

<p><b>PLIEGO TÉCNICO</b></p> <p><b>SERVICIOS DE MANTENIMIENTO DEL CPD Y DE OTROS SERVIDORES DE ENRESA</b></p>	<p>Clave: 000-ES-SI-0111</p> <p>Páginas: 35</p>
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**Nº Expediente:** 000-CO-SI-2019-0007

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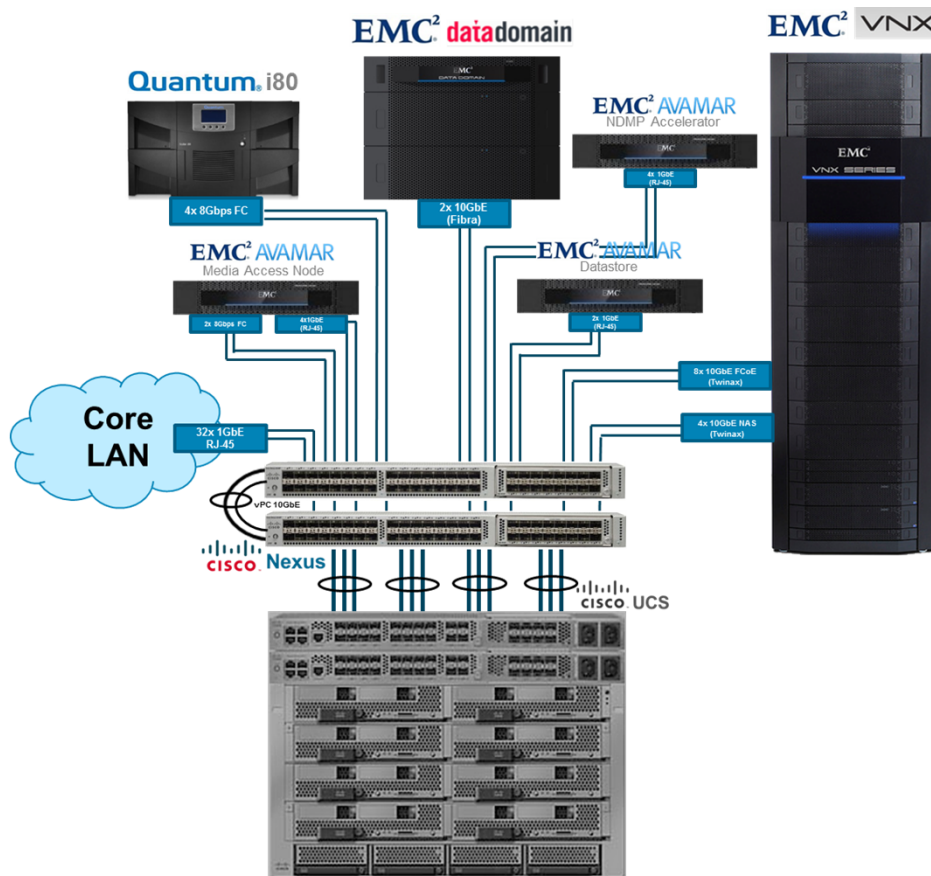
## LOTE 1: MANTENIMIENTO Y SOPORTE DE LA INFRAESTRUCTURA DE SERVIDORES, ALMACENAMIENTO Y CONTINGENCIA BÁSICA DEL CPD DE LA SEDE DE ENRESA (C/ Emilio Vargas, 7)

El servicio técnico de “MANTENIMIENTO Y SOPORTE DE LA INFRAESTRUCTURA DE SERVIDORES, ALMACENAMIENTO Y CONTINGENCIA BÁSICA DEL CPD DE LA SEDE DE ENRESA (C/Emilio Vargas,7)” debe ser provisto según las especificaciones, condiciones, niveles de servicio y planes de evolución de los fabricantes de la solución EMC/CISCO, cubriendo todos los aspectos relativos al:

- Mantenimiento preventivo
- Mantenimiento correctivo

para que la plataforma se encuentre plenamente operativa.

Los elementos de la plataforma tecnológica objeto del servicio integran una solución completa de servidores y almacenamiento con la conectividad necesaria, inventariados en el *ANEXO I*, según el diagrama general:



Los programas de mantenimiento para cada equipamiento serán los definidos por los fabricantes CISCO/EMC para sus productos tal y como se recogen en los paquetes de servicio siguientes:

- “CISCO SMART NET TOTAL CARE SERVICE, (Service level: Smart Net Total Care 24x7x4; 4-hour response, 24 hours a day, 7 days a week, including holidays)”

<https://www.cisco.com/c/en/us/products/collateral/cloud-systems-management/smart-net-total-care/datasheet-c78-735459.html>

[ANEXO II]

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- **DELLEMC, EMC PREMIUM SUPPORT** (Severity Level 1: 4; on a 24x7 basis)”

<https://www.dellemc.com/content/dam/digitalassets/active/en/unauth/manual-warranty-informations/services/h4273-premium-support.pdf>

[ANEXO III]

Las actividades de mantenimiento deberán realizarse bajo petición y preferentemente mediante accesos a través de herramientas de control remoto IP, siempre bajo la supervisión del personal de operación o sistemas de Enresa, o de las empresas contratadas destinadas a tal efecto. No se proporcionará acceso continuo desde el exterior, ni se facilitará la instalación de comunicaciones para el soporte remoto.

Las actuaciones que requieran los mantenimientos, preventivo y correctivo, y que exijan la parada de una máquina o de alguno de los servicios que prestara se planificarán junto con Enresa en un horario acordado, de manera que afecten lo menos posible al funcionamiento de dichos servicios.

La herramienta de monitorización actual existente en Enresa es “Microsoft System Center 2012 (SCOM)”, desde cuyas consolas se gestiona y controla la plataforma de infraestructura hardware, servidores, RAM, discos, almacenamiento, interconexiones, etc.

El punto de contacto con el contratista deberá ser único de manera que se centralicen y coordinen todas las actividades necesarias para los mantenimientos, tanto los diagnósticos, reparaciones y sustitución de piezas, como la gestión de los desplazamientos asociados.

El servicio cumplirá los acuerdos de nivel de servicio pactados y se realizará cumpliendo los estándares de la metodología ITIL de gestión de servicios.

#### **Mantenimiento preventivo:**

Se ejecutará siguiendo los programas de mantenimiento preventivo establecidos bajo las recomendaciones y requerimientos de los fabricantes EMC/CISCO mencionados, mediante una planificación previa acordada y coordinada con Enresa a través del equipo soporte que sirva para prevenir problemas y aportar asesoramiento tecnológico y operativo.

Al inicio del periodo de prestación del servicio el contratista llevará a cabo una auditoría completa del equipamiento objeto del mantenimiento, y presentará un informe de situación que incluirá recomendaciones preventivas a realizar.

El mantenimiento preventivo deberá incluir la revisión de la instalación en que se ubica el CPD, en concreto de las condiciones ambientales y de alimentación eléctrica. Se deberá comprobar el funcionamiento de los componentes mecánicos y fuentes de alimentación, y como mínimo se realizarán: un análisis de los registros de error de cada equipo; una prueba de diagnóstico para comprobación del estado; una limpieza y ajustes generales de piezas, un análisis de desgastes y la sustitución de baterías. Se realizarán las pruebas funcionales necesarias, actualizándose la documentación de mantenimiento existente.

Asimismo, deberá incluir el diagnóstico de la solución tecnológica, la asistencia técnica y configuración, así como su optimización y análisis de rendimiento periódico que garantice su funcionamiento en las condiciones óptimas.

Deberá revisarse el nivel de “drivers” y “firmware” del inventario de equipos y componentes, según las recomendaciones de los fabricantes EMC/CISCO, y establecer proactivamente la conveniencia de su actualización, de manera planificada con Enresa. Aquí deben considerar aquellas nuevas funcionalidades aparecidas en versiones posteriores para su consideración como parte del mantenimiento.

Al menos una vez al año se realizará una revisión completa del inventario de equipamiento que incluirá un informe de situación y recomendaciones para la mejora del rendimiento de los sistemas.

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### **Mantenimiento correctivo:**

Se realizará siguiendo los programas de soporte técnico y mantenimiento definidos según los requerimientos de los fabricantes EMC/CISCO mencionados e incluirá las asistencias técnicas necesarias en caso de anomalía o avería, de cualquiera de los equipos y componentes objeto del contrato para recuperar en el menor tiempo posible la operativa normal del servicio.

### **Gestión de incidencias**

Deberá proveerse un servicio de “Help Desk” de atención a consultas de técnicos de Enresa, una herramienta soporte de gestión de incidencias y un procedimiento detallado propio atención y generación de informes.

El contratista podrá optar, siempre que lo considere oportuno, por utilizar el sistema de reporte directo a los fabricantes de los equipos asumiendo los gastos que pudieran derivarse de este escalado y de la posibilidad de incidencias erróneas notificadas como avería.

Se entregará un parte de intervención firmado por el técnico en el que se especifique como mínimo el equipo averiado, ubicación, descripción de la avería, fecha y hora de notificación y de resolución, trabajos realizados para su resolución y estado de estos.

Se identificarán las incidencias según su nivel de severidad y se llevarán a cabo las acciones (remotas/presenciales) definidas para cada nivel, procediendo a su escalado especialmente para las más críticas a los fabricantes EMC y CISCO que lleven a su resolución de la forma más rápida y eficaz posible. Las incidencias se documentarán adecuadamente.

Se considerará que una incidencia se ha reabierto cuando se notifique exactamente la misma incidencia, relativa al mismo equipo, dentro de las 48 horas posteriores a su cierre definitivo. Las averías reiteradas del mismo equipo dentro de un plazo mensual se computarán como una sola a efectos de seguimiento de ANS.

Se deberá entregar un Informe anual, en formato electrónico, de la gestión de incidencias tratadas indicando, por lo menos, la fecha y hora de la notificación de la incidencia, tipo y modelo de equipo, nº de inventario, descripción de la avería, tiempo de resolución y componentes sustituidos.

### **Sustitución y configuración de repuestos**

La reparación o sustitución de piezas defectuosas cubrirá todos y cada uno de los elementos (externos, internos, eléctricos, mecánicos) que componen los equipos, incluyendo los cables, conectores, accesorios e interfaces que estén conectados, así como todos los componentes añadidos de los mismos.

Todos los gastos derivados de cualquier clase de actuación exigida por la reparación o sustitución de equipos, incluido el movimiento o retirada de las máquinas, serán por cuenta del contratista. Los equipos sustituidos deberán ser desechados a través de un gestor autorizado tras las actuaciones necesarias para impedir la recuperación de la información que contengan.

