

Appendix 1 – Service Level Agreement Template

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

The Supplier shall provide maintenance services for the items provided **at 2 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: 24×7×365 (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 |
| High (P2) | Spoke site connectivity failure, smart class outage (on-line) | Within 4 hours | Within 1 business day |

| Severity Level | Issue Type | Response Time | Resolution Time |
|----------------|---|------------------------|------------------------|
| 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 | | |
| Urgent / business critical request | 4-6 hours | | | Name | XXXXX |
| | | | | 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.