



1.0 Executive Summary

Proper maintenance of the physical infrastructure supporting critical IT and networking equipment is a key component of an effective operating strategy for business continuity. The fact is, not all organizations have the capability or desire to manage these activities in-house across the entire enterprise, from the corporate data center to branch office computer rooms and network closets. The associated effort and expense can funnel resources away from core business functions, while potentially failing to deliver to expectations due to a lack of internal expertise.

Schneider Electric Vendor Management Service (VMS) provides customers an option to efficiently provision, coordinate and deliver seamless service execution across all critical infrastructure disciplines, using both OEM and third-party maintenance vendors. VMS provides an interface between the customer and the vendor service organizations to establish optimal maintenance programs, schedule work activities, and provide follow-up coordination and reporting. A 24x7x365 hotline is available for standard or emergency maintenance requests, providing dispatch and event coordination services.

Table of Contents

- 1.0 Executive Summary
- 2.0 Features & Benefits
- 3.0 Details of Service
- 4.0 Assumptions
- 5.0 Scope of Responsibility
- 6.0 Project Work Details
- 7.0 Terms & Conditions

2.0 Features & Benefits

Features	Benefits
Maintenance Contract Management	Management of all phases of maintenance contract procurement, from vendor selection, qualification, and bidding, to ownership of the contractual agreement. Single point of contact and billing for all critical infrastructure disciplines.
Maintenance Support	Standardized scopes of work for all maintenance activities. Scheduling of maintenance events with coordination between activities. Interpretation of service reports and coordination of follow-on corrective maintenance work.
Emergency Response	7x24x365 access to a specialized emergency support team via a dedicated hotline. Escalation, notification and dispatch of vendor service technicians according to customer specific protocols.

3.0 Details of Service

Activities	Descriptions
<p>Vendor Contract Management</p>	<p>The contract management process is designed to identify the most qualified vendors and ensure they deliver effective maintenance programs that provide the best customer value.</p> <ul style="list-style-type: none"> a. From the customer asset list, Schneider Electric prepares a scope of service for each equipment type that will form the basis for the maintenance frequency and work task details. These scopes of service are based on manufacturer's recommendations and industry best practices, and are optimized for equipment reliability. b. Vendor's are selected or requested to bid based on customer preference, capability and track record. Technical and legal qualifications are verified, and vendor proposals examined to verify conformance to requirements. c. Contracts are negotiated and executed, to include a rate schedule for out-of-scope maintenance. d. Ongoing evaluations of vendor performance are used to stimulate continuous improvement and identify under-performing entities.
<p>Preventative Maintenance</p>	<p>Preventative Maintenance (PM) activities are organized by the scheduling team to fulfill the contract scope of service, according to how they best fit into other site activities and to take into account recent maintenance history. Maintenance events are coordinated to:</p> <ul style="list-style-type: none"> a. Minimize potential risk of downtime through careful consideration of equipment dependencies and interdependencies. b. Combine service activities whenever possible to reduce the quantity of client maintenance windows and scheduled downtime.
<p>Command Center</p>	<p>The Command Center is staffed 7x24x365 by Schneider Electric personnel to respond to client requests, emergency calls and event escalations. Command Center personnel have digital access to the client's site specific emergency escalation procedures, site details and asset information. This allows for rapid notification, escalation, authorization and dispatch of vendor service personnel as needed.</p>

Activities	Descriptions
<p>Emergency and Corrective Maintenance</p>	<p>When out-of-scope maintenance is required and authorized by the client, Schneider Electric will work with the client and vendor service management to identify and recommend a solution that is in the best financial and operational interest of our client.</p> <ul style="list-style-type: none"> a. For non-emergency corrective maintenance, whether identified in a PM or called in by the client, Schneider Electric will obtain a quote from a qualified vendor to perform the work, obtain authorization from the client and schedule the work activity using the same processes that would be used for a scheduled PM. b. For emergency service, a prequalified vendor is dispatched at to perform service at the negotiated Time and Material (T&M) rate. c. For all out-of-scope service activities, Schneider Electric personnel remain engaged throughout the process to ensure timely, accurate and effective resolution.
<p>Reporting</p>	<p>All vendor service reports are received by Schneider Electric personnel and reviewed for accuracy and completeness. Approved copies of the report will be forwarded to the client. Any required or recommended follow-on activities will be extracted and presented to the client along with recommended actions and associated vendor quotations.</p>

4.0 Assumptions

The successful performance of the tasks defined in this Statement of Work is based on the following key assumptions:

- All scheduled services performed on-site by vendor service personnel will be executed during normal business hours unless otherwise requested by the customer.
- The asset list specified in Section 5 of this SOW is accurate and comprehensive of all requested information.
- All known equipment deficiencies and/or deferred maintenance items have been communicated by the customer to Schneider Electric.

5.0 Scope of Responsibility

The items stated here are responsibilities of both Schneider Electric and the customer.

5.1 SCHNEIDER ELECTRIC RESPONSIBILITIES

- Define and document client's preferred maintenance windows.
- Define and document client's emergency response procedures by site and by equipment discipline.
- Meet the customer's service schedule date.
- Perform all of the Maintenance service tasks.
- Submit Site Report and Maintenance Forms to the customer.
- Ensure all action items are completed.
- Inform and provide recommendations to the customer about any action items not included in the SOW (statement of work).

5.2 CUSTOMER RESPONSIBILITIES

- Provide dates and times when the scheduled work can be performed.
- Provide assistance in drafting of site-specific emergency response procedures by equipment discipline.
- Provide complete asset information for all critical infrastructure devices under contract, by site, including:
 - a. Manufacturer
 - b. Model Number
 - c. Rating (size)
 - d. Serial Number
 - e. Installation Date (if known)
 - f. Equipment ID
 - g. Service Tag Number (if present)
- Disclose any known equipment deficiencies and/or deferred maintenance items.
- Facilitate site access for vendor service personnel.
- Notify Schneider Electric of security clearance requirements for site access.
- Notify Schneider Electric of any site or customer specific mandatory safety training or protective equipment requirements.
- Provide an on-site point of contact.
- Provide a safe workspace for vendor service personnel.
- Sign the completed Maintenance forms after the intervention.
- Provide timely notification to Schneider Electric of any changes in the above items.

6.0 Project Work Details

This section contains project delivery specifications.

6.1 ON-SITE SERVICE

The Vendor Management Service does **not** include any Schneider Electric service personnel performing field work or site visits. All on-site work is performed by the contracted vendor service technicians. During the RFQ process, it is possible that the bidders will want to perform an on-site inspection before submitting a firm quote. Schneider Electric will help coordinate this activity with the client.

6.2 ASSET INVENTORY

If the client cannot provide an accurate and comprehensive asset list as specified in Section 5 of this SOW, Schneider Electric will supply qualified personnel to visit the client location(s) to examine and document the assets to be managed. This will be billable work at an agreed upon fee or rate. Schneider Electric reserves the ability to subcontract this work to a certified partner.

6.3 CONDITION ASSESSMENT

For an additional fee, Schneider Electric will provide an assessment of equipment condition that can be used to develop a more effective maintenance plan and asset replacement strategy. This looks beyond the manufacturer's recommended maintenance and replacement interval to take into consideration actual equipment condition and life expectancy.

7.0 Terms and Conditions

Schneider Electric standard terms and conditions apply.

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