Los elementos candidatos a ser sustituidos, al no ser posible su reparación, habrán de serlo por piezas nuevas y originales. De no ser posible, por obsolescencia o discontinuidad, lo serán por repuestos de similares características que pasarán a ser propiedad de Enresa.

El contratista deberá garantizar la provisión de cualquier clase de repuestos que permita, si no la sustitución inmediata del equipo o componente averiado, la reposición del servicio en condiciones de calidad similares a las originales. Si resultase imposible tendrá que ofrecer soluciones alternativas que requerirán la aceptación previa por parte de Enresa.

Se realizarán la configuración y tareas necesarias para que todo repuesto quede operativo.

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### Sustitución temporal de equipos

Cuando, por motivo justificado, el tiempo de reparación sea superior al establecido por el fabricante el contratista estará obligado a su sustitución temporal por otro equipo de características y prestaciones similares o superiores y totalmente configurado.

Si el equipo original es susceptible de reparación será reinstalado y puesto en funcionamiento en sus condiciones iniciales de uso. Tanto el mantenimiento del “stock” de equipos necesarios para el cumplimiento de los acuerdos de nivel de servicio, como todos los costes ligados a los transportes deberán ser asumidos por el contratista.

### Actualización del “firmware”

El contratista deberá proporcionar y actualizar el “firmware” necesario, previa planificación y aceptación por Enresa, para que el componente o equipo esté operativo al mismo nivel o superior que el resto de la máquina, bien tras su sustitución o bien para resolver un fallo. Cualquier actualización incluirá tanto el software como la documentación asociada.

## **LOTE 2: MANTENIMIENTO DE LOS SERVIDORES HP DE OTROS CENTROS DE TRABAJO DE ENRESA**

Incluye el mantenimiento de los servidores del fabricante Hewlett-Packard (HP), diferentes a la infraestructura tecnológica del Centro de Proceso de Datos (CPD) de la sede de Enresa, en donde se encuentran alojados ciertos servicios como el de ficheros, supervivencia de “Skype for Business”, seguridad “Dorlet”, controladores de dominio, servidores de impresión, etc., servicios que son actualmente prestados desde los centros de trabajo.

El servicio de soporte técnico debe garantizar la capacidad y disponibilidad requerida de estos servicios esenciales que incluya un mantenimiento correctivo de los servidores para cumplir los acuerdos de nivel de servicio de recuperación, en caso de fallo, en el menor tiempo posible.

Centro	Host	S/N	Modelo
Zorita	EN5-HYV-X01	CZ20081JGW	ProLiant DL385 G7
Vandellós I	EN4-HYV-X01	CZ21220C6J	ProLiant DL385 G7
Villar De Cañas	EN3-HYV-X01	CZ21220C6K	ProLiant DL385 G7
El Cabril	EN2-HYV-X01	CZJ33911Z3	ProLiant DL385p Gen8

El equipamiento objeto de soporte y su localización es la siguiente:

### Mantenimiento correctivo

El nivel de servicio de mantenimiento que debe ofrecer el contratista, por las distancias entre los centros de trabajo de Enresa a un Centro de Soporte de HP, es el recogido por el propio fabricante bajo la denominación:

- **“HPE FOUNDATION CARE SERVICE CTR (24x7)”**, (Service level: HPE Foundation Care Service CTR 24x7; 24 hours a day, 7 days per week, including holidays”

<https://h20195.www2.hp.com/v2/GetPDF.aspx/4AA4-8876ENW.pdf>

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[ANEXO IV]

Debe garantizar un compromiso de reparación de 8h. en función de la distancia al centro de HP España más cercano, según la tabla adjunta, e incluirá las asistencias técnicas necesarias en caso de anomalía o avería de cualquiera de los equipos y componentes objeto del contrato, para recuperar en el menor tiempo posible la operativa normal del servicio:

Direcciones de los centros de trabajo de Enresa	Centro HPE más cercano	Rango Distancia
EL CABRIL: Ctra. A- 447 dirección Fuenteobejuna- Cazalla de la Sierra Km 17,8 14200 Peñarroya-Pueblonuevo – Córdoba	Sevilla	81-160 km
VANDELLÓS: Central Nuclear Vandellós I - 43891 Hospitalet de L’Infant – Tarragona	Barcelona	81-160 km
VILLAR DE CAÑAS: C/ La Fuente 5 bajo 16433 Villar de Cañas - Cuenca	Madrid	81-160 km
ZORITA: C.N. José Cabrera. Ctra. de Almonacid – Pastrana 19118 Almonacid de Zorita – Guadalajara	Madrid	81-160 km

Gestión de incidencias

Deberá proveerse un servicio de “Help Desk” de atención a consultas de técnicos de Enresa y una herramienta soporte de gestión de incidencias.

El contratista podrá optar, siempre que lo considere oportuno, por utilizar el sistema de reporte directo a los fabricantes de los equipos asumiendo los gastos que pudieran derivarse de este escalado y la posibilidad de incidencias erróneas notificadas como avería.

Se entregará un parte de intervención firmado por el técnico en el que se especifique como mínimo el equipo averiado, ubicación, descripción de la avería, fecha y hora de notificación y de resolución, trabajos realizados para su resolución y estado de estos. Las incidencias se documentarán adecuadamente.

Se considerará que una incidencia se ha reabierto cuando se notifique exactamente la misma incidencia, relativa al mismo equipo, dentro de las 48 horas posteriores a su cierre definitivo. Las averías reiteradas del mismo equipo dentro de un plazo mensual se computarán como una sola a efectos de seguimiento de ANS.

Se deberá entregar un Informe anual, en formato electrónico, de la gestión de incidencias tratadas indicando, por lo menos, la fecha y hora de la notificación de la incidencia, tipo y modelo de equipo, nº de inventario, descripción de la avería, tiempo de resolución y componentes sustituidos.

Sustitución y configuración de repuestos

La reparación o sustitución de piezas defectuosas cubrirá todos y cada uno de los elementos (externos, internos, eléctricos, mecánicos) que componen los equipos, incluyendo los cables, conectores, accesorios e interfaces que estén conectados, así como todos los componentes añadidos de los mismos.

Todos los gastos derivados de cualquier clase de actuación exigida por la reparación o sustitución de equipos, incluido el movimiento o retirada de las máquinas, serán por cuenta del contratista. Los equipos sustituidos deberán ser desechados a través de un gestor autorizado, tras las actuaciones necesarias para impedir la recuperación de información de ellos.

Los elementos candidatos a ser sustituidos, al no ser posible su reparación, habrán de serlo por piezas nuevas y originales. De no ser posible, por obsolescencia o discontinuidad, lo serán por repuestos de similares características que pasarán a ser propiedad de Enresa.

EL contratista deberá garantizar la provisión de cualquier clase de repuestos que permita, si no la sustitución inmediata del equipo o componente averiado, la reposición del servicio en condiciones de calidad similares a las

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originales. Si resultase imposible tendrá que ofrecer soluciones alternativas que requerirán la aceptación previa por parte de Enresa.

Se realizarán la configuración y tareas necesarias para que todo repuesto quede operativo.

#### Sustitución temporal de equipos

Cuando, por motivo justificado, el tiempo de reparación sea superior al establecido por el fabricante el contratista estará obligado a su sustitución temporal por otro equipo de características y prestaciones similares o superiores y totalmente configurado.

Si el equipo original es susceptible de reparación será reinstalado y puesto en funcionamiento en sus condiciones iniciales de uso. Tanto el mantenimiento del “stock” de equipos necesarios para el cumplimiento de los acuerdos de nivel de servicio, como todos los costes ligados a los transportes correrán a cargo del contratista.

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**ANEXO I**  
**Desglose de equipamiento LOTE 1**  
**CPD Sede Enresa**

Equipo	Cantidad	"Part number"/Código	Modelo/Descripción
<b>EMC VNX5600 Hardware:</b>			
	1	VNXB56DP25	VNX5600 DPE 25X2.5" DRIVE SLOTS-EMC RA
	2	VNXBRACK-40U	VNXB 40U RACK WITH FRONT PANEL
	12	VNXB6GSDAE15	VNXB 15X3.5 6G SAS EXP DAE-EMC RACK
	1	VNXB6GSDAE25P	VNXB 25X2.5 6G SAS PRI DAE-EMC RACK
	1	VNXBCS	VNXB CONTROL STATION-EMC RACK
	1	VNXB56DM	VNX5600 ADD ON DM+FC SLIC-EMC RACK
	1	VNXB56DME	VNX5600 DME: 1 DM+FC SLIC-EMC RACK
	1	V4-2S10-600	VNX 600GB 10K SAS 25X2.5 DPE/DAE
	11	V4-2S6FX-200	VNX 200GB FAST VP SSD 25X2.5 DPE/DAE
	46	V4-VS07-020	VNX 2TB NL SAS 15X3.5 DAE
	1	V-V4-260010	VNX 600GB 10K VAULT 25X2.5 DPE/DAE
	130	V4-VS15-600	VNX 600GB 15K SAS 15X3.5 DAE
	1	VBMSAS-MSAS10	ONE PR OF 10M MINI SAS TO MINI SAS CBLs
	2	VBPW40U-IEC3	CAB QUAD POWER CORD IEC309
	1	VNX56-KIT	VNX5600 Documentation Kit=IC
	2	VDMBM1GCUA	VNXB 1GBASE-T DM MODULE 4 PORT
	2	VDMBMXG2TWA	VNXB 10GBE 2 OP MODULE (TWINAX)
	2	VSPBM8GFFEA	VNXB 4 PORT 8G FC IO MODULE PAIR
	2	VSPBMXGFCOTW	VNBX 2 PT FCOE IO MOD PAIR-TWAX
<b>EMC VNX5600 Software:</b>			
	1	ESRS-GW-200	EMC SECURE REMOTE SUPPORT GATEWAY CLIENT
	1	APS-1-LS	LS FOR VNX APPLICATION PROTECTION SUITE
	1	RP-LS	RECOVERPOINT LICENSE SOLUTION
	1	456-104-616	RP/SE LOC FOR LPS V55 V56=IC
	1	457-101-186	VNX5600 Application Protection Suite=IC
	1	456-105-138	AppSync for VNX5600 =IC
	1	456-105-143	Replication Manager for VNX5600 =IC
	92	VNXBOECAPTb	VNXB OE PER TB HI CAPACITY

