



The following documentation is an electronically-submitted vendor response to an advertised solicitation from the *West Virginia Purchasing Bulletin* within the Vendor Self-Service portal at ***wvOASIS.gov***. As part of the State of West Virginia's procurement process, and to maintain the transparency of the bid-opening process, this documentation submitted online is publicly posted by the West Virginia Purchasing Division at ***WVPurchasing.gov*** with any other vendor responses to this solicitation submitted to the Purchasing Division in hard copy format.

## Header @ 4

List View

**General Information** | [Contact](#) | [Default Values](#) | [Discount](#) | [Document Information](#)

Procurement Folder: 440612

SO Doc Code: CRFQ

Procurement Type: Central Contract - Fixed Amt

SO Dept: 0702

Vendor ID: VS0000015810

SO Doc ID: TAX1800000017

Legal Name: Arch Technology Solutions, LLC

Published Date: 4/6/18

Alias/DBA:

Close Date: 4/17/18

Total Bid: \$14,566.00

Close Time: 13:30

Response Date: 04/17/2018

Status: Closed

Response Time: 10:31

Solicitation Description: SMARTNET MAINTENANCE FOR CISCO SWITCHES AND

Total of Header Attachments: 4

Total of All Attachments: 4



Purchasing Division  
 2019 Washington Street East  
 Post Office Box 50130  
 Charleston, WV 25305-0130

**State of West Virginia  
 Solicitation Response**

**Proc Folder :** 440612

**Solicitation Description :** SMARTNET MAINTENANCE FOR CISCO SWITCHES AND ROUTERS

**Proc Type :** Central Contract - Fixed Amt

Date issued	Solicitation Closes	Solicitation Response	Version
	2018-04-17 13:30:00	SR 0702 ESR04171800000004742	1

VENDOR
VS0000015810 Arch Technology Solutions, LLC

**Solicitation Number:** CRFQ 0702 TAX1800000017

**Total Bid :** \$14,566.00      **Response Date:** 2018-04-17      **Response Time:** 10:31:01

**Comments:**

**FOR INFORMATION CONTACT THE BUYER**  
 Michelle L Childers  
 (304) 558-2063  
 michelle.l.childers@wv.gov

<b>Signature on File</b>	<b>FEIN #</b>	<b>DATE</b>
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All offers subject to all terms and conditions contained in this solicitation

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	SMARTNET MAINTENANCE FOR CISCO SWITCHES AND ROUTERS				\$14,566.00

Comm Code	Manufacturer	Specification	Model #
81112201			

**Extended Description :** Pricing to be completed on Exhibit A Pricing Page



Purchasing Division  
 2019 Washington Street East  
 Post Office Box 50130  
 Charleston, WV 25305-0130

State of West Virginia  
 Request for Quotation  
 21 – Info Technology

Proc Folder: 440612

Doc Description: SMARTNET MAINTENANCE FOR CISCO SWITCHES AND ROUTERS

Proc Type: Central Contract - Fixed Amt

Date Issued	Solicitation Closes	Solicitation No	Version
2018-04-06	2018-04-17 13:30:00	CRFQ 0702 TAX1800000017	1

**BID RECEIVING LOCATION**

BID CLERK  
 DEPARTMENT OF ADMINISTRATION  
 PURCHASING DIVISION  
 2019 WASHINGTON ST E  
 CHARLESTON WV 25305  
 US

**VENDOR**

Vendor Name, Address and Telephone Number:  
 Arch Technology Solutions, LLC  
 14000 Quail Springs Parkway, Suite 1200  
 Oklahoma City, OK 73134  
 1-(405)-610-2000

**FOR INFORMATION CONTACT THE BUYER**

Michelle L Childers  
 (304) 558-2063  
 michelle.l.childers@wv.gov

Signature X *J. B. Z...* FEIN # 27-2582842 DATE 4/13/2018

All offers subject to all terms and conditions contained in this solicitation

**ADDITIONAL INFORMATION:**

Request for Quotation

The West Virginia Purchasing Division is soliciting bids on behalf of the West Virginia Tax Division to establish a contract for Cisco SMARTnet, or equal for Agency owned Cisco routers, firewalls, and switches.

