG9480FW0Y
26	TUA_H&S_5th_Flr_Near_Library	MSM310	SG9480FW4C
27	TUA_H&S_Grnd_Flr_Entrance	MSM310	SG9480FW1H
28	UH_2ndFlr_WAP1	MSM310	K156-01404
29	UH_2ndFlr_WAP2	MSM310	MX9500F2CN
30	UH_2ndFlr_WAP3	MSM310	MX9500F2MT
31	UH_3rdFlr_WAP1	MSM310	K156-02829
32	UH_3rdFlr_WAP2	MSM310	MX9500F2JK
33	UH_3rdFlr_WAP3	MSM310	K156-01997
34	UH_GndFlr_WAP1	MSM310	MX9500F2DB
35	UH_GndFlr_WAP2	MSM310	MX9500F2JP
36	UH_GndFlr_WAP3	MSM310	MX9500F2L1



### **SUBSCRIPTION COST**

<b>1 Lot</b>	<b>Preventive Maintenance Subscription (1 Year)</b>	<b>P109,032.00</b>
	HP Networking Switches	
	HP Wireless Access Points	
	HP Wireless Controller	
	APC UPS (IDF only)	

**Note:**

Payment will be on quarterly basis. Quarterly cost is **P27,258.00**

### **TERMS AND CONDITION**

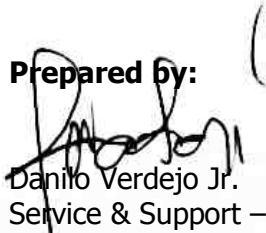
<b>Payment</b>	:	15 Days Net
<b>Validity</b>	:	Price quoted may change without prior notice. PO is not cancellable / Cancellation fee is <b>30%</b> .

For more information, please feel free to call or visit us.

Landline : (02) 4139396, 4139424, 448-6024, 726-9129  
Fax : (02) 584-1266  
Email : [d.verdejo@fastlink.ph](mailto:d.verdejo@fastlink.ph)  
: [helpdesk@fastlink.ph](mailto:helpdesk@fastlink.ph)  
Address : #57 P. Tuazon St., Brgy. San Martin De Porres, Cubao, Quezon City

Thank you and we hope to hear from you soon.

**Prepared by:**



Danilo Verdejo Jr.  
Service & Support – Head  
Fastlink Computer Co.

**Noted by:**

Randie Muyuela  
General Manager  
Fastlink Computer Co.

**Conformed by:**

Trinity University of Asia  
Signature over printer name