

7.4.6. Requirements for Service Level Agreement (SLA)

Supplier must provide a Service Level Agreement aligned with the scope and objectives of this contract including the following items within minimum thresholds:

Pre-sales and Support:

- Time to answer technical questions: 2 business days;
- Request for offer: 5 business days;

Purchase:

On site delivery in NL: Standard Racks and standard components 4 weeks / customised racks and customised components 8 weeks;

- On site delivery in EU+EFTA: Standard Racks and standard components 6 weeks / customised racks and customised components 10 weeks;
- On site delivery outside EU+EFTA: Standard Racks and standard components 10 weeks / customised racks and customised components 14 weeks;

Maintenance:

- Successful tenderer's Helpdesk shall be available in English via phone and/or email during Europol regular working hours 08:00 to 18:00.
- Response and resolution times (from Call Initiation) in case of unplanned maintenance that could include part replacement in the case of break-fix (replaced equipment must be picked up by the provider):

Maximum time	Initial Response	Final Resolution
Sites in The Netherlands including but not limited to HQ, JWF, SNL, ESB, HQ2 – call logged during business hours	4 hours	8 hours
Sites in The Netherlands including but not limited to HQ, JWF, SNL, ESB, HQ2 – call logged outside business hours	4 hours from start of business day 8:00h	End of next business day
Other sites	24 hours	In EU+EFTA: 5 business days