

## SERVICE LEVEL AGREEMENT

Name and address of Customer : Amala Cancer Hospital Society  
Hospital Division, Amala Nagar, Thrissur

### Agreement No: 423

SECURE SOLUTIONS agree to provide, and CUSTOMER agrees to avail from SECURE SOLUTIONS, services for remedial maintenance of equipment described hereinafter, on the terms and conditions (as per **Annexure-II**), commencing from the effective date.

**Description of Equipment** : FortiGate 200F full bundle for 3years-2nos  
Forti Switch 124E-2nos  
Forti Switch 424E-1 no  
FortiGate 40F full bundle for 3 year-01 Nos  
FortiAP231F-D Access Point -5nos  
Forti switch 124F 24port switch-1no  
Forti switch 148F 48 port switch-2nos

**Location of Equipment** : Thrissur

**Type of Agreement** : Installation and Maintenance of devices

### Description of Support:

The detailed support / service level details are as per – **Annexure-I**



## Annexure-I

### DESCRIPTION OF SUPPORT

#### A. Appliance Maintenance Services

- Configuration and setup of Fortigate devices.
- Online support for rectification of hardware and software problems.
- Preventive maintenance checks.
- 24/7 enhanced support includes return and replaces hardware with 24/7 support (Once the unit get complaint, will raise tickets and the customer will get replacement unit initially. After that only complaint box needs to be send to Fortinet).
- Quarterly checking of device.

#### B. Software Maintenance Services

- Problem diagnosis and rectification on Software.
- Maintaining connectivity of Internet, LAN, Different Zones
- Installation / Reconfiguration / Reinstallation of Operating System.

### SERVICE COVERAGE REQUIRED FROM CONTACTING HEAD OFFICE

- "Secure Solutions" shall provide said services on all working days and working hours
- Secure Solutions 's Working Days: - Monday through Saturday
- Secure Solutions 's Working Hours: - 9 AM to 8.00 PM
- Secure Solution's Shall provide "24/7 – telephonic & online support"

## ANNEXURE II

### STANDARD TERMS AND CONDITIONS

#### 1. CUSTOMER RESPONSIBILITIES

- 1.1 The CUSTOMER shall allow Secure Solutions personnel full access to the prescribed equipment, software and notify you of any potential safety or health hazards at the site.
- 1.2 CUSTOMER shall also provide suitable working space and storage facilities for the maintenance of equipment, documents, tools and spares.



- 1.3 The CUSTOMER shall promptly notify Secure Solutions of any changes in software products installed.
- 1.4 CUSTOMER will maintain current backup of operating systems software programs and data.
- 1.5 CUSTOMER will maintain the site condition within the common environmental range of all system devices as specified by Secure Solutions.
- 1.6 The "CUSTOMER" shall provide adequate working space for " Secure Solutions " personnel, adequate storage facilities for the test equipment and spares within the installation site and make the Product available for maintenance without any charge.
- 1.7 It is expected that the equipment will be used in the temperature, power and humidity ranges specified by manufacturer's of each equipment.

## 2. SECURE SOLUTIONS RESPONSIBILITIES AND STANDARD OF WORK:

- 2.1 " Secure Solutions " agrees to perform the Services to the standards normally expected of persons performing similar services and to do so in accordance with the guidelines of the Manufactures of the said equipment.
- 2.2 " Secure Solutions " undertakes to maintain adequate stocks of spares, accessories at SECURE SOLUTIONS office and other required goods and services as required in connection with the Services.
- 2.3 All materials and components/parts to be used to provide the said services shall confirm with the latest specifications applicable thereto (or if there shall be no specifications, shall be of optimum quality) and shall be obtained from Manufacturers or Vendors of repute.
- 2.4 "SECURE SOLUTIONS" will ensure the proper maintenance of adequate Service records, (whether statutorily required or not) relating to the conditions of the equipment and setting out clearly the work done, any adjustments made or repairs or replacements carried out and details of any further works considered necessary or advisable.
- 2.5 Services to be provided by "SECURE SOLUTIONS" covers periodic preventive maintenance (Including testing, lubricating and adjusting) and replacement of unserviceable parts or modules with working parts or modules. Corrective maintenance will be provided as and when required and includes carrying out necessary repairs and fitting of replacement parts.
- 2.6 In case of mission critical applications SECURE SOLUTIONS shall provide corrective maintenance support on Holidays/Out of working hours on mutually agreed prices.
- 2.7 Changes in the location of IT equipments under AMC shall be done with prior written approval of SECURE SOLUTIONS failing which the contract shall not be binding on us.