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82	VNXBOEPERFTB	VNXB OE PER TB PERFORMANCE
1	FSTS-VNX5600	VNX5600 FAST Suite=IC
1	SCS-VNX5600	VNX5600 Security & Compliance Suite=IC
1	VNXOE-5600	VNX5600 Operating Environment
1	UNISU-VNX5600	VNX5600 Unisphere Unified Suite=IC
1	LPS-VNX5600	VNX5600 Local Protection Suite=IC
<b>EMC Datadomain</b>		
<b>2500 Hardware:</b>		
1	DD2500	SYSTEM,DD2500,NFS,CIFS
1	DD2500-21TB	SYSTEM,DD2500-7X3TB SAS,21TB,NFS,CIFS
1	DDRACK-40U	RACK; DATA DOMAIN;40U
1	L-XCAP2500-B	LICENSE,DD2500 EXP CAP,MORE THAN 66TB
1	PC-RK30IEC3	POWER CORD;INTERNATIONAL;RK;DUAL;IEC309
1	C-FLDIN2500	OPTION,FIELD INSTALL KIT,DD2500
1	C-10GMOP2PN	OPTION,DD 10GBE,IO MODULE,OP SFP,2PORT
<b>EMC Datadomain</b>		
<b>2500 Software:</b>		
1	D-BST-DOCS2	DOCS; BOOST; S2
1	DDOS-DOC-A2	DOCS; DD OS DOC; A2
1	L-BST-2500	LICENSE,BOOST,DD2500
<b>Librería Quantum:</b>		
1	LSC18-CH6J-232H	Quantum Scalar i80 Library, two LTO-6 tape drives, 50 slots, 8Gb native Fibre Channel
2	LSC1S-UTDJ-L6H	Quantum Scalar i40/i80 Tape Drive Module, LTO-6, 8Gb native Fibre Channel
1	LSC18-URPS-000	Quantum Scalar i80 Redundant Power Supply
4	3-03893-12	Quantum Fibre Channel Interface Cable, OM3 optical multimode 50 micron, LC-to-LC, 49 ft (15 m)
<b>Cisco UCS:</b>		
1	UCS-SP7	UCS SP7 ENT 2x6248 1xCH
1	UCS-SP-INFRA-CHSS	UCS SP BASE 5108 Blade Svr AC Chassis
1	N01-UAC1	Single phase AC power module for UCS 5108
1	N20-CAK	Accessory kit for UCS 5108 Blade Server Chassis
8	N20-CBLKB1	Blade slot blanking panel for UCS 5108/single slot
8	N20-FAN5	Fan module for UCS 5108
1	N20-FW011	UCS Blade Server Chassis FW Package 2.1
2	UCS-IOM-2208XP	UCS 2208XP I/O Module (8 External, 32 Internal 10Gb Ports)
1	UCSB-5108-PKG-HW	UCS 5108 Packaging for chassis with half width blades.

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4	UCSB-PSU-2500ACPL	2500W Platinum AC Hot Plug Power Supply for UCS 5108 Chassis
4	CAB-C19-CBN	Cabinet Jumper Power Cord, 250 VAC 16A, C20-C19 Connectors
2	UCS-SP7-INFR-FI48	(Not sold standalone) UCS 6248UP 1RU Fabric Int w/12p LIC
4	CAB-C13-C14-2M	Power Cord Jumper, C13-C14 Connectors, 2 Meter Length
12	DS-SFP-FC8G-SW	8 Gbps Fibre Channel SW SFP+, LC
2	N10-MGT011	UCS Manager v2.1
4	SFP-10G-SR	10GBASE-SR SFP Module
8	SFP-H10GB-CU3M	10GBASE-CU SFP+ Cable 3 Meter
2	UCS-ACC-6248UP	UCS 6248UP Chassis Accessory Kit
2	UCS-BLKE-6200	UCS 6200 Series Expansion Module Blank
4	UCS-FAN-6248UP	UCS 6248UP Fan Module
2	UCS-FI-DL2	UCS 6248 Layer 2 Daughter Card
4	UCS-PSU-6248UP-AC	UCS 6248UP Power Supply/100-240VAC
9	UCSB-B420-M3-U	UCS B420 M3 Blade Server w/o CPU memory HDD mLOM (UPG)
36	UCS-CPU-E5-4620	2.20 GHz E5-4620 95W 8C/16MB Cache/DDR3 1333MHz
180	UCS-MR-1X162RY-A	16GB DDR3-1600-MHz RDIMM/PC3-12800/dual rank/1.35v
18	A03-D300GA2	300GB 6Gb SAS 10K RPM SFF HDD/hot plug/drive sled mounted
9	UCSB-MLOM-40G-01	Cisco UCS VIC 1240 modular LOM for M3 blade servers
18	N20-BBLKD	UCS 2.5 inch HDD blanking panel
36	UCSB-HS-01-EP	CPU Heat Sink for UCS B200 M3 and B420 M3
2	N20-C6508-UPG	UCS 5108 Blade Svr AC Chassis/0 PSU/8 fans/0 fabric extender
4	UCS-IOM-2204XP	UCS 2204XP I/O Module (4 External 16 Internal 10Gb Ports)
8	UCSB-PSU-2500ACPL	2500W Platinum AC Hot Plug Power Supply for UCS 5108 Chassis
8	CAB-C19-CBN	Cabinet Jumper Power Cord 250 VAC 16A C20-C19 Connectors
2	N20-FW012	UCS Blade Server Chassis FW Package 2.2
2	N01-UAC1	Single phase AC power module for UCS 5108
2	N20-CAK	Accessory kit for UCS 5108 Blade Server Chassis
16	N20-CBLKB1	Blade slot blanking panel for UCS 5108/single slot
16	N20-FAN5	Fan module for UCS 5108
2	UCSB-5108-PKG-HW	UCS 5108 Packaging for chassis with half width blades.
4	SFP-H10GB-CU3M=	10GBASE-CU SFP+ Cable 3 Meter
2	SFP-H10GB-CU1M=	10GBASE-CU SFP+ Cable 1 Meter

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**Cisco Nexus:**

	2	N5K-C5548UP-FA	Nexus 5548 UP Chassis 32 10GbE Ports 2 PS 2 Fans
	2	N5548-ACC-KIT	Nexus 5548 Chassis Accessory Kit
	4	N55-PAC-750W	Nexus 5500 PS 750W Front to Back Airflow
	2	N55-M16UP	Nexus 5500 Unified Mod 16p 10GE Eth/FCoE OR 16p 8/4/2/1G FC
	2	N55-DL2	Nexus 5548 Layer 2 Daughter Card
	10	DS-SFP-FC8G-SW	8 Gbps Fibre Channel SW SFP+ LC
	42	GLC-T	1000BASE-T SFP
	2	SFP-10G-SR	10GBASE-SR SFP Module
	2	N5KUK9-602N2.3	Nexus 5000 Base OS Software Rel 6.0(2)N2(3)
	3	N55-8P-SSK9	Nexus 5500 Storage License 8 Ports
	2	N55-VMFEXK9	Nexus 5500 series VM-FEX license
	4	CAB-C13-C14-2M	Power Cord Jumper C13-C14 Connectors 2 Meter Length
	4	N5548P-FAN	Nexus 5548P Fan Module
<b>Networker para Data Protection:</b>	1		Licencia de Networker para Data Protection Suite 40 sockets
<b>Latiguillos:</b>			
	10	F/LAT-Z883PP-05	LATIGUILLO FO MM (50/125) OM3 DOBLE LCD/PC-LCD/PC 05 METROS
	23	F/LAT-U60GR050	LATIGUILLO 4 PARES UTP RJ45-RJ45 CAT6 LSZH GRIS 05 METROS
	6	VBSFP-TWAX-5M	Qty 2 SFP+ TO SFP+ 5M ACTIVE 8G/10G CBL

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**ANEXO II**  
**PROGRAMA DE MANTENIMIENTO LOTE 1**  
**“CISCO SMART NET TOTAL CARE SERVICE”**



[Data sheet](#)  
[Cisco public](#)

# Cisco Smart Net Total Care Service

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## Overview

With so much depending on your network, even a routine issue can have a major effect on your customers, your employees, and your business profitability. Cisco<sup>®</sup> Services provides the support you need from first purchase of your Cisco products with our foundational services through technology refresh and beyond with our high-value services.

Your IT infrastructure is the lifeline that connects your business to customers and suppliers. Business success requires maintaining high service levels for your network while reducing costs and expanding your network as your business grows. Cisco Smart Net Total Care<sup>®</sup> (SmartNet<sup>®</sup>) and our other foundational services can help you meet these objectives.

## Manage risks to business continuity

Cisco Smart Net Total Care helps reduce downtime with fast, expert technical support and flexible hardware coverage provided by the Cisco Technical Assistance Center (TAC). It also offers integrated smart capabilities, providing current information about your installed base, contracts, and security alerts to enhance the efficiency of your support workflows.

- Resolve problems faster by identifying issues quickly and streamlining your incident management processes to improve IT service levels.
- Reduce risk by having access to Cisco technical experts and smart tools that improve visibility into the state of your IT infrastructure 24 hours a day, 365 days a year.
- Increase operational efficiency through proactive management tools and automated processes which make network administrators and managers more productive.

## What's included

- Award-winning technical support from the Cisco TAC
- Advance hardware replacement, in as little as two hours
- Operating System (OS) software updates
- Access to online resources
- Entitlement to Cisco installed base insights through smart capabilities

Cisco services provide choices for all types of companies, from basic service for commercial-grade products with [Support Essentials](#) to round-the-clock assistance for all your Cisco devices with Smart Net Total Care.

The TAC is staffed by Cisco experts and is accessible 24 hours a day, 365 days a year. Technical service available through the TAC is backed by advance hardware replacement with fast response times, including onsite support options, and access to the latest OS software for your licensed feature set. Online self-help tools include our extensive knowledge library, software downloads, and support tools designed to help you resolve network issues quickly, often without opening a case.

## Smart-entitled capabilities

All support customers are entitled to smart capabilities<sup>2</sup>, including access to the portal and the collector software. Smart capabilities are delivered through the Cisco Services Connection portal, providing actionable information and automation to

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<sup>2</sup> Smart capabilities such as the Cisco portal and collector software must be configured or enabled to deliver the functionality described.

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support your Cisco products. Customizable screens show you up-to-date information about the service coverage, product lifecycles, and security and product alerts that apply to your network.

The collector automatically gathers device support information for Cisco products, including serial numbers, installed cards and modules, product IDs, and more. This saves time and provides a more current view compared with manual efforts. The collector can also identify hardware or software versions and configuration files for your Cisco network devices.

The portal also provides interactive workflows that simplify support management processes. Altogether, the foundational technical services and smart capabilities work to provide the visibility and insight you need to improve the efficiency of your support operations, resolve problems more quickly, and mitigate risk.