INVOICE TO		SHIP TO	
OPERATIONS DIVISION TAX DIVISION OF PO BOX 11748		INFORMATION TECHNOLOGY DIVISION TAX DIVISION OF 1001 LEE STREET STE M	
CHARLESTON	WV25339-1748	CHARLESTON	WV 25301
US		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	SMARTNET MAINTENANCE FOR CISCO SWITCHES AND ROUTERS				

Comm Code	Manufacturer	Specification	Model #
81112201			

**Extended Description :**

Pricing to be completed on Exhibit A Pricing Page

<b>TAX1800000017</b>	<b>Document Phase</b> Final	<b>Document Description</b> SMARTNET MAINTENANCE FOR CISCO SWITCHES AND ROUTERS	<b>Page 3</b> <b>of 3</b>
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**ADDITIONAL TERMS AND CONDITIONS**

See attached document(s) for additional Terms and Conditions

**DESIGNATED CONTACT:** Vendor appoints the individual identified in this Section as the Contract Administrator and the initial point of contact for matters relating to this Contract.

Arya Koranki Pricing Analyst  
(Name, Title)  
Arya Koranki Pricing Analyst  
(Printed Name and Title)  
14000 Quail Springs Pkwy, Oklahoma City, OK 73134  
(Address)  
1-405-610-2000  
(Phone Number) / (Fax Number)  
ajwilliam@archtechus.com  
(email address)

**CERTIFICATION AND SIGNATURE:** By signing below, or submitting documentation through wvOASIS, I certify that I have reviewed this Solicitation in its entirety; that I understand the requirements, terms and conditions, and other information contained herein; that this bid, offer or proposal constitutes an offer to the State that cannot be unilaterally withdrawn; that the product or service proposed meets the mandatory requirements contained in the Solicitation for that product or service, unless otherwise stated herein; that the Vendor accepts the terms and conditions contained in the Solicitation, unless otherwise stated herein; that I am submitting this bid, offer or proposal for review and consideration; that I am authorized by the vendor to execute and submit this bid, offer, or proposal, or any documents related thereto on vendor's behalf; that I am authorized to bind the vendor in a contractual relationship; and that to the best of my knowledge, the vendor has properly registered with any State agency that may require registration.

Arch Technology Solutions, LLC  
(Company)

Reza Koranki / Member  
(Authorized Signature) (Representative Name, Title)

Reza Koranki, Member  
(Printed Name and Title of Authorized Representative)

4/16/2018  
(Date)

1-405-610-2000 / 1-405-551-8271  
(Phone Number) (Fax Number)



**ADDENDUM ACKNOWLEDGEMENT FORM  
SOLICITATION NO.:**

**Instructions:** Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

**Acknowledgment:** I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

**Addendum Numbers Received:**

*(Check the box next to each addendum received)*

- |   |  |
|---|--|
| <input type="checkbox"/> Addendum No. 1 | <input type="checkbox"/> Addendum No. 6  |
| <input type="checkbox"/> Addendum No. 2 | <input type="checkbox"/> Addendum No. 7  |
| <input type="checkbox"/> Addendum No. 3 | <input type="checkbox"/> Addendum No. 8  |
| <input type="checkbox"/> Addendum No. 4 | <input type="checkbox"/> Addendum No. 9  |
| <input type="checkbox"/> Addendum No. 5 | <input type="checkbox"/> Addendum No. 10 |