### 3. SITE ENVIRONMENTAL CONDITONS RECOMMENDED:

3.1 "The "CUSTOMER" shall be responsible for providing proper electrical power supply & air-conditioning at the installation site as prescribed below:

Voltage: 230V +/- 10V

b) Ground to Neutral Voltage: Not exceeding 5 volts

c) Ambient Temperature: Between 10-degree Celsius and 25 degree Celsius

d) Humidity: Between 10% and 80% non-condensing

e) Systems using multi-user operating systems: Need to be connected to Uninterrupted Power Supply.

f) Electrical loads like elevators should not be connected to the same phase as the one for the system.

g) General Room Condition: The room should be kept perfectly clean, dust free & rodent/pet free.

<b>ESCALATION MATRIX - SERVICE CALLS</b>	
<b>Secure Solutions (Head Office)</b> 54/196A, Panorama Residency Lane, Panorama Residency Lane, Kumaran Assan Road, Kochi – 682020 Tel:- 0484 – 4010492 / 4011802	<b>Secure Solutions (Support Center)</b> First Floor, 54/196A, Panorama Residency Lane, Kumaranasan Road, Kochi – 682020. Tel: 0484-4051133/44
<b>Secure Solutions, Trivandrum</b> Shalom, Samathy Nagar Pipieline road, Ambalamukku, Near Thekkan Parumala church, TVM-695005	<b>Secure Solutions Bangalore</b> No : 392 H.M Road, Lingarajapuram Post, St. Thomas Town, Banglore-560084
<b>9.00 am to 8.00 pm</b> <b>Monday through Saturday</b>	<b>24 x 7 Hours x 7 days of the week</b>
<b>Phone</b>	0484-4051144 <span style="float: right;">9846036802</span>



	0484-4051133			
<b>Email</b>	cs@securesolutions.co.in ticket@securesolutions.co.in		ancy@securesolutions.co.in	
Call Registration	24 X 7 Support Number	<b>Help Desk Service</b> Ms. Ancy Joseph 8 X 5 Support Number 24 X 7 Support Number	ancy@securesolutions.co.in	9846036802 0484-4051144/33
<b>Escalation Level</b>	<b>Time Frame</b>	<b>Name</b>	<b>Email ID</b>	<b>Phone No</b>
1 <sup>st</sup> level	30 Minutes	Mr.Sreehari Mr.Vosto Paul	l2support@securesolutions.co.in onlinesupport@securesolutions.co.in	9946136801 8589036801
2 <sup>nd</sup> Level Escalation	1 hour	Mr.Amal Dev	nssupport@securesolutions.co.in	9846436802
3rd Level Escalation	3Hrs	Mr. Basil Jacob	epsg@securesolutions.co.in	9072336801
4th Level Escalation	9Hrs	<b>Technical Lead</b> Mr. Rejeesh	rejeesh@securesolutions.co.in	9946511122
5th Level Escalation	10Hrs	<b>Managing Partner and Chief Executive Officer</b> Mr. Ronny Varghese	ronny@securesolutions.co.in	9846236802



#### 4. TERMINATION OF AGREEMENT

- 4.1 Either party may terminate this Agreement on one-month notice to the other for the following reasons:
- a) If the other's financial circumstances so change that it becomes, or is in jeopardy of becoming, the subject of some form of insolvency administration. If the other ceases or threatens to cease business there is a change in the ownership or control of the other, which is regarded, a material to the relationship established by this Agreement.
  - d) If other is in breach of any terms of this agreement and fails to remedy the breach within fourteen (14) days notice (or take appropriate action to start to remedy it if it is not capable of remedy within fourteen days provided it gives a written explanation to this effect)
- 4.2 Upon termination of this Agreement for any reason, "CUSTOMER" shall promptly and to the satisfaction of "SECURE SOLUTIONS" and without making any claims for compensation for the same, return to "SECURE SOLUTIONS" materials, spares, equipment and goods in its possession which have been provided on loan/standby or otherwise not fully paid for by the "CUSTOMER"
- 4.3 Upon such termination, "CUSTOMER" may also purchase any hardware/software equipment, Spare Part or other items whatsoever from "SECURE SOLUTIONS" at mutually agreed prices.