## Outcome benefits

Table 1. Outcome benefits

		Risk Mitigation	Operational Efficiency	Faster Problem Resolution
	<b>Technical Service and Incident Management</b> <ul style="list-style-type: none"> <li>• Fast expert technical support from Cisco TAC</li> <li>• Advance hardware replacement</li> <li>• Automated streamlined processes for incident management</li> </ul>	●	●	●
	<b>Security and Product Alerts</b> <ul style="list-style-type: none"> <li>• Actionable security alerts</li> <li>• Relevant product notices (Hardware and software)</li> <li>• Service availability alerts (Hardware and software)</li> </ul>	●	●	
	<b>Service Coverage Management</b> <ul style="list-style-type: none"> <li>• Covered/uncovered, right coverage</li> <li>• Renewal preparation and planning</li> <li>• Budget Planning</li> </ul>	●	●	
	<b>Product Lifecycle Management</b> <ul style="list-style-type: none"> <li>• Up-to-date installed base information</li> <li>• EoS/EoL, software version inconsistencies</li> <li>• Automation to reduce cost and risk of manual processes</li> </ul>	●	●	

### Technical service and incident management - Get the support you need when and how you need it

When a network problem affects business-critical systems, it requires fast response and a deep understanding of the technology to resolve the incident quickly. Smart Net Total Care offers award-winning technical support from the TAC combined with advance hardware replacement, onsite support options, online tools, and self-help support for device-level support to help you reduce the risk of business interruptions caused by network issues. These capabilities help ensure that you get rapid response and can quickly identify your devices and their service coverage information in order to streamline your interaction with TAC support representatives.

### Security and product alerts - Know the security and product alerts that affect your network

Staying current with Cisco alerts regarding security recommendations, hardware updates, and software releases can be challenging. Smart capabilities help preempt network disruption by allowing you to identify and manage relevant alerts for

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your devices. They proactively identify which devices are affected by Cisco published product alerts and security advisories and enable you to document alert-related activity.

Alert information is available for hardware, software and security alerts, and field notices. An alert management workflow allows you to assign status information to alerts. It then filters future alerts so that you receive only those that still require your attention. If you close an alert, or change its status to "action taken", you will not be distracted by that alert in the future. Alert status information also makes it easy for supervisors to monitor your team's progress toward desired goals as they work on reviewing alerts and performing the required actions.

### Service coverage management - Identify what's covered and what's not

Without good visibility into your installed base and service contract status, there is a risk that an uncovered device will have an outage, and then you will be scrambling to find a solution while your network is compromised. The portal reports help ensure that your business-critical assets have the necessary service coverage to meet business needs and comply with corporate policies.

The portal provides automated installed base and contract management functionality to assist you in determining the proper coverage for your Cisco devices. Whereas manual methods of tracking service coverage for large or complex networks can be time consuming and prone to error, SmartNet uses automation to save time and reduce risk. Regular data collection and flexible reporting capabilities help you manage your Cisco installed base and service contracts, identifying and tracking what is new, what's changed, what's covered, and what's not.

### Product lifecycle management - Obtain the information to plan for product replacements and upgrades

Using up-to-date data from the portal can provide dramatic efficiencies over maintaining labor-intensive spreadsheets while also reducing the risk of errors. The portal reports can help you maintain a current view of your Cisco installed base, including device and configuration details such as serial number, product ID, Cisco IOS<sup>®</sup> software version, installed memory and firmware, IP address, hostname, and more. Up-to-date records about coverage also simplifies your renewal and budget planning processes. SmartNet enables you to quickly identify service contracts that will be expiring at various intervals so that you can plan for renewals and identify budget requirements.

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By providing enhanced visibility into your installed base, you can:

- Quickly identify Cisco products that are reaching end of life, end of sale, or end of support
- Easily see what has been moved, added, or changed in your network
- Verify that your Cisco hardware is running current, consistent, and supported software versions
- Mitigate risk and plan for upgrades for equipment that is no longer supported

## Your technical service options

No matter the size of your business, you are dependent on your network applications and vulnerable to the lost revenue that can result from a network outage. But you also cannot afford to commit to a service program that doesn't meet your particular business needs. Cisco services provides a range of options for you to choose from for accessing our award-winning technical assistance center. You can choose from a basic level of 8x5 callback within one business day for non-critical issues with Support Essentials to around the clock direct phone access 7x24x365 to our TAC engineers. It's up to you to choose the option that is right for your network and your situation.

You have the same type of flexibility with advance hardware replacement. If you need fast replacement in as little as two hours for your most critical network segments, that's available. If next business day replacement for devices is acceptable, that is an option too.

Table 2. Advance hardware replacement service levels

Service Level	Description
Support Essentials 8x5xNext Business Day	Next-business-day delivery, local business hours based on depot time, 5 days a week
Smart Net Total Care 24x7x2	2-hour response, 24 hours a day, 7 days per week, including holidays
Smart Net Total Care 24x7x4	4-hour response, 24 hours a day, 7 days a week, including holidays
Smart Net Total Care 8x5x4	4-hour response, local business hours based on depot time, 5 days a week
Smart Net Total Care 8x7xNext Calendar Day	Next-calendar-day delivery, local business hours based on depot time, 7 days a week
Smart Net Total Care 8x5xNext Business Day	Next-business-day delivery, local business hours based on depot time, 5 days a week
Smart Net Total Care without RMA	Software and installation-focused TAC support only, no RMA or other TAC support

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If you want support services in person at your location, Cisco offers Onsite options for many of our service levels.

Table 3. Onsite support service levels

Service Level	Description
Smart Net Total Care Onsite 24x7x2	2-hour response, 24 hours a day, 7 days per week, including holidays
Smart Net Total Care Onsite 24x7x4	4-hour response, 24 hours a day, 7 days a week, including holidays
Smart Net Total Care Onsite 8x5x4	Based on depot time 4-hour response, 9 a.m. to 5 p.m., if the request is received before 1 p.m., the service (including parts, labor, and materials) will be provided the same day. For requests received after 1 p.m., the service will be provided the following business day
Smart Net Total Care Onsite 8x7xNext Calendar Day	Based on depot time Next calendar day, 9 a.m. to 5 p.m., if the request is received before 3 p.m., the service (including parts, labor, and materials) will be provided the next calendar day After 3 p.m., the service (including parts, labor, and materials) will be provided the following calendar day
Smart Net Total Care Onsite 8x5xNext Business Day	Based on depot time Next business day, 9 a.m. to 5 p.m., if the request is received before 3 p.m., the service (including parts, labor, and materials) will be provided the next business day After 3 p.m., the service (including parts, labor, and materials) will be provided the following business day

## When you're ready to upgrade your network devices

Operating your business with unsupported products poses risks to your business. An unsupported failed product can negatively impact business continuity, revenue, and compliance. When you want to update your network devices or migrate to new hardware, Cisco Migration Support Services can provide coverage for your hardware that reaches end-of-life during your technology migration.

Migration Support Services extend support for Cisco products that are no longer supported and past Last Day of Support (LDoS). They help you mitigate the risk of operating with unsupported, aging technologies while you plan and implement your upgrade projects. Migration Support Services provide a support solution that extends across your migration plan, and they are a lifeline when you cannot complete migration by LDoS. You can depend on continued support, so you can focus on your business goals and objectives. [Learn More](#).

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## Related services to extend the value of your Cisco products

Cisco can offer you more high value and personalized services when you need them. You should consider:

- **Software support – Basic, Enhanced and Premium**

Cisco Software Support offers comprehensive coverage - from foundational support to Enhanced and Premium levels – for your Cisco software application products. The Basic level of service will help you keep your systems and business applications running smoothly. To fast-track the full benefits of your Cisco software, get the Enhanced or Premium levels of service. Our experts will assist your team with product onboarding, an IT adoption plan, providing proactive support, and help with quickly resolving and, often times, avoiding issues.

- **Solution Support**

Maximize performance, reliability and ROI of your Cisco solution with Cisco Solution Support. You get access to a team of Cisco solution experts that is your primary point of contact, delivering centralized support across your multiproduct, multivendor deployment. Whether you have an issue with a Cisco product or one from another vendor—or are just looking for guidance and assurance on your new solution—simply contact us. We'll take it from there and remain accountable for your case, from first call to resolution.

- **Business Critical Services**

As the next generation of Optimization services, Cisco Business Critical Services help you realize the full value of existing network capabilities. Streamline your IT operations workflow so you can focus on innovation. At every step of the way, our team of experts will guide your success. Make informed decisions faster with data that is easy to consume and act on. Detect problems in real-time and automatically open TAC cases without human intervention. Optimize the management of your network with powerful tools and Cisco experts who know your network. And quickly address cyber-attacks. Better yet, prevent them.

## Why Cisco

You must align your network strategy with top company initiatives to continue to innovate and grow your business. Cisco can help you benefit from our experience and expertise. Cisco Services can make networks, applications, and the people who use them work better together. Our solutions and services build on our innovation and leadership in networking. Recognized by J.D. Power and Associates for providing "An Outstanding Customer Service Experience," Cisco is the only company to have achieved CTSS certification eleven times.<sup>3</sup>

## Customer call to action

For more information about Cisco Smart Net Total Care Service, visit <https://www.cisco.com/go/total> or contact your local account representative.

You can also find resources such as videos, training, and case studies and interact with other users in discussion forums on the [Smart Net Total Care Community](#).

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<sup>3</sup> J.D. Power and Associates

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## Cisco Capital

### Flexible payment solutions to help you achieve your objectives

Cisco Capital makes it easier to get the right technology to achieve your objectives, enable business transformation and help you stay competitive. We can help you reduce the total cost of ownership, conserve capital, and accelerate growth. In more than 100 countries, our flexible payment solutions can help you acquire hardware, software, services and complementary third-party equipment in easy, predictable payments. [Learn more.](#)

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**ANEXO III**  
**PROGRAMA DE MANTENIMIENTO LOTE 1**  
**“DELL EMC PREMIUM SUPPORT”**



## EMC PREMIUM SUPPORT

The following chart lists the service features of Premium Support provided under EMC's warranty and/or maintenance terms.