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

Arch Technology Solutions, LLC

Company

*Steph Kovviki / Member*

Authorized Signature

4/16/2018

Date

**NOTE:** This addendum acknowledgment should be submitted with the bid to expedite document processing.

**Exhibit A - Pricing Page  
SMARTnet Service or Equal**

Item #	Part Number	Item Description	Serial Number	Alternate Part Number	Alternate Part Manufacturer and Model if bidding or equal products	Unit of Measure	Quantity	Unit Cost Year 1	Unit Cost Year 2	Extended Price
3.1.1	WS-C2960S-24PD-L	Catalyst 2960S 24 GigE PoE	FOC1624Z02H	CON-SNT-2960S2	upport; equivalent replacement for Cisco	Each	1	\$ 144.50	\$ 144.50	\$ 289.00
3.1.1	C2911-CME-SRST/K9	2911 UC Bundle	FTX1629ANTF	CON-SNT-2911CM	upport; equivalent replacement for Cisco	Each	1	\$ 226.50	\$ 226.50	\$ 453.00
3.1.1	C2911-CME-SRST/K9	2911 UC Bundle	FTX1629ANTD	CON-SNT-2911CM	upport; equivalent replacement for Cisco	Each	1	\$ 226.50	\$ 226.50	\$ 453.00
3.1.1	C2951-CME-SRST/K9	2951 UC Bundle	FTX1630AJG5	CON-SNT-2951CM	upport; equivalent replacement for Cisco	Each	1	\$ 494.50	\$ 494.50	\$ 989.00
3.1.1	C2951-CME-SRST/K9	2951 UC Bundle	FTX1630AHMQ	CON-SNT-2951CM	upport; equivalent replacement for Cisco	Each	1	\$ 494.50	\$ 494.50	\$ 989.00
3.1.1	WS-C2960S-24PS-L	Catalyst 2960S 24 GigE PoE	FOC1628Z43N	CON-SNT-2960S2	upport; equivalent replacement for Cisco	Each	1	\$ 100.50	\$ 100.50	\$ 201.00
3.1.1	WS-C2960S-24PS-L	Catalyst 2960S 24 GigE PoE	FOC1628Z3ZB	CON-SNT-2960S2	upport; equivalent replacement for Cisco	Each	1	\$ 100.50	\$ 100.50	\$ 201.00
3.1.1	WS-C2960S-24PS-L	Catalyst 2960S 24 GigE PoE	FOC1628Z439	CON-SNT-2960S2	upport; equivalent replacement for Cisco	Each	1	\$ 100.50	\$ 100.50	\$ 201.00
3.1.1	WS-C2960S-24PS-L	Catalyst 2960S 24 GigE PoE	FOC1628Z451	CON-SNT-2960S2	upport; equivalent replacement for Cisco	Each	1	\$ 100.50	\$ 100.50	\$ 201.00
3.1.1	WS-C2960S-24PS-L	Catalyst 2960S 24 GigE PoE	FOC1628Z3Z7	CON-SNT-2960S2	upport; equivalent replacement for Cisco	Each	1	\$ 100.50	\$ 100.50	\$ 201.00
3.1.1	C2911-CME-SRST/K9	2911 UC Bundle	FTX1629ANU0	CON-SNT-2911CM	upport; equivalent replacement for Cisco	Each	1	\$ 226.50	\$ 226.50	\$ 453.00
3.1.1	C2911-CME-SRST/K9	2911 UC Bundle	FTX1629ANU1	CON-SNT-2911CM	upport; equivalent replacement for Cisco	Each	1	\$ 226.50	\$ 226.50	\$ 453.00
3.1.1	C2911-CME-SRST/K9	2911 UC Bundle	FTX1629ANU6	CON-SNT-2911CM	upport; equivalent replacement for Cisco	Each	1	\$ 226.50	\$ 226.50	\$ 453.00
3.1.1	C2911-CME-SRST/K9	2911 UC Bundle	FTX1629ANU4	CON-SNT-2911CM	upport; equivalent replacement for Cisco	Each	1	\$ 226.50	\$ 226.50	\$ 453.00
3.1.1	C2911-CME-SRST/K9	2911 UC Bundle	FTX1629ANU8	CON-SNT-2911CM	upport; equivalent replacement for Cisco	Each	1	\$ 226.50	\$ 226.50	\$ 453.00
3.1.1	WS-C2960S-48FPS-L	Catalyst 2960S 48 GigE PoE	FOC1646W1TN	CON-SNT-2960S4	upport; equivalent replacement for Cisco	Each	1	\$ 198.00	\$ 198.00	\$ 396.00
