

# **STATEMENT OF WORK**

**Los Angeles County Fire Dept.  
RFB-IS- 21201262**

## **Los Angeles County Fire Dept.**

### **Background**

Los Angeles County Fire Department is currently looking to cover server, storage, and networking hardware parts replacement and labor that are no longer supported by the original vendor.

Currently, LaCoFD is still running out of support and warranty Equipment supporting production environment that are critical in supporting the department.

### **Minimum Mandatory Requirements**

1. Dell EMC Information Storage and Management(ISM) - Dell/EMC certification
2. Storage Area Network (SAN) Specialist (EMCSA) - Dell/EMC certification EMC Storage Administrator(EMCSA)
3. Cisco Certified Network Associate (CCNA) – Cisco certification, CCNA
4. 15 years minimum experience

### **Definitions**

1. Field service engineer (FSE)- Engineer responsible for the initial troubleshooting by remote or onsite system diagnostics.
2. Field service engineer (FSE L3) – Level 3 – handles any problem that cannot be handled by a field service engineer
3. Non vital event – any event that won't affect critical system uptime and mostly informational events
4. After hours – Monday through Friday from 8 pm to 6 am, Weekends (Saturday and Sunday), and Holidays
5. After hours support team – engineers on call available for support outside of normal business hours

### **Scope of Work**

Vendor will provide system maintenance, technical service, and parts replacement on hardware systems to ensure reliable and accurate operations. The vendor will provide the following items.

1. "ITEM A" – Field Service Engineer
2. "ITEM B" – Field Service Engineers – L 3 advanced engineering

3. "ITEM C" – Phone home alerts for fault monitoring
4. "ITEM D" – Service support, replacement, and repair

#### **A. Field Service Engineer**

Responsible for providing onsite system diagnostic and analytical support to customers within a geographic territory, or assigned to a specific account, supporting the customer. Specifically, the FSE responds to customers' systems failures by way of computer hardware service, testing, diagnostic analysis, systems analysis of hardware, storage area networks, and system configurations. Must be available to respond to customer issues 24/7 and service all equipment within the designated service area. The FSE is tasked with reviewing machine logs internal to the device. Participate in After Hours Support Team (if assigned) - providing first response to incoming customer service requests after normal business hours – or hours as assigned per customer contract. Customer support center may field and coordinate calls during scheduled and unscheduled hours.

#### **B. Field Engineers – Level 3 advanced engineering**

A team of field service and Level III engineers that have, on average, 15 years of direct OEM experience. They each shall bring the certifications that they received while employed with the OEM.

A tiered technical support group which has different levels of technical knowledge. Both Field Engineers and Level 3 should have an OEM with 15 years' experience as well as a field engineering team that understands data center topology and a thorough understanding of how servers, storage, and networking devices work and interact with one another.

**The Level 3 group is to function as an escalation path for the field engineers in a situation where they are not familiar with an issue.**

#### **C. Phone home alerts for fault monitoring**

Automatic fault monitoring platform that identifies issues down to the root cause in data center hardware. 24/7 functionality to proactively detect faults and significantly improve the speed and accuracy of problem resolution. Identifies system issues – either as they happen or predictively beforehand. Once a fault or event is detected, instantly self-creates a ticket and identifies the exact nature of the issue and all relevant details to resolve it. Suppress all non-vital events including soft errors and status updates – only notifying of issues that are critical, possible downtime. Real-time visibility to all events is enabled via one easy-to-use interface access.

#### **D. Service support, replacement, and repair**

Service Description:

Vendor shall provide support services, and service coordination for the maintenance, repair, and/or up to the replacement of equipment, if applicable, for the supported equipment.

#### Vendor Expectations:

Vendor will provide and bear both the cost of parts consumed through normal wear and tear, and the cost of labor required to maintain the supported equipment. Vendor shall include replacement parts as necessary to conform with the warranty for at least 1 calendar year. Maintenance parts may be new or refurbished to perform as new. Failed parts containing proprietary data shall remain the Customer's property.

In addition to the contracted level, Vendor should offer access to Contact Center Help Desk, 24 hours a day, 7 days a week, 365 days a year for the purpose of:

- Opening of a support incident
- Call status reports

#### Expected levels of Support

##### 1) Coverage Window (Days)

Days of service coverage in a week in which services are delivered, seven days (Sunday – Saturday)- 7 days

##### 2) Coverage Window (Hours)

Hours of service coverage during the day that services are delivered- 24 hours.

##### 3) Response Time

The period that begins when the initial call for service has been received and acknowledged. Service tickets shall be time stamped for such a determination. Vendor will use commercially reasonable efforts to respond. The Customer may choose a Response Time outside of (slower than) the contracted Response Time based on its own business needs. Response time is noted by third set of Alpha/numeric(s) characters in the SLA abbreviation, ex. 7 x 24 x 4, 4 hours.

##### 4) Hardware Monitoring

In the event of a predictive failure, the response time will be within a commercially reasonable effort to respond and notify the customer of the impending hardware issue. Vendor will schedule a time to resolve the failure (in a predictive state) at a mutually agreed upon day and time between the customer and vendor. In the event of an actual failure, vendor will respond within the contracted Response Time as outlined in the above section 3, Response Time.