Premium Support is available as to:

1. EMC® Equipment which is identified on the [EMC Product Warranty and Maintenance Table](#) as:
  - including Premium Support during the applicable warranty period; or
  - eligible for upgrade to Premium Support during the applicable warranty period; or
  - eligible for Premium Support during a subsequent maintenance period
2. EMC Software which is identified on the [EMC Product Warranty and Maintenance Table](#) as eligible for Premium Support during a maintenance period

SERVICE FEATURE	DESCRIPTION	PREMIUM SUPPORT—COVERAGE DETAILS
<b>GLOBAL TECHNICAL SUPPORT</b>	<p>Customer may contact EMC by telephone or web interface on a 24x7 basis to report an Equipment or Software problem and provide input for initial assessment of Severity Level<sup>1</sup>.</p> <p>EMC provides (i) a response by remote means based on the Severity Level of the problem; or, (ii) when deemed necessary by EMC, Onsite Response as described below.</p>	<p>Included.</p> <p>Initial response objective, based upon Severity Level, within the following time period after receipt of Customer contact:</p> <p>Severity Level 1: 30 minutes; on a 24x7 basis</p> <p>Severity Level 2: 2 hours; on a 24x7 basis</p> <p>Severity Level 3: 3 local business hours</p> <p>Severity Level 4: 8 local business hours</p>
<b>ONSITE RESPONSE</b>	<p>EMC sends authorized personnel to installation site to work on the problem after EMC has isolated the problem and deemed Onsite Response necessary.</p>	<p>Included for Equipment only.</p> <p>Initial Onsite Response objective is based on Severity Level, within the following time period after EMC deems Onsite Support is necessary.</p> <p>Severity Level 1: 4 hours on a 24x7 basis</p> <p>Severity Level 2: Within 12 hours on a 24x7 basis</p> <p>Severity Level 3: Next business day, local business hours</p> <p>Severity Level 4: Next business day, local business hours</p> <p>Onsite Response does not apply to Software, but may be separately purchased.</p>

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<b>REPLACEMENT PARTS DELIVERY</b>	EMC provides replacement parts when deemed necessary by EMC.	<p>Included.</p> <p>Replacement part delivery objective is based upon Severity Level, within the following time period after EMC deems a replacement part is necessary:</p> <p>Severity Level 1: 4 hours on a 24x7 basis          Severity Level 2: Within 12 hours on a 24x7 basis          Severity Level 3: Next business day, local business hours          Severity Level 4: Next business day, local business hours</p> <p>Local country shipment cut-off times may impact the same day/next local business day delivery of replacement parts and the related Onsite Response.</p> <p>Installation of all replacement parts performed by EMC as part of Onsite Response, but Customer has option to perform installation of Customer Replaceable Units (CRUs).</p> <p>See <a href="#">EMC Product Warranty and Maintenance Table</a> for listing of parts designated as CRUs for specific Equipment.</p> <p>If EMC installs the replacement part, EMC will arrange for its return to an EMC facility. If Customer installs the CRU, Customer is responsible for returning the replaced CRU to a facility designated by EMC.</p>
<b>RIGHTS TO NEW RELEASES OF SOFTWARE</b>	EMC provides the rights to new Software Releases as made generally available by EMC.	Included.
<b>INSTALLATION OF SOFTWARE RELEASES</b>	EMC will perform the installation of new Software Releases.	<p>Included for Software which EMC determines is Equipment operating environment Software and only when the associated Equipment into which the operating environment Software is being installed is covered by an EMC warranty or then current EMC maintenance contract.</p> <p>Customer will perform the installation of new Software Releases of Software (that is, Software not classified as Equipment operating environment Software), unless otherwise deemed necessary by EMC.</p>
<b>24X7 REMOTE MONITORING AND REPAIR</b>	<p>Certain EMC products will automatically and independently contact EMC to provide input to assist EMC in problem determination.</p> <p>EMC will remotely access products if necessary for additional diagnostics and to provide remote support.</p>	<p>Included for products that have remote monitoring tools and technology available from EMC.</p> <p>Once EMC is notified of a problem, the same response objectives for Global Technical Support and Onsite Response will apply as previously described.</p>

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**24X7 ACCESS TO ONLINE SUPPORT TOOLS**

Customers who have properly registered have access on a 24x7 basis to EMC's web-based knowledge and self-help customer support tools via the EMC Online Support site.

Included.

**RENEWAL OF MAINTENANCE CONTRACT**

The following chart lists the additional service features included as part of a purchase of a renewal of an EMC Premium Support Option maintenance contract on or after May 31, 2018 for the eligible EMC Equipment identified on the [EMC Product Warranty and Maintenance Table](#), subject to the Customer activating and maintaining the currently supported version(s) of EMC Secure Remote Support ("ESRS") software during the applicable renewal term. ESRS enablement is a prerequisite for these additional renewal service features.

SERVICE FEATURE	DESCRIPTION	PREMIUM SUPPORT—COVERAGE DETAILS
<b>ENVIRONMENTAL ASSESSMENT</b>	<ul style="list-style-type: none"> <li>• Verification of solid state drive ("SSD") wear levels**</li> <li>• Validation of remote connectivity activation</li> <li>• Check for failed components in eligible Equipment.</li> <li>• Verification of operating environment Software against target code recommendations</li> <li>• Validation of disk drive and component firmware levels</li> <li>• Identification of field change orders, EMC technical advisories, and EMC security alerts that may impact the affected EMC Equipment</li> <li>• Summary of open service request</li> </ul>	<p>Included.</p> <p>Customer is eligible to request one (1) Environmental Assessment analysis per each twelve (12) month period during the applicable renewal term of a current Premium Support Option maintenance contract.</p>
<b>PROACTIVE SOLID STATE DRIVE REPLACEMENT</b>	<p>If the Endurance Level (as defined below) for any solid state drive reaches five percent (5%) or less (as determined by EMC) during a then current maintenance renewal term of a Premium Support Option maintenance contract, the Customer is eligible to receive a replacement solid state drive. Endurance Level means the average percentage of life span remaining on the eligible SSD.</p>	<p>Included.</p> <p>Response objective is based on the Replacement Parts Delivery and Onsite Response service features detailed above.</p>

\*Severity Levels:

- **Severity 1—Critical:** a severe problem preventing customer or workgroup from performing critical business functions.
- **Severity 2—High:** the customer or workgroup able to perform job function, but performance of job function degraded or severely limited.
- **Severity 3—Medium:** the customer or workgroup performance of job function is largely unaffected.
- **Severity 4—Request:** minimal system impact; includes feature requests and other non-critical questions.

\*\* Available for solid state drives in eligible Equipment that persistently store Customer data, including metadata, as determined by EMC.

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The warranty periods and support options ("EMC Support Information") on this website apply (i) only between EMC and those organizations that procure the applicable products and/or maintenance under a contract directly with EMC (the "EMC Customer"); and (ii) only to those products or support options ordered by the EMC Customer at the time that the EMC Support Information is current. EMC may change the EMC Support Information at any time. The EMC Customer will be notified of any change in the EMC Support Information in the manner stated in the then current product ordering and/or maintenance related agreement between EMC and the EMC Customer, but any such change shall not apply to products or support options ordered by the EMC Customer prior to the date of such change.

EMC will have no obligation to provide Support Services with respect to Equipment that is outside the EMC Service Area. "EMC Service Area" means a location that is within (i) one hundred (100) drivable miles of an EMC service location; and (ii) the same country as the EMC service location, unless otherwise defined in your governing agreement with EMC, in which case the definition in the governing agreement prevails.

Products or services obtained from any EMC reseller are governed solely by the agreement between the purchaser and the reseller. That agreement may provide terms that are the same as the EMC Support Information on this website. The reseller may make arrangements with EMC to perform warranty and/or maintenance services for the purchaser on behalf of the reseller. Please contact the reseller or the local EMC sales representative for additional information on EMC's performance of warranty and maintenance services on Products obtained from a reseller.

## CONTACT US

To learn more, contact your local representative or authorized reseller.



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ANEXO IV  
PROGRAMA DE MANTENIMIENTO LOTE 2  
“HPE FOUNDATION CARE SERVICE”



Data sheet

## HPE Foundation Care Service

### Support Services

#### Service overview

**HPE Foundation Care Service** is composed of comprehensive hardware and software services aimed to help increase the availability of your IT infrastructure. Hewlett Packard Enterprise (HPE) technical resources provide support and work with your IT team to help you resolve hardware and software problems with HPE and selected third-party products.

For hardware products covered by HPE Foundation Care, the service includes remote diagnosis and support, as well as on-site hardware repair if it is required to resolve an issue. For eligible HPE hardware products, this service may also include Basic Software Support and Collaborative Call Management for selected non-HPE software. Contact HPE for more information and determination regarding which eligible software products may be included as part of your hardware product coverage. For software products covered by HPE Foundation Care, HPE provides remote technical support and access to software updates and patches. Updates for selected HPE-supported third-party software products are included, as they are made available from the original software manufacturer.

In addition, HPE Foundation Care provides electronic access to related product and support information, enabling any member of your IT staff to locate this commercially available essential information. For third-party products, access is subject to availability of information from the original manufacturer.

You can choose from a set of reactive support levels to meet your business and operational needs.

#### HPE Foundation Care service-level options

The HPE Foundation Care options noted in the following are product dependent. HPE will provide the hardware support features for covered hardware products and the software support features for covered software products.

Hardware support coverage windows and response times will apply to covered hardware products, and software support coverage windows and response times will apply to covered software products.

All coverage windows are subject to local availability. Product eligibility may vary. Contact a local HPE sales office for detailed information on service availability and product eligibility.

Regardless of your coverage window, incidents with covered hardware or software can be reported to HPE via telephone or web portal, as locally available, or as an automated equipment reporting event via the HPE electronic remote support solution 24 hours a day, 7 days a week.

For products covered by Foundation Care, HPE offers three distinct service levels:

- HPE Foundation Care NBD Service
- HPE Foundation Care 24x7 Service
- HPE Foundation Care CTR Service



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**Data sheet**

**Service-level options table**

Service-level options	Coverage window	Hardware response time <sup>1</sup>	Software response time
<b>Next business day (NBD)</b>	Standard business hours, standard business days: Service is available 9 hours per day between 8:00 a.m. and 5:00 p.m. local time, Monday through Friday excluding HPE holidays.	Next-business-day on-site response for covered hardware. Cases received outside the coverage window will be acknowledged the next coverage day and serviced within the following coverage day.	
<b>24x7</b>	24x7: Service is available 24 hours per day, 7 days per week including HPE holidays.	4-hour on-site response for covered hardware.	
<b>Call to repair (CTR)</b>	24x7: Service is available 24 hours per day, 7 days per week including HPE holidays.	6-hour call-to-repair time: For critical incidents (Severity 1), HPE will return the covered hardware to operating condition within six hours. <sup>2</sup> Availability of call-to-repair times is dependent on the proximity of your site to an HPE-designated support hub, as described in the <b>"Travel zones"</b> section. For noncritical incidents (Severity 2 or 3), or at your request, HPE will work with you to schedule an agreed-upon time for the remedial action to begin, and the call-to-repair time will then start at that time. Incident severity levels are defined in the <b>"General provisions"</b> section.	Once a software case is logged, an HPE Solution Center engineer will respond to the case within two hours during the coverage window.

<sup>1</sup> On-site response time for hardware issues begins when the initial case has been received and acknowledged by HPE. The on-site response time ends when the HPE authorized representative arrives at your site, or when the reported event is closed with the explanation that HPE has determined that no on-site intervention is required.