3.1.1	WS-C2960S-48FPS-L	Catalyst 2960S 48 GigE PoE	FOC1630Z34C	CON-SNT-2960S4	upport; equivalent replacement for Cisco	Each	1	\$ 198.00	\$ 198.00	\$ 396.00
3.1.1	WS-C2960S-48FPS-L	Catalyst 2960S 48 GigE PoE	FOC1627W4AG	CON-SNT-2960S4	upport; equivalent replacement for Cisco	Each	1	\$ 198.00	\$ 198.00	\$ 396.00
3.1.1	WS-C2960S-48FPS-L	Catalyst 2960S 48 GigE PoE	FOC1627W4AB	CON-SNT-2960S4	upport; equivalent replacement for Cisco	Each	1	\$ 198.00	\$ 198.00	\$ 396.00
3.1.1	WS-C2960S-48FPS-L	Catalyst 2960S 48 GigE PoE	FOC1627W4M7	CON-SNT-2960S4	upport; equivalent replacement for Cisco	Each	1	\$ 198.00	\$ 198.00	\$ 396.00
3.1.1	WS-C2960S-48FPS-L	Catalyst 2960S 48 GigE PoE	FOC1627W4B6	CON-SNT-2960S4	upport; equivalent replacement for Cisco	Each	1	\$ 198.00	\$ 198.00	\$ 396.00
3.1.1	WS-C2960S-48FPS-L	Catalyst 2960S 48 GigE PoE	FOC1627W4AT	CON-SNT-2960S4	upport; equivalent replacement for Cisco	Each	1	\$ 198.00	\$ 198.00	\$ 396.00
3.1.1	WS-C2960S-48FPS-L	Catalyst 2960S 48 GigE PoE	FOC1627W4AZ	CON-SNT-2960S4	upport; equivalent replacement for Cisco	Each	1	\$ 198.00	\$ 198.00	\$ 396.00
3.1.1	C2951-CME-SRST/K9	2951 UC Bundle	FTX1630AHMS	CON-SNT-2951CM	upport; equivalent replacement for Cisco	Each	1	\$ 494.50	\$ 494.50	\$ 989.00
3.1.1	WS-C2960S-24PS-L	Catalyst 2960S 24 GigE PoE	FOC1628Z437	CON-SNT-2960S2	upport; equivalent replacement for Cisco	Each	1	\$ 100.50	\$ 100.50	\$ 201.00
3.1.1	WS-C2960S-24PS-L	Catalyst 2960S 24 GigE PoE	FOC1628Z44U	CON-SNT-2960S2	upport; equivalent replacement for Cisco	Each	1	\$ 100.50	\$ 100.50	\$ 201.00
3.1.1	WS-C2960S-48FPS-L	Catalyst 2960S 48 GigE PoE	FOC1627W475	CON-SNT-2960S4	upport; equivalent replacement for Cisco	Each	1	\$ 198.00	\$ 198.00	\$ 396.00
3.1.1	WS-C2960S-48FPS-L	Catalyst 2960S 48 GigE PoE	FOC1627W4AJ	CON-SNT-2960S4	upport; equivalent replacement for Cisco	Each	1	\$ 198.00	\$ 198.00	\$ 396.00
3.1.1	WS-C2960S-48FPS-L	Catalyst 2960S 48 GigE PoE	FOC1627W4N7	CON-SNT-2960S4	upport; equivalent replacement for Cisco	Each	1	\$ 198.00	\$ 198.00	\$ 396.00
3.1.1	WS-C2960S-48FPS-L	Catalyst 2960S 48 GigE PoE	FOC1627W4NH	CON-SNT-2960S4	upport; equivalent replacement for Cisco	Each	1	\$ 198.00	\$ 198.00	\$ 396.00
3.1.1	WS-C2960S-48FPS-L	Catalyst 2960S 48 GigE PoE	FOC1627W4L5	CON-SNT-2960S4	upport; equivalent replacement for Cisco	Each	1	\$ 198.00	\$ 198.00	\$ 396.00
3.1.1	WS-C2960S-48FPS-L	Catalyst 2960S 48 GigE PoE	FOC1627W4B0	CON-SNT-2960S4	upport; equivalent replacement for Cisco	Each	1	\$ 198.00	\$ 198.00	\$ 396.00
3.1.1	WS-C2960S-48FPS-L	Catalyst 2960S 48 GigE PoE	FOC1627W4M4	CON-SNT-2960S4	upport; equivalent replacement for Cisco	Each	1	\$ 198.00	\$ 198.00	\$ 396.00
3.1.1	WS-C2960S-48FPS-L	Catalyst 2960S 48 GigE PoE	FOC1627W47A	CON-SNT-2960S4	upport; equivalent replacement for Cisco	Each	1	\$ 198.00	\$ 198.00	\$ 396.00
3.1.1	WS-C2960S-48FPS-L	Catalyst 2960S 48 GigE PoE	FOC1627W473	CON-SNT-2960S4	upport; equivalent replacement for Cisco	Each	1	\$ 198.00	\$ 198.00	\$ 396.00

