

SECTION 272100 - LOCAL AREA NETWORK			COMPLIANCE	NOTES
	H.	Reporting: 1. Record all test procedures and results. 2. Submit report in accordance with reporting requirements in General Testing Requirements Section.		
4.8		INTEGRATION TESTING		
	A.	The purpose of this test is to validate integration between LAN Switches and other systems	comply	comply
	B.	Integration testing shall be completed at the systems integration laboratory or other	comply	comply
	C.	Test Setup Equipment: Equipment shall be actual products or identical models of products	comply	comply
	D.	Acceptance: Acceptance of system to perform sufficiently and provide specified functions	comply	comply
	E.	Acceptance Criteria: Performance of system shall equal or exceed criteria stated in	comply	comply
	F.	If system does not perform satisfactorily, the Contractor shall make corrections and	comply	comply
	G.	Reporting: 1. Record all test procedures and results. 2. Submit report in accordance with reporting requirements in General Testing Requirements Section.	comply	comply
4.10		MAINTENANCE AND SUPPORT		
	A.	General: 1. The Contractor shall provide maintenance and support of all components associated with this system at no additional charge during the warranty period. 2. The Contractor shall supply a list of special tools, test equipment, and outside inventory required for this Project. The Contractor may recommend specific items to facilitate long-term support of the system as an option. 3. All lead technicians performing installation and maintenance shall have a minimum of two (2) years experience on the proposed system and be manufacturer certified on all hardware/software applications. All maintenance technicians shall be provisioned to attend a one (1) week manufacturer training class each year. Pre-assigned backup technicians shall be available to backfill for onsite technicians who are on vacation, in training or who are out sick. 4. The Contractor shall provide twenty-four (24) hours/seven (7) days a week telephone support as a minimum maintenance and support agreement. Additionally, the Contractor shall specify a maximum amount of time to get the system up and operational in the event of a system failure. This time period shall be subject to Company's approval.	1. Noted 2. Noted 3. Comply 4- Comply	1. Noted 2. Noted 3. All Switches included 3 Years DNA subscription with Cisco 4- All Switches included 3 YearsSmartnet subscription with Cisco
	B.	Network Hardware and Software Support: 1. Network Hardware and Software support shall be supplied by the Contractor directly or by a Sub-Contractor reviewed by the Company. Support shall cover all equipment and systems referenced in this Specification. 2. The Contractor shall assume full responsibility for the performance of all equipment supplied by the Company, provided that such equipment meets the specifications set forth by the Contractor. 3. All software shall be delivered with an installable backup.	1. Noted 2. Noted 3. Noted	

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	C.	<p>Pricing after Warranty Period: Cost of maintenance and support on a yearly basis after the Warranty period has expired, shall be included as an option to be exercised by the Company or his designated representative. Contractor shall clearly state in the bid the annual cost and availability of the following services that the Company may wish to use or to continue after the initial Warranty period has expired (Costs shall be given for a three (3) years with additional two (2) years to be renewed on an annual basis):</p> <ol style="list-style-type: none"> 1. Costs of maintenance of the equipment and software. 2. Cost of software and firmware upgrades. 3. Telephone consultation support. 4. Technicians on-site (including travel, meals and lodging) to repair or replace malfunctioning equipment or software, if not covered in the maintenance costs above. 5. Programming on message text, animation sequences, and the like for Company use and operation. 	Comply by CREET	
	D.	<p>Definitions:</p> <ol style="list-style-type: none"> 1. Preventive and Routine Maintenance: Preventive and routine maintenance services shall be provided in accordance with the provisions of the maintenance manual for each component. Preventative maintenance services shall include inspection, test, necessary adjustment, lubrication, parts cleaning, and upgrades. Routine maintenance services shall include scheduled overhauls as recommended by the equipment manufacturer. 2. Emergency Failure: A system failure is considered an emergency if any of the key components are inoperative to the extent the system cannot function in a normal manner. Emergency services shall include inspections and necessary tests to determine the causes of equipment or software malfunction or failure. The emergency services shall include furnishing and installing components, parts, or software changes required to replace malfunctioning system elements. The Contractor shall provide telephone support twenty-four (24) hours a day, seven (7) days a week. The Contractor shall provide support on-site within eight (8) hours of request. 3. Support: Support shall be supplied by the Contractor directly or by a sub-Contractor reviewed by the Company. Support shall cover all equipment referenced in this specification. 	Comply by CREET	
4.11		CLEANING		
	A	Upon completion of system installation, including outlet fittings and devices, inspect exposed	Comply by CREET	
4.12		TRAINING		
	A	The Network Administrators Training shall include on-the-job training. Six (6) weeks of onthe-	comply	
	B.	The Contractor shall provide the Company specified trainees with detailed As-built	comply	
	C.	Course materials shall be delivered to the Company. Final delivery of the course materials shall include a master hard copy of all materials and an electronic copy in a format reviewed in advance by the Company. The Contractor shall supply a videotape of each training	comply	
	D.	All training shall be completed a minimum of two weeks prior to the system becoming operational and utilized by the Company. Training schedule subject to the Company's review.	comply	
4.13		ACCEPTANCE		