

# APPENDIX-E

## SERVICE LEVEL AGREEMENT (SLA)

### MAINTENANCE OF GSM GATEWAYS SYSTEM FOR 27 OF THE AFRICAN DEVELOPMENT BANK FIELD OFFICES

#### 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 Supplier under the Contract for the Maintenance Of GSM gateways system for 27 of the African development Bank field offices. This SLA will evolve over time, with additional knowledge of the Bank's equipment and software requirements.

#### Scope

The Bank has acquired a GSM gateways system for 27 of its field offices.

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 annual maintenance should include quarterly preventive maintenance to be carried out remotely with an option of on-site visit in case of emergency/ breakdowns/service needs with a guaranteed response time of maximum one hour. The quarterly maintenance services shall include one complete service checks of all hardware and software components. Furthermore the contractor will carry out a test of the hardware and the software and the programmed positions. The system will be tested and adjusted. The exact dates shall be agreed with the Bank's technical team to fit their schedule. The maintenance cost will include any other additional such as airfare, hotel fees if any

#### **Services to be provided:**

The followings service shall be provided:

#### **1. Preventive maintenance**

The Supplier commits to ensure a quarterly preventive maintenance of the equipment to be carried out remotely in accordance with a timetable adopted by the two parties.

Thus, the service objectives of the preventive maintenance include:

- To test the correct operation of the equipment to minimise configuration errors, bugs.
- Analysis of the logs.
- Review of monitoring tools alerts
- The resolution of the noted anomalies.
- The control of the good technical state of the equipment.
- Free deployment of the new software. The necessary extensions, if needed, will be charged to Bank.
- Assistance and advice in the best practice administration of the equipment
- To perform annual review of the equipment and software

## **2. Curative maintenance**

The Supplier makes every effort to ensure the curative maintenance consisting in executing the repair works of equipments quoted in Appendix further to the breakdowns caused by a normal use which could arise. To answer the demands of intervention, The Supplier arranges following services:

- A Hot line service for minor information.
- A service Fax or e-mail or webex for the abnormalities of all kinds, which allows defining the problem with certainty and pulls a sure and effective intervention.
- A distant intervention via public networks, from the central site of the customer and its field offices.
- If the problem persists after exhaustion of all these forms of services, the technician will visit the remote location for on-site resolution of the problem. the AfDB pay additional costs for the on-site maintenance

### 3. Obligations of the Supplier

- The Supplier commits to maintain and upgrade equipment, and software covered by the present contract, in good working order.
- The Supplier commits to intervene further to the announcement of the breakdown by The AFDB.
- The Supplier will keep secret any information having a confidential character or any technical or commercial document of The AFDB, marked confidential, during the duration of the contract and one year after the end of this one.
- Further to the intervention of his technicians, The Supplier will supply to The AFDB a complete index card containing the nature of the problem, the made works and the measures to be taken to avoid that it reproduces.
- The Supplier has to inform The AFDB of a possible change of telephone numbers and/or of his address.

The maintenance contract also includes technical support which may include the followings:

- Assistance in the resolution of the technical problems the equipment.
- Assistance in the security and the reinforcement of the configuration of the equipment against the possible attempts of intrusion.
- Advise and recommend any operation likely to reinforce the solution of security already installed by the Supplier.
- All technical support will be supported by a signed report of the work which will indicate the followings:
  - The hour of call;
  - The name of the technical support;
  - The summary of the intervention;
  - The duration of the intervention.

## Processes and Procedures Related To This Contract

### 1 Request for Support

A request for support is defined as a request to fix a defect in existing equipment and software. Such requests may be executed by e-mail, fax or phone call. In the latter case the Bank Project Manager must summarize in writing for its file, the conversation held with the Supplier and/or its Local agent. The support request sent to the Supplier shall clearly mention the severity level of the problem.

### 2 Call Management Process

The Supplier shall set up within its organization a unit in charge of recording and tracking all problem reports, inquiries, or other types of calls received from the Bank.

### 3 Performance Evaluation

#### 3.1 Evaluation Reporting

The Bank will provide regular reporting to the Supplier to indicate how the latter is performing vis-à-vis the related target performance (see below). These reports are expected to be produced by the Bank's support unit and will provide details on the Supplier's performance against SLA targets.

#### 3.2 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 Supplier for resolution. The evaluation report will be in the form of a written letter or e-mail as appropriate.

### 4. Characteristics for problem categorization

#### Severity Codes

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

- Business and financial exposure
- Work outage
- Number of clients affected
- Workaround
- Acceptable 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.