Extended Total by Year **\$ - \$ -**

**Total Bid Amount (Year 1 + Year2)**

**\$ 14,566.00**



**ARCH Cisco® SUPPORT OFFERING BREAKDOWNS:**

For Cisco® support contracts, the “Service SKU Column” on your Arch Quotation shall refer to one of the SKU's listed at the end of each SKU Identifier Description listed below. Arch cannot provide additional services beyond the below descriptions to the customer without written confirmation from Arch that such services will be supplied. Additional services are subject to charge.

**Arch SKU Identifier : E-CON-SNT**

Brief: Equivalent replacement for Cisco® E-CON-SNT-????

- 8x5xNBD Maintenance Support Contract

Phone Support:

Phone support provided eight (8) hours per, five (5) days per week (M-F) with the purpose of providing technical support for faulty equipment under a maintenance support contract with Arch. Phone support includes Tier 1 (basic) through Tier 3 (advanced) Technical Support with the option to escalate to the OEM where available (which means on devices prior to Cisco End-Of-Service Date) on a device with a valid Cisco® license and in compliance with the Cisco® Software License Agreement. Equipment is identified by serial numbers and the customer is identified by contract ID. In the event the device is not licensed to the client, escalation to the OEM is best effort and does not affect Arch's support deliverables negatively.

Cisco® IOS Software Support:

Facilitation with the OEM for Cisco® IOS updates within the existing customer feature set for the purpose of problem resolution on a device with a valid Cisco® license and in compliance with the Cisco® Software License Agreement.

Resources:

Cisco.com access and assistance is provided under this support at the “Registered Level”. Additional access to the “Contract Level” for qualifying contracts.

Advance Replacement Hardware:

Replacement hardware is delivered on a Next Business Day (NBD) basis once deemed failed, as long as the replacement is deemed necessary by 4PM client time.

E-CON-SNT services are provided year round except for Arch observed Holidays.

**Arch SKU Identifier : E-CON-SNTE**

Brief: Equivalent replacement for Cisco® E-CON-SNTE-????

- 8x5x4 Maintenance Support Contract

Phone Support:

Phone support provided eight (8) hours per, five (5) days per week (M-F) with the purpose of providing technical support for faulty equipment under a maintenance support contract with Arch. Phone support includes Tier 1 (basic) through Tier 3 (advanced) Technical Support with the option to escalate to the OEM where available (which means on devices prior to Cisco End-Of-Service Date) on a device with a valid Cisco® license and in compliance with the Cisco® Software License Agreement. Equipment is identified by serial numbers and the customer is identified by contract ID. In the event the device is not licensed to the client, escalation to the OEM is best effort and does not affect Arch's support deliverables negatively.

Cisco® IOS Software Support:

Facilitation with the OEM for Cisco® IOS updates within the existing customer feature set for the purpose of problem resolution on a device with a valid Cisco® license and in compliance with the Cisco® Software License Agreement.

