

**SERVICE LEVEL AGREEMENT (SLA)
MAINTENANCE OF ACHAP NETWORK AND SERVERS**

1. Purpose

The purpose of this maintenance Support Service Level Agreement (SLA) is to specify in detail the level of maintenance and support service expected from the Contractor under the Agreement for the proactive support and maintenance for ACHAP servers and network for Gaborone office.

2. Scope

The maintenance is aimed at keeping the technical equipment and software updated and in prime condition as well as ensuring a reasonable response time in case of technical issues or errors. The biannual maintenance should include preventive maintenance to be carried out on-site. In case of emergency/ breakdowns, a guaranteed response time of maximum one hour should be granted. The biannual maintenance services shall include one complete service check of all hardware and software components. The exact dates shall be agreed with the IT technical team to fit their schedule.

3. Services to be provided:

The followings services shall be provided:

3.1 Preventive maintenance

The contractor commits to ensure a biannual preventive maintenance of the equipment to be carried out on site in accordance with a timetable adopted by the two parties.

- i) Thus, the service objectives of the preventive maintenance include:
- ii) To test the correct operation of the equipment to minimize configuration errors and bugs.
- iii) Analysis of the logs.
- iv) Review of monitoring tools alerts.
- v) The resolution of the noted anomalies.
- vi) The control of the good technical state of the equipment.
- vii) Assistance and advice in the best practice administration of the equipment.

3. Obligations of the Contractor

- i) The Contractor commits to maintain equipment and software covered by the contract, in good working order.
- ii) The Contractor will keep secret any information having a confidential character or any technical or commercial document of

ACHAP, during the period of the contract and one year after the end of this one.

- iii) The Contractor will ensure security and the reinforcement of the configuration of the equipment against the possible attempts of intrusion.
- iv) All technical support will be supported by a signed report of the work which will indicate the followings:
 - a) The hour of call;
 - b) The name of the technical support;
 - c) The summary of the intervention;
- v) The duration of the intervention.
- vi) Identifying all tasks associated with each support request and deriving estimates for the completion of each task.
- vii) Responsibility for responding to support requests.
- viii) Conducting testing (system/integration/acceptance testing activities should be performed).
- ix) Participating in the acceptance testing and implementation activities.
- x) Providing knowledge transfer to ACHAP IT support staff.
- xi) Preparing biannual status reports.

4. Obligations of ACHAP

ACHAP has the following general responsibilities under the Contract

- i) It shall conduct business in the context of this Contract in a courteous and professional manner with the Contractor.
- ii) It shall log all information from the Contractor required to establish contact information, document the nature of a problem and the Contractor's equipment and software environment (as applicable).
- iii) It shall attempt to resolve problems over the phone on first call.
- iv) It shall escalate support request to next level of severity upon approach of established resolution targets.
- v) ACHAP IT support staff shall assign severity codes based on its analysis of the situation

5.1 Performance Evaluation

5.1.1 Evaluation Reporting

ACHAP will provide regular reporting to the Contractor to indicate how the latter is performing vis-à-vis the related target performance (see below). These reports are expected to be produced by Marketing, Advocacy & Communications department and will provide details on the Contractor's performance against SLA targets.

5.1.2 Evaluation Criteria

Reporting against the SLA resolution targets will focus on the time to resolve operating problems. This evaluation will only address the support requests submitted to the Contractor for resolution. The evaluation report will be in the form of a written letter or e-mail as appropriate.

5. Characteristics for problem categorization

Severity Codes

The following characteristics are used to identify the severity of a problem report:

- i) Business and financial exposure
- ii) Work outage
- iii) workaround
- iv) Acceptable response and resolution time

It is not necessary (nor is it likely) to have perfect match of each characteristic to categorize a problem report at a particular severity level. A given problem must be judged against each of the characteristics to make an overall assessment of which severity level best describes the problem.

Severity 1 (Critical)	Severity 2 (Medium)	Severity 3 (Low)
Business and financial exposure		
The equipment and software failure creates a serious business and financial exposure	The equipment and software failure creates a low business and financial exposure.	The equipment and software failure creates a low business and financial exposure.
Work Outage		
The equipment and software failure causes ACHAP to be unable to work or perform some significant portion of their job.	The equipment and software failure causes ACHAP to be unable to perform some small portion of their job, but they are still able to complete most other tasks. May also include questions and requests for information.	The equipment and software failure causes ACHAP to be unable to perform a minor portion of their job, but they are still able to complete most other tasks.

Workaround		
There is no acceptable workaround to the problem (i.e., the job cannot be performed in any other way).	There may or may not be an acceptable workaround	There is likely an acceptable workaround to the problem.
Response Time		
Within one hour.	Within eight hours or by next business day.	Within eight hours or by next business day.
Resolution Time		
The maximum acceptable resolution time is 24 continuous hours, after initial response time.	The maximum acceptable resolution time is 3 business days.	The maximum acceptable resolution time is 5 calendar days.