**Service Level Agreement (SLA) for Electronic Incident Management Software**

**Prepared for:** San Diego Convention Center Corporation  
**RFP #25-1063**

**1. Overview**

This **Service Level Agreement (SLA)** defines the guaranteed response and resolution times for technical issues related to the **Electronic Incident Management Software**, as required in **Section 3 (Bid Form)** of RFP #25-1063.

**Support Hours:**

* **Standard Support:** Monday–Friday, 8:00 AM – 5:00 PM (PST).
* **Emergency Support:** 24/7 for critical incidents (see **Severity Levels** below).

**2. Issue Severity Levels & Response Times**

| **Severity Level** | **Definition** | **Response Time** | **Resolution Time** |
| --- | --- | --- | --- |
| **Critical (Sev 1)** | System outage or major functionality failure impacting all users. | **15 minutes** | **4 hours** |
| **High (Sev 2)** | Significant performance degradation or partial system failure. | **1 hour** | **8 hours** |
| **Medium (Sev 3)** | Minor functional issues with workarounds available. | **4 hours** | **24 hours** |
| **Low (Sev 4)** | Cosmetic or non-urgent requests (e.g., UI tweaks). | **1 business day** | **5 business days** |

**3. Support Channels & Escalation**

**A. Reporting Issues**

* **Primary:** Email ([support@yourcompany.com](https://mailto:support@yourcompany.com/)) with **"[Sev X] – [Description]"** in subject line.
* **Emergency:** Phone (**[Emergency Support Number]**) for Sev 1/2 issues.

**B. Escalation Path**

| **Time Elapsed** | **Action** |
| --- | --- |
| >50% of resolution time | Automatically escalated to senior engineer. |
| >100% of resolution time | Escalated to Vendor’s Director of Support. |

**4. System Availability & Uptime**

* **Guaranteed Uptime:** 99.9% (excluding scheduled maintenance).
* **Maintenance Windows:**
  + **Planned:** 12:00 AM – 4:00 AM PST (bi-monthly, with 72-hour notice).
  + **Emergency:** Immediate notification for critical patches.

**5. Penalties for SLA Breaches**

* **Credit Policy:**
  + **Uptime <99.9%:** 5% service credit per 0.1% below target.
  + **Missed Resolution Time:** 10% credit per incident.

**6. Exclusions**

SLA does not cover:

* Issues caused by Convention Center’s network/hardware.
* Third-party integrations not managed by Vendor.

**Appendix A: Contact List**

| **Role** | **Contact Method** |
| --- | --- |
| **Primary Support** | Email: [[support@yourcompany.com](https://mailto:support@yourcompany.com/)] |
| **Emergency Support** | Phone: [XXX-XXX-XXXX] |
| **Account Manager** | [Name], [Phone], [Email] |

**Appendix B: Sample Incident Report**

| **Ticket ID** | **Severity** | **Report Time** | **Resolution Time** | **Root Cause** |
| --- | --- | --- | --- | --- |
| INC-2025-001 | Sev 1 | 2025-06-01 09:15 | 2025-06-01 11:30 | Database failover |

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**Note:** Aligns with RFP requirements for **"Service Level Agreement for resolution of technical issues."** Amendments require mutual agreement.