

**Request for Proposal**

**Business Process Management System**

**Annex 4- Service Level Agreement**

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Please provide the Service Level on the following chart. Each incident will be classified according to the severity level mentioned below.

Severity Levels are as follows:

1. **Critical:** The system is down and not operative. Users are not able to use it
2. **High:** The system is severely limited. The situation is causing a significant impact on the operation and client productivity
3. **Medium:** The system is slightly limited. The situation affects the operation, but the majority of the system has not been affected and client productivity is not severely affected
4. **Low:** The impact on the system is minimal and productivity is not affected

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| --- | --- | --- | --- | --- |
|  | **Severity** | | | |
| **Critical** | **High** | **Medium** | **Low** |
| **Report Mechanism** | Provide Response  For example: Ticketing System Email Phone | Provide Response | Provide Response | Provide Response |
| **Confirmation Time** | Provide Response | Provide Response | Provide Response | Provide Response |
| **Response Time** | Provide Response | Provide Response | Provide Response | Provide Response |

**Confirmation time:** is the time elapsed from the moment the issue is reported to the moment the Vendor acknowledges reception

**Response time:** is the time elapsed from the moment the issue has been acknowledged to the moment the diagnostic, action plan and estimated resolution time is communicated back to the client. Resolution time depends on the complexity of each issue.