Service Level Agreement (SLA)

for *FABAMAQ*

by

OwlWeb

Effective Date: 14th November 2024

Document Owner:	Olga Lucasciuc

Version

Version	Date	Description	Author
1.0	13-11-2024	Service Level Agreement	Beso Kavzharadze
1.1	13-11-2024	Service Level Agreement Revised and Signed Off	Olga Lucasciuc

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1. Agreement Overview

This Agreement represents a Statement of Work ("SOW") between OwlWeb ("Provider") and FABAMAQ ("Customer") for the provisioning of developer resources required to support the back-end development of gaming machines.

This Agreement remains valid until superseded by a revised agreement mutually endorsed by both parties. It outlines the parameters of the services to be provided and does not supersede existing processes unless explicitly stated herein.

2. Goals & Objectives

The purpose of this Agreement is to ensure the proper elements and commitments are in place to deliver high-quality development services to FABAMAQ by OwlWeb.

The objectives of this Agreement are to:

- Provide a team of developers to support the back-end architecture and development needs of FABAMAQ's gaming machines.

- Define the scope, deliverables, and engagement terms for the trial period.

- Establish a foundation for future collaboration and scaling of the development team.

3. Stakeholders

The following parties represent the primary stakeholders associated with this SOW:

- **Service Provider**: OwlWeb ("Provider")

- **Customer**: FABAMAQ ("Customer")

4. Periodic Review

This Agreement is valid from the Effective Date outlined herein and will remain valid for the trial period of 3 months unless terminated earlier per the Break Clause.

- **Business Relationship Manager**: OwlWeb Representative

- **Review Period**: At the end of the 4-week trial period, followed by periodic reviews as required.

5. Service Agreement

5.1 Service Scope

The following services are covered under this Agreement:

- Provision of a development team comprising **1 Senior Architect / Full Stack Developer**, **3 Mid-Level Developers**, and **1 Junior Developer**.

- Development, optimization, and testing of back-end functionalities for FABAMAQ's gaming machines.

- Weekly progress updates, including detailed reporting on milestones and deliverables.

- Handover of documentation, workflows, and project code for seamless integration with FABAMAQ's internal teams.

5.2 Customer Requirements

The Customer is responsible for ensuring:

- Clear definition of project requirements, priorities, and timelines.

- Prompt availability of FABAMAQ representatives for queries, approvals, and feedback.

- Timely payment of all invoices, per agreed intervals, in compliance with Portuguese fiscal regulations (e.g., IVA/VAT).

5.3 Service Provider Requirements

OwlWeb will:

- Assign developers who meet or exceed the qualifications outlined in the project requirements.

- Ensure compliance with Portuguese labor laws and GDPR for data handling and contractual processes.

- Provide continuous progress monitoring and high-quality service delivery.

5.4 Service Assumptions

- FABAMAQ has a secure infrastructure ready to onboard external development teams and provide access to the required tools.

- Any change requests during the trial period will be discussed and mutually agreed upon before implementation.

- Future expansion will involve 15 developers and follow Portuguese labor contracting standards.

5.5 Definition of Selection Process

The selection process is designed to ensure flexibility and alignment with FABAMAQ's project needs:

1. **Client-Driven Selection:**

   - OwlWeb provides detailed CVs and portfolios of available developers.

   - FABAMAQ evaluates and selects team members based on skills, experience, and project alignment.

2. **Senior Architect-Led Selection:**

   - The Senior Architect evaluates project requirements and selects the best team members from OwlWeb's vetted talent pool.

   - This approach utilizes the Senior Architect's expertise to align the team's skills with project milestones.

The selection process will be finalized and documented prior to project commencement, ensuring transparency and mutual agreement.

6. Service Management

6.1 Costings

The proposed costings for the trial period are as follows:

- **Senior Architect / Full Stack Developer (1 resource):**

    - Daily Rate: €300–€350

    - Monthly Cost: €6,600–€7,700

- **Mid-Level Developers (3 resources):**

    - Daily Rate (Per Developer): €180–€220

    - Monthly Cost (Per Developer): €4,000–€4,800

    - Total for 3 Developers: €12,000–€14,400

- **Junior Developer (1 resource):**

    - Daily Rate: €100–€130

    - Monthly Cost: €2,200–€2,900

Total Monthly Cost for the Team: €20,800–€25,300

All rates are VAT-exclusive and subject to Portuguese taxation regulations. Final pricing will be confirmed after team selection.

6.2 Deliverables

OwlWeb commits to providing the following:

- Fully operational back-end features, adhering to FABAMAQ's requirements and industry best practices.

- Weekly status updates, delivered via email or FABAMAQ's preferred project management platform.

- Comprehensive documentation of code, workflows, and integrations.

6.3 Service Availability

- Developer availability: Monday to Friday, 9:00 AM to 5:00 PM (GMT).

- Urgent issues outside standard hours will be addressed on a best-effort basis.

6.4 Service Requests

- **Priority Response Times:**

    - High Priority: Addressed within 8 hours (during business hours).

    - Medium Priority: Addressed within 48 hours.

    - Low Priority: Addressed within 5 business days.

7. Approvals

OwlWeb Representative:

Name: Olga Lucasciuc

Title: CEO

Signature: _____

FABAMAQ Representative:

Name: TBC

Title: _____

Signature: _____