<sup>2</sup> Call-to-repair time for hardware issues begins when the initial case has been received and acknowledged by HPE or at the start time for work scheduled in agreement with you, as specified in the **"Hardware call-to-repair"** section. Call-to-repair time ends with HPE's determination that the hardware is repaired, or when the incident is closed with the explanation that HPE has determined that no on-site intervention is required. For HPE ConvergedSystem, call-to-repair time begins when the initial case has been received and acknowledged by HPE as a hardware problem.

**Travel zones**

All hardware on-site response times apply only to sites located within 100 miles (160 km) of an HPE designated support hub. Travel to sites located within 200 miles (320 km) of an HPE designated support hub is provided at no additional charge. If the site is located more than 200 miles (320 km) from the HPE designated support hub, there will be an additional travel charge.

Travel zones and charges, if applicable, may vary in some geographic locations.

Response times to sites located more than 100 miles (160 km) from an HPE designated support hub will have modified response times for extended travel, as shown in the following table.

**Travel zone table**

Distance from HPE-designated support hub	4-hour hardware on-site response time	Next-day hardware on-site response time
0–50 miles (0–80 km)	4 hours	Next coverage day
51–100 miles (81–160 km)	4 hours	Next coverage day
101–200 miles (161–320 km)	8 hours	1 additional coverage day
201–300 miles (321–480 km)	Established at time of order and subject to availability	2 additional coverage days
More than 300 miles (480+ km)	Established at time of order and subject to availability	Established at time of order and subject to availability



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A call-to-repair time commitment is available for sites located within 50 miles (80 km) of an HPE designated support hub.

For sites that are located within 51 to 100 miles (81 to 160 km) of an HPE designated support hub, an adjusted hardware call-to-repair time commitment applies, as shown in the following table.

The hardware call-to-repair time commitment is not available for sites located more than 100 miles (160 km) from an HPE designated support hub.

**CTR travel zones**

Distance from HPE-designated support hub	6-hour hardware call-to-repair time
0–50 miles (0–80 km)	6 hours
51–100 miles (81–160 km)	8 hours
More than 100 miles (160+ km)	Not available

**General provisions**

HPE will acknowledge a case by logging a case, communicating the case ID to the Customer, and confirming the Customer’s incident severity and time requirements for commencement of remedial action.

Hardware support on-site response time and call-to-repair time commitment, as well as software support remote response time, may differ depending on incident severity. The Customer determines the incident severity level.

**Incident severity levels are defined as follows:**

- Severity 1—Critical or Severe Business Impact: for example, production environment down; production system or production application down/at severe risk; data corruption/loss or risk; business severely affected; safety and security issues
- Severity 2—Limited Business Impact or Business Risk: for example, Critical Nonproduction environment or system issue; production environment available but some functions limited or degraded; severely restricted use
- Severity 3—No Business Impact: for example, nonproduction system (e.g., test system) or noncritical issue; work around in place, installations



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## Specifications

Table 1. Service features

Feature	Delivery specifications
<b>Hardware support</b>	
<b>Remote problem diagnosis and support</b>	<p>Once the Customer has placed and HPE has acknowledged the receipt of a case as described in the <b>"General provisions"</b> section, HPE will work during the coverage window to isolate the hardware incident and to remotely troubleshoot, remedy, and resolve the incident with the Customer. Prior to any on-site assistance, HPE may initiate and perform remote diagnostics using electronic remote support solution to access covered products, or HPE may use other means available to facilitate remote incident resolution.</p> <p>HPE will provide telephone assistance during the service coverage window for installation of Customer-installable firmware or parts classified by HPE as Customer Self Repair parts (CSR).</p>
<b>On-site hardware support</b>	<p>For hardware incidents that cannot, in HPE's judgment, be resolved remotely, an HPE authorized representative will provide on-site technical support on covered hardware products to return them to operating condition. Once an HPE authorized representative arrives at your site, the representative will continue to deliver the service, either on-site or remotely, at the discretion of HPE, until the products are repaired. Work may be temporarily suspended if parts or additional resources are required, but work will resume when they become available.</p> <p>Repair is considered complete upon HPE verification that the hardware malfunction has been corrected or that the hardware has been replaced.</p> <p>In addition, at the time of on-site technical support delivery, HPE may:</p> <ul style="list-style-type: none"> <li>• Install available engineering improvements for covered hardware products to help you ensure proper operation of the hardware products and maintain compatibility with HPE-supplied hardware replacement parts</li> <li>• Install available firmware updates defined by HPE as noncustomer installable for covered hardware products, that, in the opinion of HPE, are required to return the covered product to operating condition or to maintain supportability by HPE</li> </ul> <p>At your request, HPE will install during coverage hours critical firmware updates defined by HPE as noncustomer installable for covered hardware products. Critical firmware updates are firmware updates recommended by the HPE product division for immediate installation.</p>
<b>Replacement parts and materials</b>	<p>HPE will provide HPE-supported replacement parts and materials necessary to maintain the covered hardware product in operating condition, including parts and materials for available engineering improvements required by HPE to assure supportability of the product.</p>
<b>Firmware updates for selected products</b>	<p>As part of this service, you will have the right to download, install, and use firmware updates for hardware products covered by this service, subject to all applicable license restrictions in HPE's current standard sales terms.</p> <p>For Customers with licenses to firmware-based software products (features implemented in firmware activated by the purchase of a separate software license product), you must also have, if available, active HPE Foundation Care support coverage or an active HPE Software Support agreement on the firmware-based software products to receive, download, install, and use related firmware updates.</p> <p>HPE will provide, install, or assist you with installation of firmware updates as previously described in this document only if you have the license to use the related software updates for each system, socket, processor, processor core, or end-user software license as allowed by the original HPE or original manufacturer software license terms.</p>
<b>Basic Software Support and Collaborative Call Management for non-HPE software on eligible HPE hardware products</b>	<p>Basic Software Support provides 24 hours per day, 7 days per week phone support for selected independent software vendor (ISV) software that resides on hardware covered by HPE Foundation Care. For Basic Software Support, HPE will investigate and attempt to resolve problems by asking you to apply fixes that have been made available or known to HPE. In some cases, support may be limited to communication of a known fix available through the installation of a software update or patch, and you will be directed to available sources for the applicable updates or patches because access to the known fix requires additional service contracts with the respective software vendor. If the case is still not resolved, then Collaborative Call Management can be initiated at your request.</p> <p>If HPE determines that a problem is caused by a selected ISV product and the problem is not resolved by you applying known available fixes, HPE will, at your request, initiate Collaborative Call Management with the ISV. Collaborative Call Management can be provided only in cases where you have appropriate active support agreements in place with selected ISVs and you have taken the steps necessary to ensure that HPE can submit cases on your behalf for the limited purpose of placing a support case with the vendor. HPE will engage the ISV and provide information about your issue, as obtained during the Basic Software Support service case. Once the case has transitioned to the ISV, it is then the responsibility of the ISV to resolve your issue, which will be subject to the support levels of the agreement between you and that ISV. Once the ISV is engaged, HPE will close the HPE case, but you or ISV can resume the service issue with HPE if needed by referencing the original case identification number.</p> <p>Basic Software Support and Collaborative Call Management apply only to select ISV software when that software is not under HPE support. When ISV software is covered by HPE Software Support, support is provided as described in the <b>"Software support"</b> section of this table. Note: For a list of the non-HPE software products eligible for Basic Software Support and Collaborative Call Management, please refer to <a href="https://hpe.com/services/collaborativesupport">hpe.com/services/collaborativesupport</a></p>



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**Table 1.** Service features (continued)

<b>Feature</b>	<b>Delivery specifications</b>
<b>Periodic maintenance</b>	<p>For more information on eligible products that will receive periodic maintenance services as part of this service, please contact your HPE sales representative.</p> <p>If periodic maintenance is included, an HPE authorized representative will contact you, to arrange for the periodic maintenance to be performed at a mutually agreed-upon time, during local HPE standard business hours excluding HPE holidays, and within the required scheduled interval as defined in the product maintenance schedule, unless otherwise agreed by HPE in writing. Any services provided outside of HPE standard business hours may be subject to additional charges.</p> <p>HPE will plan the necessary periodic maintenance activities, and identify and communicate any prerequisites to you when contacting you to schedule the service. You must provide access to the product, ensure that the prerequisites have been met, and supply any consumables such as filters and chemicals required at the time of product maintenance.</p>
<b>Software support</b>	
<b>Access to technical resources</b>	<p>You can access HPE technical resources via telephone, electronic communication, or fax (where locally available) for assistance in resolving software implementation or operations problems.</p>
<b>License to use software updates</b>	<p>You receive the license to use software updates to HPE or HPE-supported third-party software for each system, socket, processor, processor core, or end-user software license covered by this service, as allowed by the original HPE or original manufacturer software license terms, provided you have rightfully acquired the original software license.</p> <p>The license terms shall be as described in the HPE software licensing terms corresponding to your prerequisite underlying software license, or in accordance with the current licensing terms of the third-party software manufacturer, if applicable, including any additional software licensing terms that may accompany or otherwise be made available for such software updates provided under this service.</p> <p>Distribution of certain third-party software updates, license agreements, and license keys may be made directly from the third-party vendor to you, as applicable.</p>
<b>Software support</b>	<p>HPE provides corrective support to resolve identifiable and Customer-reproducible software product problems, support to help you identify problems that are difficult to reproduce, and assistance in troubleshooting problems and determining configuration parameters for supported configurations.</p> <p>Once a software case is logged, an HPE Solution Center engineer will respond to the case within two hours. Cases received and answered outside the service coverage window will be logged the next day for which you have a service coverage window (may vary by geographic location).</p>
<b>Installation advisory support</b>	<p>Limited advisory support is provided and is restricted to basic advisory assistance if you encounter difficulties while performing a software product installation or advice on proper installation methods and updating of standalone applications. The scope of such advisory support is at HPE's discretion.</p> <p>Exclusions to this advisory support include, but are not limited to, the following: any downloading of complete software packages or walking you through an installation from start to finish. These services are available for an additional charge and can be purchased separately from HPE.</p>
<b>Software features and operational support</b>	<p>HPE provides information, as commercially available, on current product features, known problems and available solutions, and operational advice and assistance.</p>
<b>Software product and documentation updates</b>	<p>As HPE releases updates to HPE software, the latest revisions of the software and reference manuals are made available to you. For selected third-party software, HPE will provide software updates as such updates are made available from the third party, or HPE may provide instructions on how you can obtain any software updates directly from the third party. A license key or access code, or instructions for obtaining a license key or access code, will also be provided to you when required to download, install, or run the latest software revision.</p> <p>For most HPE software and selected HPE-supported third-party software, updates will be made available through the Software Updates and Licensing portal via the HPE Support Center. The Software Updates and Licensing portal provides you with electronic access to receive and proactively manage software product and documentation updates.</p> <p>For other HPE-supported third-party software, you may be required to download updates directly from the vendor's website.</p> <p>When this service is provided for a solution that is composed of multiple HPE and/or third-party products, software support will be offered only on updates that are made available for the solution by HPE.</p>