Resources:

Cisco.com access and assistance is provided under this support at the “Registered Level”. Additional access to the “Contract Level” for qualifying contracts.

Advance Replacement Hardware:



Replacement hardware is delivered on a four hour (4) basis once deemed failed. To occur during the maintenance contract customer support hours.

E-CON-SNTE Phone Support and IOS Support services are provided year round including for Arch observed Holidays.

E-CON-SNTE Advance Replacement Hardware services are provided year round except for Arch observed Holidays.

### **Arch SKU Identifier : E-CON-OS**

Brief: Equivalent replacement for Cisco® E-CON-OS-????

- 8x5xNBD Onsite Maintenance Support Contract

#### Phone Support:

Phone support provided eight (8) hours per, five (5) days per week (M-F) with the purpose of providing technical support for faulty equipment under a maintenance support contract with Arch. Phone support includes Tier 1 (basic) through Tier 3 (advanced) Technical Support with the option to escalate to the OEM where available (which means on devices prior to Cisco End-Of-Service Date) on a device with a valid Cisco® license and in compliance with the Cisco® Software License Agreement. Equipment is identified by serial numbers and the customer is identified by contract ID. In the event the device is not licensed to the client, escalation to the OEM is best effort and does not affect Arch's support deliverables negatively.

#### Cisco® IOS Software Support:

Facilitation with the OEM for Cisco® IOS updates within the existing customer feature set for the purpose of problem resolution on a device with a valid Cisco® license and in compliance with the Cisco® Software License Agreement.

#### Resources:

Cisco.com access and assistance is provided under this support at the "Registered Level". Additional access to the "Contract Level" for qualifying contracts.

#### Advance Replacement Hardware:

Replacement hardware is delivered on a Next Business Day (NBD) basis once deemed failed, as long as the replacement is deemed necessary by 4PM client time.

#### Onsite Engineer:

An installation engineer will arrive at the site on a four hour (4) basis once hardware deemed failed. To occur during the maintenance contract customer support hours.

E-CON-OS services are provided year round except for Arch observed Holidays.

### **Arch SKU Identifier : E-CON-OSE**

Brief: Equivalent replacement for Cisco® E-CON-OSE-????

- 8x5x4 Onsite Maintenance Support Contract

#### Phone Support:

Phone support provided eight (8) hours per, five (5) days per week (M-F) with the purpose of providing technical support for faulty equipment under a maintenance support contract with Arch. Phone support includes Tier 1 (basic) through Tier 3 (advanced) Technical Support with the option to escalate to the OEM where available (which means on devices prior to Cisco End-Of-Service Date) on a device with a valid Cisco® license and in compliance with the Cisco® Software License Agreement. Equipment is identified by serial numbers and the customer is identified by contract ID. In the event the device is not licensed to the client, escalation to the OEM is best effort and does not affect Arch's support deliverables negatively.

#### Cisco® IOS Software Support:



Cisco® Support Offering Breakdowns - Document Confidential - For Arch Solutions Partners ONLY

Facilitation with the OEM for Cisco® IOS updates within the existing customer feature set for the purpose of problem resolution on a device with a valid Cisco® license and in compliance with the Cisco® Software License Agreement.

Resources:

Cisco.com access and assistance is provided under this support at the “Registered Level”. Additional access to the “Contract Level” for qualifying contracts.

Advance Replacement Hardware:

Replacement hardware is delivered on a four hour (4) basis once deemed failed. To occur during the maintenance contract customer support hours.

Onsite Engineer:

An installation engineer will arrive at the site on a four hour (4) basis once hardware deemed failed. To occur during the maintenance contract customer support hours.

E-CON-OSE services are provided year round including for Arch observed Holidays.

