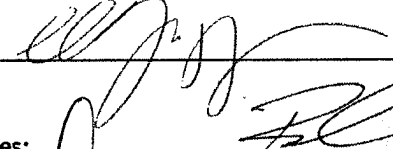
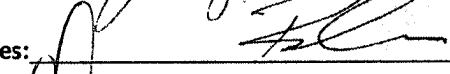
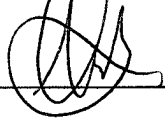


Supplement "B" - Service Level Agreement (SLA) # 25
Building Automation System (BAS)
Upgrade, Remote Host and Service
2014-02-14



Between Honeywell Limited & Fleming College (FC)	Effective Date: 2014-04-01
Contacts: (role – to answer questions about this SLA and if necessary direct an individual to the proper resource in the Facilities or ITS Departments)	Honeywell: Claudia Duggan – Field Supervisor FC - Facilities Department: Randy Prentice FC - ITS Department: Jim Angel - CIO
Approvals:	Honeywell:  SSFC Facilities:  SSFC ITS:  <i>RETCN</i> <i>P.P. Jim Angel</i>
Description of Service:	This SLA defines the infrastructure and level of support to be provided by Honeywell to FC for the EBI Server remote hosting and ongoing support.
Scheduled Backups:	1. Weekly Full System Backups 2. Daily Incremental Backups for EBI Servers and Point Server Performed by Honeywell
Scheduled Maintenance Period:	Monthly maintenance, inclusive of software installation as upgrades are made available. Performed by Honeywell

Supplement "B" - Service Level Agreement (SLA) # 25

Building Automation System (BAS)

Upgrade, Remote Host and Service

2014-02-14



Service Goals:	<ol style="list-style-type: none">1. Provide Remote EBI Server Hosting at Honeywell's office at 85 Enterprise Drive, Markham, ON2. Lifecycle Maintenance of the EBI Building Automation System – to maintain the most current technology.3. Provide ongoing EBI Support and Maintenance, with regular backups for Disaster Recovery Prevention Plan4. Provide a point to point (P2P) VPN connectivity for continuous EBI Access5. Point of Demarcation is the VPN Appliance (TBA)
Scope of Service - Honeywell	<p><u>Network Connectivity</u></p> <ol style="list-style-type: none">1. The EBI server that will be hosted at Honeywell's premises will be connected to the FC Network via a P2P VPN connectivity that will be provided, installed and configured by Honeywell.2. FC will remotely connect to the EBI Server via the above VPN Connection.3. There will be a demarcation point at FC premises, which will then be connected to various BNA's on the FC side. <p><u>Service Level</u></p> <ol style="list-style-type: none">1. The remote hosting service shall be available greater than 95% of the time, 24 hours per day, 7 days per week, 365 days per year. If, in a month, the report shows that the up time was between 95% and 90%, a credit of 5% of the hosting fee will be applied. If the uptime is less than 90%, a credit of 10% of the hosting fee will be applied.2. Unscheduled downtime issues are to be addressed the next business day. If immediate response is required outside of business hours, Emergency Service charges at rates as per contract will apply.3. These up time percentages would not include scheduled downtime, which would be communicated to Fleming College a minimum of 2 days prior to the planned downtime.4. These up time percentages would be exclusive of internet service interruptions or FC network issues.

Supplement "B" - Service Level Agreement (SLA) # 25

Building Automation System (BAS)

Upgrade, Remote Host and Service

2014-02-14



Scope of Service - FC	<ol style="list-style-type: none">1. Continuous access to network, i.e., if Honeywell cannot ping beyond demarcation point, i.e., BNA, FC is responsible to investigate and address.
Reporting:	<ol style="list-style-type: none">1. Honeywell will document and report on the availability of hosted service.2. Report shall be generated on a monthly basis.3. Annual review meeting between approving parties – Randy Prentice, Jim Angel and Claudia Duggan/Lorraine Harris.
Other:	<p><u>Access Issues & Problem Resolution</u></p> <ol style="list-style-type: none">1. In case of loss of connectivity between Honeywell & FC, Honeywell will determine where the problem lies. If Honeywell is able to connect to the demarcation point at FC and not beyond, Honeywell will then contact the FC Facilities contact as noted below in Appendix A. The FC Facilities contact will submit a ticket to IT and escalate if necessary using standard procedures. The FC Facilities contact will be the single point-of-contact for Honeywell. Outages within the FC network infrastructure shall be addressed according to standard hours of operation from Monday to Friday and according to On-Call parameters in the IT On-Call protocol.2. If the connectivity issue is before the FC demarcation point, Honeywell will responsible for troubleshooting and support. Should FC staff/users be unable to remotely connect into the EBI server, they will call the Honeywell Support line at 1-877-487-6720. Outages shall be addressed within 12 hours, regular status updates and an approximate timeframe of when the system will be available shall be provided. A detailed escalation procedure shall be provided and included as Appendix B to this document.

Supplement "B" - Service Level Agreement (SLA) # 25
Building Automation System (BAS)
Upgrade, Remote Host and Service
2014-02-14



Appendix A – FC Escalation Contact Protocol – In order of Contact:

Name	Phone #	Cell #	Email
Kayla Smith	705-324-9144 x 1142	705-928-3628	Kayla.smith@flemingcollege.ca
Randy Prentice	705-878-9308 direct	705-740-7916	Randy.prentice@flemingcollege.ca

Appendix B – Honeywell Escalation Contact Protocol – In order of Contact:

Name	Phone #	Cell #	Email
Honeywell Service	1-877-487-6720		
Claudia Duggan	1-289-333-1351	1-647-462-2280	Claudia.duggan@honeywell.com

Revision Control

Date	Version #	Detail	Author/Approval
2014-01-27	1.0	Initial release	K Smith
2014-01-31	1.1	Add Scope of Service – Honeywell Service Level 3	K. Smith
2014-02-14	1.2	Add Scope of Service – Honeywell Service Level 2	R. Prentice