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**Table 1.** Service features (continued)

Feature	Delivery specifications
<b>Other features</b>	
<b>Access to electronic support information and services</b>	<p>As part of this service, HPE provides you with access to certain commercially available electronic and web-based tools. You have access to:</p> <ul style="list-style-type: none"> <li>• Certain capabilities made available to registered users with linked entitlements, such as downloading selected HPE software patches, subscribing to hardware-related proactive service notifications, and participating in support forums for solving problems and sharing best practices with other registered users.</li> <li>• Expanded web-based searches of technical support documents to facilitate faster problem solving and certain HPE proprietary service diagnostic tools with password access.</li> <li>• A web-based tool for submitting questions directly to HPE; the tool helps to resolve problems quickly with a prequalification process that routes the case to the resource qualified to answer the question; it also allows the status of each case submitted to be viewed, including cases submitted by telephone.</li> <li>• HPE and third-party hosted knowledge databases for certain third-party products, where you can search for and retrieve product information, find answers to support questions, participate in support forums, and download software updates; this service may be limited by third-party access restrictions.</li> <li>• The Software Updates and Licensing portal, which provides you with electronic access to receive, proactively manage, and plan for software product updates; access to the portal is through the HPE Support Center.</li> </ul>
<b>Escalation management</b>	<p>HPE has established formal escalation procedures to facilitate the resolution of complex incidents. Local HPE management coordinates incident escalation, enlisting the skills of appropriate HPE resources to assist you with problem solving. For selected third-party software products for which HPE is providing software support and update services, HPE will follow the agreed-upon escalation processes established between HPE and the third-party vendor to assist with case resolution.</p>
<b>HPE electronic remote support solution</b>	<p>For eligible products, the HPE electronic remote support solution provides robust troubleshooting and repair capabilities. It can include remote system access solutions and may offer a convenient central point of administration and an enterprise view of open incidents and history. An HPE support specialist will only use the remote system access with your authorization. The remote system access may enable the HPE support specialist to provide more efficient troubleshooting and faster case resolution.</p>

**Specifications (Optional)**

**Table 2.** Optional service features

Feature	Delivery specifications
<b>Defective media retention</b>	<p>For eligible products, the defective media retention (DMR) service feature option allows you to retain defective hard disk or eligible SSD/Flash drive components that you do not want to relinquish due to sensitive data contained within the disk ("Disk or SSD/Flash Drive") covered under this service. All Disk or eligible SSD/Flash Drives on a covered system must participate in the defective media retention.</p>
<b>Comprehensive defective material retention</b>	<p>In addition to defective media retention, the comprehensive defective material retention service feature option allows you to retain additional components that have been designated by HPE as having data retentive capabilities, such as memory modules. All eligible data retentive components on a covered system must participate in the comprehensive defective material retention. The components that can be retained under this service feature are outlined in the document located at <a href="http://hpe.com/services/cdmr">hpe.com/services/cdmr</a>.</p>
<b>Optional features available only with HPE Contractual Services</b>	
<b>Preventive maintenance</b>	<p>An HPE authorized representative will visit your site at regularly scheduled intervals. You shall case HPE to request and schedule a preventive maintenance visit at the agreed-upon intervals. Availability and deliverables may vary by region. Preventive maintenance services will be delivered between 8:00 a.m. and 5:00 p.m. local time, Monday through Friday excluding HPE holidays, regardless of the selected coverage window.</p>



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**Coverage**

For **HPE ProLiant servers** and storage systems, the service on the main product covers HPE-branded hardware options not designated by HPE as requiring separate coverage, that are qualified for the server, are purchased at the same time or afterward, and are internal to the enclosure, as well as HPE-supported and -supplied tower UPS products. These items will be covered at the same service level as the main product.

For **HPE BladeSystem** enclosures, this service covers the enclosure, power supplies, fans, enclosure devices, and options not designated by HPE as requiring separate coverage.

For **HPE Moonshot systems**, this service covers the chassis, power supplies, fans, chassis devices, and servers not designated by HPE as requiring separate coverage.

For HPE ProLiant servers, storage, or HPE BladeSystem enclosures installed within a rack, the service also covers all HPE qualified rack options not designated by HPE as requiring separate coverage. Coverage includes HPE-supported and -supplied UPS products not exceeding 12 kVA, KVM switch, console, and PDU installed within the same rack. The UPS battery is covered separately under its own warranty terms and conditions, limited to the term of the applicable warranty period. For a complete list of the HPE ProLiant and HPE BladeSystem options and Moonshot servers that require separate service coverage, please visit [h20195.www2.hp.com/v2/getdocument.aspx?docname=4AA4-6535ENW](https://h20195.www2.hp.com/v2/getdocument.aspx?docname=4AA4-6535ENW).

For HPE networking systems, the service on the main product covers HPE-branded hardware options not designated by HPE as requiring separate coverage, that are qualified for the system, are purchased at the same time or afterward, and are internal to the system (for example, connectivity modules, transceivers, and internal power supplies).

Supplies and consumable parts including, but not limited to removable media, maintenance kits and other supplies, as well as user maintenance are not supported and will not be provided as part of this service; standard warranty terms and conditions apply to supplies and consumable parts. The repair or replacement of any supplies or consumables is the responsibility of the Customer. Some exceptions may apply; contact HPE for more information. If a consumable part is eligible for coverage, as determined by HPE, call-to-repair time commitments and on-site response times do not apply to repair or replacement of the covered consumable part.

Notwithstanding anything to the contrary in this document or HPE's current standard sales terms, HPE will, for select enterprise storage arrays and enterprise tape products, cover and replace defective or depleted batteries that are critical to the proper operation of the covered product.

Maximum supported lifetime/maximum usage: Parts and components that have reached their maximum supported lifetime and/or the maximum usage limit as set forth in the manufacturer's operating manual, product QuickSpecs, or the technical product data sheet will not be provided, repaired, or replaced as part of this service.

**Prerequisites, Customer responsibilities, and service limitations**

**Hardware on-site support**

An on-site response time will not apply if the service can be delivered using remote diagnosis, remote support, or other service delivery methods described herein.

For technical hardware issues that cannot, in HPE's judgment, be resolved remotely, an HPE authorized representative will provide on-site technical support on covered hardware products to return them to operating condition. For certain products, HPE may, at its sole discretion, elect to replace such products in lieu of repairing them. Replacement products are new or functionally equivalent to new in performance. Replaced products become the property of HPE.

In cases where CSR parts or replacement products are shipped to resolve a case, the Customer is responsible for returning the defective part or product within a time period designated by HPE. In the event that HPE does not receive the defective part or product within the designated time period or if the part or product is degaussed or otherwise physically damaged upon receipt, the Customer will be required to pay the HPE list price for the defective part or product, as determined by HPE.

If you agree to the recommended CSR and a CSR part is provided to return the system to operating condition, the on-site service level shall not apply. In such cases, it is HPE's practice to express ship to your location the CSR parts that are critical to the product's operation. For more details on the CSR process and parts, please refer to [hpe.com/info/csr](https://hpe.com/info/csr).



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For replacement parts and components that are discontinued, an upgrade path may be required. Upgrades for discontinued parts or components may in some cases result in additional charges to the Customer. HPE will work with the Customer to recommend a replacement. Not all components will have available replacements in all countries due to local support capabilities.

The Customer is responsible for installing, in a timely manner, critical Customer-installable firmware updates, as well as CSR parts and replacement products delivered to the Customer.

The Customer agrees to pay additional charges if the Customer requests that HPE install Customer-installable firmware or software updates or patches. Any additional charges to the Customer will be on a time and materials basis, unless otherwise previously agreed to in writing by HPE and the Customer.

The Customer is responsible for the security of the Customer's proprietary and confidential information. The Customer is responsible for properly sanitizing or removing data from products that may be replaced and returned to HPE as part of the repair process to ensure the safeguarding of the Customer's data. For more information on Customer responsibilities, including those outlined in the HPE Media Sanitization Policy and Media Handling Policy for Healthcare Customers, go to [hpe.com/mediahandling](https://hpe.com/mediahandling).

**Hardware call-to-repair**

For hardware call-to-repair time commitments, HPE requires that you install and operate the appropriate HPE remote support solution, with a secure connection to HPE, in order to enable the delivery of the service. Please contact a local HPE representative for further details on requirements, specifications, and exclusions. If you do not deploy the appropriate HPE remote support solution, HPE may not be able to provide the service as defined and is not obligated to do so. Additional charges will be applied for on-site installation of noncustomer-installable firmware if you do not deploy the appropriate HPE remote support solution in cases where recommended and available. Installation of Customer-installable firmware is your responsibility.

HPE, at its sole discretion, may require an audit on the covered products. If such an audit is required, an HPE authorized representative will contact you, and you will agree to arrange for an audit to be performed within the initial 30-day time frame. At the sole discretion of HPE, the audit may be performed on-site, via remote system access, via remote audit tools, or over the phone. If an audit is required by HPE, it will take 30 days from the time this service is purchased to set up and perform the audits and processes that must be completed before the hardware call-to-repair time commitment can be put into effect. The hardware call-to-repair time commitment will not take effect until five (5) business days after the audit has been completed. Until such time, service for the covered hardware will be delivered at a 4-hour on-site response time service level.

In addition, HPE reserves the right to downgrade service to an on-site response time or cancel the service contract if critical audit suggestions are not followed or the audit is not performed within the specified time frame, unless the delay is caused by HPE.

The hardware repair time may vary for specific products.

HPE reserves the right to modify the call-to-repair time commitment as it applies to your specific product configuration, location, and environment. This is established at the time of the support agreement order and is subject to resource availability.

The hardware call-to-repair time commitment is subject to you providing immediate and unrestricted access to the system, as requested by HPE. The call-to-repair time commitment does not apply when system access, including physical, remote troubleshooting, and hardware diagnostic assessments, is delayed or denied. If you request scheduled service, the call-to-repair time period begins at the agreed-upon scheduled time.

A hardware call-to-repair time commitment does not apply to software products or when you choose to have HPE prolong diagnosis rather than execute recommended recovery procedures.

The hardware call-to-repair time commitments and on-site response times do not apply to the repair or replacement of defective or depleted batteries for selected enterprise storage arrays and enterprise tape products.