**Arch SKU Identifier : E-CON-SNTD**

Brief: No Cisco® equivalent : Arch developed Service Level  
- 24x7xNBD Maintenance Support Contract

Phone Support:

Phone support provided twenty-four (24) hours per, seven (7) days per week (M-SU) with the purpose of providing technical support for faulty equipment under a maintenance support contract with Arch. Phone support includes Tier 1 (basic) through Tier 3 (advanced) Technical Support with the option to escalate to the OEM where available (which means on devices prior to Cisco End-Of-Service Date) on a device with a valid Cisco® license and in compliance with the Cisco® Software License Agreement. Equipment is identified by serial numbers and the customer is identified by contract ID. In the event the device is not licensed to the client, escalation to the OEM is best effort and does not affect Arch’s support deliverables negatively.

Cisco® IOS Software Support:

Facilitation with the OEM for Cisco® IOS updates within the existing customer feature set for the purpose of problem resolution on a device with a valid Cisco® license and in compliance with the Cisco® Software License Agreement.

Resources:

Cisco.com access and assistance is provided under this support at the “Registered Level”. Additional access to the “Contract Level” for qualifying contracts.

Advance Replacement Hardware:

Replacement hardware is delivered on a Next Business Day (NBD) basis once deemed failed, as long as the replacement is deemed necessary by 4PM client time.

E-CON-SNTD Phone Support and IOS Support services are provided year round including for Arch observed Holidays.

E-CON-SNTD Advance Replacement Hardware services are provided year round except for Arch observed Holidays.

**Arch SKU Identifier : E-CON-SNTP**

Brief: Equivalent replacement for Cisco® E-CON-SNTP-????  
- 24x7x4 Maintenance Support Contract

Phone Support:



Cisco® Support Offering Breakdowns - Document Confidential - For Arch Solutions Partners ONLY

Phone support provided twenty-four (24) hours per, seven (7) days per week (M-M) with the purpose of providing technical support for faulty equipment under a maintenance support contract with Arch. Phone support includes Tier 1 (basic) through Tier 3 (advanced) Technical Support with the option to escalate to the OEM where available.

Equipment is identified by serial numbers and the customer is identified by contract ID.

Cisco® IOS Software Support:

Facilitation with the OEM for Cisco® IOS updates within the existing customer feature set for the purpose of problem resolution on a device with a valid Cisco® license and in compliance with the Cisco® Software License Agreement.

Resources:

Cisco.com access and assistance is provided under this support at the "Registered Level". Additional access to the "Contract Level" for qualifying contracts.

Advance Replacement Hardware:

Replacement hardware is delivered on a four hour (4) basis once deemed failed. To occur during the maintenance contract customer support hours.

E-CON-SNTP services are provided year round including for Arch observed Holidays.

**Arch SKU Identifier : E-CON-OSP**

Brief: Equivalent replacement for Cisco® E-CON-OSP-????

- 24x7x4 Onsite Maintenance Support

Contract Phone Support:

Phone support provided twenty-four (24) hours per, seven (7) days per week (M-M) with the purpose of providing technical support for faulty equipment under a maintenance support contract with Arch. Phone support includes Tier 1 (basic) through Tier 3 (advanced) Technical Support with the option to escalate to the OEM where available (which means on devices prior to Cisco End-Of-Service Date) on a device with a valid Cisco® license and in compliance with the Cisco® Software License Agreement. Equipment is identified by serial numbers and the customer is identified by contract ID. In the event the device is not licensed to the client, escalation to the OEM is best effort and does not affect Arch's support deliverables negatively.

Cisco® IOS Software Support:

Facilitation with the OEM for Cisco® IOS updates within the existing customer feature set for the purpose of problem resolution on a device with a valid Cisco® license and in compliance with the Cisco® Software License Agreement.

Resources:

Cisco.com access and assistance is provided under this support at the "Registered Level". Additional access to the "Contract Level" for qualifying contracts.

Advance Replacement Hardware:

Replacement hardware is delivered on a four hour (4) basis once deemed failed. To occur during the maintenance contract customer support hours.

Onsite Engineer:

An installation engineer will arrive at the site on a four hour (4) basis once hardware deemed failed. To occur during the maintenance contract customer support hours.

E-CON-OSP services are provided year round including for Arch observed Holidays.