IT Infrastructure Management Services

> i.The Contractor shall provide support for computer and network hardware, software, operation and maintenance and related operational services at the Client's facilities at Mumbai. Support shall be provided as needed during normal business hours with critical component support via cell phone on 7 days per week, 24 hours per day basis.

> ii.The support and maintenance of the following Client Information Technology (IT) infrastructure components.

- Network
  - Internet Connectivity
  - LAN
  - WAN Connectivity
  - Bandwidth
  - Firewalls
- Servers and Desktop Support & maintenance
  - Emails
  - File storage
  - Naming Services (DNS, ADS, etc.)
  - Backups
- Security
  - Desktop
  - Anti-virus updates
  - Servers
  - Network (LAN, WAN & web)
- Hardware repairs
  - Contractor will utilize hardware vendor maintenance agreements.
- Weekly/monthly Status Reporting
- Software licensing recommendations and renewal reminders

> iii.**Vendor Management**- The Contractor will assist in the procurement of, or act as a vendor for the purchase of equipment as recommended and needed for the IT infrastructure operation. Harrier will get service level agreements (SLA) from vendors to ensure faster response time from vendors for resolving any issues. Though Harrier will coordinate and technically evaluate a vendor, vendor will directly invoice Acuité Ratings for products/services purchased and Acuité Ratings shall pay the vendor directly.