The following activities or situations will suspend the hardware call-to-repair time calculation (if applicable) until they are completed or resolved:

- Any Customer or third-party action or inaction impacting the repair process
- Any automated or manual recovery processes triggered by a hardware malfunction, such as disk mechanism rebuild, sparing procedures, or data integrity protection measures
- Any other activities not specific to the hardware repair but which are required to verify that the hardware malfunction has been corrected, such as rebooting the operating system



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## Collaborative Call Management for non-HPE software

In order for HPE to provide Collaborative Call Management, you must have an active support agreement with the software vendor that includes the required service level and features that allow you to place cases and receive support from the vendor. If the vendor requires it, you will take any steps necessary to ensure that HPE can submit cases on your behalf. In addition, you must provide HPE with the appropriate information needed for HPE to initiate a service case with the software vendor on behalf of you. Without these steps, HPE will not be able to transfer cases to the vendor and assumes no responsibility for failure to do so. HPE's obligations are limited to the placement of support cases only. Purchase of Collaborative Call Management does not assign the support agreement between you and vendor to HPE. You remain responsible for the performance of its obligations under such agreements, which include payment of all applicable fees, including any fees that may apply as a result of logging cases with the vendor. HPE is not liable for the performance or nonperformance of third-party vendors, their products, or their support services.

**Defective media retention and comprehensive defective material retention:** The defective media retention and comprehensive defective material retention service feature options apply only to eligible data retentive components replaced by HPE due to malfunction. They do not apply to any exchange of data retentive components that have not failed.

Data retentive components that are specified by HPE as consumable parts and/or have reached the maximum supported lifetime and/or the maximum usage limit as set forth in the manufacturer's operating manual, the product QuickSpecs, or the technical data sheet are not covered by this service.

Defective media retention service and comprehensive defective material retention service coverage for options designated by HPE as requiring separate coverage, if available, must be configured and purchased separately.

Failure rates on these components are constantly monitored, and HPE reserves the right to cancel this service with 30 days' notice if HPE reasonably believes that you are overusing the defective media retention or comprehensive defective material retention service feature option (such as when replacement of defective data retentive components materially exceeds the standard failure rates for the system involved).

If you choose to retain repair parts covered under the defective media retention and/or comprehensive defective material retention service feature options, it is your responsibility to:

- Retain covered data retentive components that are replaced during support delivery by HPE
- Ensure that any Customer sensitive data on the retained component is destroyed or remains secure
- Have an authorized representative present to retain the defective data retentive component, accept the replacement component, provide HPE with identification information such as the serial number for each component retained hereunder, and, upon HPE request, execute a document provided by HPE acknowledging the retention of the data retentive component
- Destroy the retained data retentive component and/or ensure that it is not put into use again
- Dispose of all retained data retentive components in compliance with applicable environmental laws and regulations

For data retentive components supplied by HPE to you as loaned, rented, or leased products, you will promptly return the replacement components at the expiration or termination of support with HPE. You will be solely responsible for removing all sensitive data before returning any such loaned, rented, or leased components or products to HPE, and HPE shall not be responsible for maintaining the confidentiality or privacy of any sensitive data that remains on such components.

## Software support

Software updates are not available for all software products. For some products, software updates include only minor improved features. New software versions must be purchased separately.

When Software support is purchased, it must be for the same service coverage (or higher) as the base product and for each system, processor, processor core, or end user in the Customer's environment that will require support.



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The Customer will:

- Take responsibility for registering to use the HPE or third-party vendor's electronic facility in order to access knowledge databases or to obtain product information. HPE will provide registration information to the Customer, as required; additionally, for certain products, the Customer may be required to accept vendor-specific terms for use of the electronic facility.
- Retain, and provide to HPE upon request, all original software licenses, license agreements, license keys, and subscription service registration information.
- Take responsibility for acting upon software product updates and obsolescence notifications received from the HPE Support Center.
- Use all software products in accordance with current HPE software licensing terms corresponding to the Customer's prerequisite underlying software license, or in accordance with the current licensing terms of the third-party software manufacturer, if applicable, including any additional software licensing terms that may accompany or made available for such software updates provided under this service.

**General provisions and exclusions**

The Customer acknowledges and agrees that HPE may use resources outside the country of purchase for delivery of these services unless otherwise specified as part of a service feature description.

At the discretion of HPE, service will be provided using a combination of remote diagnosis and support, services delivered on-site, and other service delivery methods. Other service delivery methods may include the delivery via a courier of Customer-replaceable parts such as certain hard disk drives, and other parts classified by HPE as CSR parts, or an entire replacement product. HPE will determine the appropriate delivery method required to provide effective and timely Customer support and meet the call-to-repair time commitment, if applicable.

You must have rightfully acquired the license for any underlying firmware that will be covered under these services.

To be eligible to purchase this service, you must be properly licensed to use a currently supported revision of the software at the time the support agreement coverage begins; otherwise, additional charges may be applied to bring you into service eligibility.

If you do not act upon your specified Customer responsibilities, at HPE's discretion, HPE or the HPE authorized service provider will (i) not be obligated to deliver the services as described, or (ii) perform such service at your expense at the prevailing time and material rates.

HPE retains the right to determine the final resolution of all incidents.

Activities such as, but not limited to, the following are excluded from this service:

- Services required due to your failure to incorporate any system fix, repair, patch, or modification provided to you by HPE
- Services that, in the opinion of HPE, are required due to unauthorized attempts by non-HPE personnel to install, repair, maintain, or modify hardware, firmware, or software
- Operational testing of applications, or additional tests requested or required by you
- Services that, in the opinion of HPE, are required due to improper treatment or use of the products or equipment
- Services required due to failure of you to take avoidance action previously advised by HPE
- Backup and recovery of the operating system, other software, and data
- Installation of any Customer-installable firmware and/or software updates
- Troubleshooting for interconnectivity or compatibility problems
- Support for network-related problems

HPE may utilize authorized service delivery partners in certain countries where HPE does not have a direct, local presence. Any specified on-site response times or provision of CSR parts is subject to local parts availability at the country level.

Coverage for eligible multivendor systems is limited to all standard vendor-supplied internal components.



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## Customer responsibilities

If required by HPE, the Customer or HPE authorized representative must activate the hardware product to be supported within 10 days of purchase of this service, using the registration instructions within the documentation provided by HPE, or as otherwise directed by HPE. In the event that a covered product changes location, activation and registration (or proper adjustment to existing HPE registration) is to occur within 10 days of the change.

The Customer is responsible for removing devices that are blocked from physical access and ensuring any covered devices are directly accessible without the use of additional tools or equipment and do not expose the HPE authorized representative to a potential health or safety hazard in order to perform the services. The Customer must ensure the covered device(s) are fully and freely accessible to the HPE authorized representative without any hindrance whatsoever prior to the delivery of the service.

Remote Support: Upon HPE request, you will be required to support HPE's remote case resolution efforts. You will:

- Start self-tests and install and run other diagnostic tools and programs
- Install Customer-installable software and firmware updates and patches
- Run data collection "scripts" on behalf of HPE when they cannot be initiated from HPE Remote Support Technology
- Provide all information necessary for HPE to deliver timely and professional remote support and to enable HPE to determine the level of support eligibility
- Perform other reasonable activities to help HPE identify or resolve cases, as requested by HPE

## Smart Spares Box

The following terms apply only if Customer has an HPE owned and provided Smart Spares Box installed at the Customer's site. The Smart Spares Box is configured to store a remotely manageable inventory of product spare parts ("Smart Spares Box Content") in connection with the qualifying Support Services described in this data sheet.

### Customer responsibilities

1. Allow HPE to deliver and timely install (including securing permission for placement and installation at Customer sites leased from or owned by a third party) the Smart Spares Box on Customer's premises at a location mutually determined by the parties for purpose described previously
2. Allow HPE to have timely unrestricted access to the Smart Spares Box to drop off and pick up Smart Spares Box Content, inspect, maintain, repair and de-install or replace the Smart Spares Box as requested by HPE
3. To not transfer the care or custody or remove the Smart Spares Box
4. Notify HPE as soon as reasonably possible of any unauthorized use or damage to or malfunction of the Smart Spares Box, as soon as reasonably possible following discovery by Customer
5. Take reasonable care (including taking reasonable measures to prevent loss or damage) of the Smart Spares Box while installed at Customer's site
6. Upon termination or expiration of support coverage with HPE, or at HPE's sole discretion, allow HPE to remove the Smart Spares Box and Smart Spares Box Content. Customer can request removal of the Smart Spares Box by providing HPE with sixty (60) days advance notice

### Additional limitations

The Smart Spares Box is considered a Proprietary Service Tool as defined in HPE's support terms, including any Supporting Material.

The Customer expressly acknowledges that neither this provision nor the provisioning of the Smart Spares Box constitutes a sale or rental of the Smart Spares Box or the Smart Spares Box Content. **The Smart Spares Box is provided "as is," without express or implied warranty of any kind, and to the extent permitted by law, HPE disclaims all warranties.**



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## Data sheet

## Ordering information

For products containing individually sold and supported units or options, all individually sold and supported units or options must be on contract and at the same service level as the base product if that service level is available on those units or options.

When Software support is purchased, it must be for the same service coverage (or higher) as the base product and for each system, processor, processor core, or end user in the Customer's environment that will require support.

Availability of service features and service levels may vary according to local resources and may be restricted to eligible products and geographic locations.

To obtain further information or to order HPE Foundation Care Service, contact a local HPE sales representative and reference the following product numbers (x denotes the service length in years; options are 3, 4, or 5 years, or "C" for Contractual Services).

- HPE Foundation Care NBD SVC (H7J32Ax)
- HPE Foundation Care NBD wDMR SVC (H7J33Ax)
- HPE Foundation Care 24x7 SVC (H7J34Ax)
- HPE Foundation Care 24x7 wDMR SVC (H7J35Ax)
- HPE Foundation Care CTR SVC (H7J36Ax)
- HPE Foundation Care CTR wDMR SVC (H7J37Ax)

CDMR requires DMR and can either be selected as a configurable option within the DMR service levels, or the CDMR service level will be preconfigured with both DMR and CDMR features included.

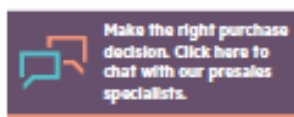
Depending on the point of purchase and the requested service-level option, other product numbers may apply. Please consult a local HPE representative or HPE reseller regarding which product number will best meet your specific needs.


## For more information

For more information on HPE Foundation Care Service or other Support Services, contact any of our worldwide sales offices or visit the following website: [hpe.com/services/support](https://hpe.com/services/support)

Learn more at

[hpe.com/us/en/services/foundation-care-services](https://hpe.com/us/en/services/foundation-care-services)



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