

Appendix 1 – Service Level Agreement Template

Service Level Agreement (SLA) for IT Hardware, Networking Equipment, and Maintenance Service

The Supplier shall provide maintenance services for the items provided **at 8 sites**. This contract will cover preventive and corrective maintenance including troubleshooting of issues resulting from normal usage.

Scope: Maintenance Services for IT Equipment Across 8 Sites

Coverage: Preventive and Corrective Maintenance (Hardware & Software)

Service Availability: 24x7x365 (On-call)

Physical Interventions: During office hours on working days, subject to prior clearance and security approval

The vendor shall provide the following services throughout the SLA period:

- Installation, configuration, and commissioning of all IT equipment
- Network setup including connectivity between hubs and spokes
- Operation and preventive maintenance
- Troubleshooting, repairs, and part replacement
- Technical support (onsite & remote)
- System updates, patches, and firmware upgrades
- Documentation and change management
- Support for assistive devices and smart classroom components.

1. Service Availability and uptime

Item	Target
Network and Services Uptime	≥ 99.5% annually
Core Site Downtime Tolerance	≤ 4 hours/month
Spoke Site Downtime Tolerance	≤ 8 hours/month
Smart Classrooms & PWD Devices	Operational during school hours

2. Support Response and Resolution Time

Severity Level	Issue Type	Response Time	Resolution Time
Critical (P1)	Core site down, major service outage (on-line)	Within 2 hours	Within 8 hours
Critical (P1)	Core site down, major service outage (on-site)	Within 24 hours	Within 48 hours

Severity Level	Issue Type	Response Time	Resolution Time
High (P2)	Spoke site connectivity failure, smart class outage (on-line)	Within 4 hours	Within 1 business day
High (P2)	Spoke site connectivity failure, smart class outage (on-site)	Within 2 business days	Within 3 business days
Medium (P3)	Non-critical device failure (PC, AP, etc.) (on-line)	Within 8 hours	Within 2 business days
Medium (P3)	Non-critical device failure (PC, AP, etc.) (on-site)	Within 2 business days	Within 3 business days
Low (P4)	Minor software/config issue (on-line)	Within 1 business day	Within 3 business days

3.Preventive Maintenance

- **Schedule:** Quarterly for all sites
- **Activities:** Hardware inspection, performance optimization, firmware upgrades, connectivity testing
- **Reporting:** Maintenance reports to be submitted within 5 days post-visit

4.Reporting & Documentation

The vendor must maintain and submit the following:

- Incident logs and resolution records
- Uptime and downtime reports (monthly/quarterly)
- Asset inventory with serial numbers
- Configuration backup and change history
- End-of-life (EOL) notifications for hardware/software

5.Manpower and Support Channels

- **Remote Support:** Available during business hours (8 AM – 6 PM, Mon–Sat)
- **Onsite Support:** Available on call, with defined response times based on issue severity
- **Helpdesk/Contact:** Dedicated contact number and email for issue escalation

6.Spare Parts and Replacement Policy

- The vendor shall maintain a stock of critical spare parts
- Faulty hardware must be replaced with OEM-equivalent parts within SLA resolution timeframes
- Temporary replacement units (if required) must meet minimum specs

7.End-of-Contract Deliverables

- Final audit of all hardware and software
- Updated documentation (network diagram, inventory, credentials)
- Transfer of knowledge to client's IT staff
- Sign-off on final system performance and functionality

7.Escalation Procedure

SLA	Response time	Escalation level 1		Escalation level 2	
Monthly visits providing troubleshooting services	First week of every month	N/A		N/A	
Additional visit upon request	24 hours	Name	XXXXXXX	N/A	
		Contact Number	XXXXXX		
		Email	XXXXXX		
	4-6 hours			Name	XXXXX

Urgent / business critical request			Contact Number	XXXXX
			Email	XXXXX

Note: Parts are not included in the scope of the agreement. If any parts are needed during the agreement, the parts will be quoted separately and can only be procured with prior written approval from the British Council.