#### 5. ARBITRATION

- 5.1 Any disputes, differences, claims and demands arising under or pursuant to or touching this agreement between the parties which cannot be settled by mutual discussions shall be referred to the arbitration of a sole arbitrator to be appointed by the parties and failing such agreement, to two arbitrators, one to be appointed by each party to the dispute.
- 5.2 Such arbitration shall be held in Kochi subject to and governed by the provisions of Arbitration and Conciliation Act 1996 or any statutory modifications or re-enactments thereof in force at the time.
- 5.3 In respect of any matter connected with such arbitration or proposed arbitration, the Courts of law at Kochi will have exclusive jurisdiction.

#### 6. EXCEPTIONS

"SECURE SOLUTIONS" shall not be liable for failure to perform any of its obligations under or arising out of this agreement if such failure relates from any force majeure, act of God, fire, earthquake, drought, floods, explosion, theft, accident, strikes, lockouts, industrial disputes, labor troubles, transportation embargoes, imminence of the existence of any state of emergency, war or war like



conditions, civil commotion, riots, Governmental regulations which render it impossible or impracticable for

"SECURE SOLUTIONS" to fulfil its obligations under this agreement. "SECURE SOLUTIONS's" liability ceases under this agreement and the both the parties shall discuss the course of action to be taken afterwards.

## 7. NOTICES

- 7.1 A notice under this Agreement to be given by one of the parties to the other must be in writing (electronic transmission being considered a writing for this purpose) and may be given personally, or by leaving it at or sending it by registered post to the address of the party as shown in this Agreement or by sending it by facsimile or by sending it electronically.
- 7.2 All notices shall be deemed effective upon receipt by either party.

## 8. EXCLUSIONS

- 8.1 The coverage doesn't include any breakage or any other damage on account of physical mishandling of equipment or misuse of equipment.

IN WITNESS WHERE OF the parties have caused this Agreement to be executed in duplicate on their respective behalf at the places and on the dates show below.

For Amala Cancer Hospital Society

For Secure Solutions

Signature:

Signature:

Name:

Name: Ronny Varghese

Designation:

Designation: Chief Executive Officer

Place:

Place: Cochin

Date:

Date: 22-05-2025



## Firewall Health Checkup Form

### Customer Name:

Authorised by:	Mr.Clint Baby
Phone No.:	9744920734
Mail ID:	itsupport@amalaims.org

### Firewall Details:

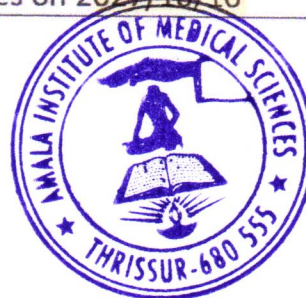
Model:	FGT 200F
Serial Number:	FG200FT921907000
Location:	Tichur

### System Information:

Hostname:	Amala_UTM
Serial Number:	FG200FT921907000
Firmware:	v.7.0.15 build0632
Mode:	NAT
System Time:	2024/10/19 14:48:02
Uptime:	99:10:53
Wan IP	117.244.80.68

### License details:

Forticare Support:	Registered
Firmware and General updates:	Licensed - expires on 2027/10/10
Web filtering:	Licensed - expires on 2027/10/10
Antivirus:	Licensed - expires on 2027/10/10
IPS:	Licensed - expires on 2027/10/10



**Performance:**

CPU usage:	13%
Memory usage:	63%
Network throughput:	3.5GPS

**Recommendations:**

Firmware is running a stable v.7.0.15  
Take configuration back of the FortiGate unit.  
Enabled WAN management access.  
Must enabled ping & https/ others are disabled.  
Reset the admin password regularly

**Checked by:**

Executive Name:	Vosto Paul
Designation:	Manager – Remote Services
Mail ID:	Onlinesupport@securesolutions.co.in
Public IP:	27.59.232.6
Zoom Meeting ID:	
Date & Time:	1130AM18-10-2024



**Security Fabric:**

Switch:	Connected
Access point:	Connected
Analyzer:	Not configured
Ports used:	9

**Status:**

Is the firewall powered on.	YES	
Are all interfaces up and running.	YES	
Are there any error messages or alerts.		<u>NO</u>

**Configurations:**

Are the security policies and features up to date	YES	
Are the rules and access controls configured correctly.	<u>YES</u>	
Is the firewall firmware up to date	<u>Yes</u>	
Whether the Forticloud is attached	<u>Yes</u>	

**Security:**

Are there any open ports or services that should be closed	NO	
Are the authentication and authorization settings, correct	<u>YES</u>	
Are there any suspicious logs or activity		<u>NO</u>

**Compliance:**

Is the firewall compliant with industry regulations (e.g. PCI, HIPAA)	YES	
Are the security policies aligned with organizational requirements	<u>YES</u>	



*Betsy*

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