<b>Severity 1 (Critical)</b>	<b>Severity 2 (High)</b>	<b>Severity 3 (Medium)</b>	<b>Severity 4 (Low)</b>
<b>Business and financial exposure</b>			
The equipment and software failure creates a serious 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 minimal business and financial exposure.
<b>Work Outage</b>			
The equipment and software failure causes the client to be unable to work or perform some significant portion of their job.	The equipment and software failure causes the client to be unable to work or perform some significant portion of their job.	The equipment and software failure causes the client 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 the client to be unable to perform a minor portion of their job, but they are still able to complete most other tasks.
<b>Number of Clients Affected</b>			
The equipment and software failure affects a large number of clients.	The equipment and software failure affects a large number of clients.	The equipment and software failure affects a small number of clients.	The equipment and software failure may only affect one or two clients.
<b>Workaround [This bullet carries the heaviest weighting of the characteristics for Severity 1 and 2.]</b>			

<b>Severity 1 (Critical)</b>	<b>Severity 2 (High)</b>	<b>Severity 3 (Medium)</b>	<b>Severity 4 (Low)</b>
There is no acceptable workaround to the problem (i.e., the job cannot be performed in any other way).	There is an acceptable and implemented workaround to the problem (i.e., the job can be performed in some other way).	There may or may not be an acceptable workaround to the problem.	There is likely an acceptable workaround to the problem.
<b>Response Time</b>			
Within one hour.	Within one hour.	Within eight hours or by next business day.	Within eight hours or by next business day.
<b>Resolution Time</b>			
The maximum acceptable resolution time is 24 continuous hours, after initial response time.	The maximum acceptable resolution time is two business days.	The maximum acceptable resolution time is 3 business days.	The maximum acceptable resolution time is 5 calendar days.

### Levels of Service

The service levels offered by the Supplier to the Bank are described below. The Supplier's goal must be to meet, and even exceed, when possible, the levels of services described below.

Service Level	Severity 1, 2	Severity 3, 4
24/7	<ul style="list-style-type: none"> <li>- The Supplier and/or Local Agent shall provide support 12 hours per day (from 7 a. m to 7 p.m, local time of each field office), five days a week (from monday to Friday) by phone and/or on-site intervention by operations and network service specialists.</li> <li>- Support requests are taken 24 hours, seven days a week.</li> <li>- Telephone call back within one hour from receipt of the request by the Supplier and/or Local Agent.</li> <li>- Guaranteed delivery of hardware replacements within four (4) business days of receiving the request for support.</li> </ul>	<ul style="list-style-type: none"> <li>- Requests taken 24 hours, seven days a week.</li> <li>- The Supplier and/or Local Agent shall provide support during normal working hours in the Bank (from 8 a.m to 5 p.m, local time for each field office), by phone and/or on-site intervention.</li> <li>- Call back within one hour during normal working hours at the Supplier or Local agent.</li> <li>- Guaranteed delivery of hardware replacements within four (7) business days of receiving the request for support.</li> </ul>

### **Levels of Effort**

The level of effort expected of the Supplier shall be exercised in full, either through corrective maintenance activities or through preventative maintenance activities.

### **ROLES AND RESPONSIBILITIES OF THE BANK AND THE SUPPLIER**

#### **The Supplier**

The Supplier's Support Team has the following general responsibilities under the Contract.

- The Supplier shall conduct business in a courteous and professional manner
- Once a support request has been submitted, the Supplier shall make themselves available to work with the Bank support resource assigned to the support request.
- The Supplier shall continue to provide the Bank access, software, licensing, training, documentation, and support for all software supplied.
- The Supplier shall provide all of the necessary and requested documentation, information, and knowledge capital to the Bank prior to the deployment of any new equipment and software

#### Supplier's Support Specialists

- The Bank end users do not contact the Supplier support resources directly to report a problem. All problem calls must be logged through the Bank **Infrastructure & Telecommunications Division manager (CIMM2)**. For enhancements, determining the potential high-level effort for all changes, and based on that, either passing it on to a developer or completing it themselves.
- Identifying all tasks associated with each support request and deriving estimates for the completion of each task.
- Responsibility for responding to support requests.
- Conducting testing (system/integration/acceptance testing activities should be performed).
- Participating in the acceptance testing and implementation activities.
- Providing knowledge transfer to the Bank support unit staff.
- Preparing monthly status reports.

#### **The Bank**

The Bank has the following general responsibilities under the Contract

- The Bank shall conduct business in the context of this Contract in a courteous and professional manner with the Supplier.
- The Bank shall log all information from the Supplier required to establish contact information, document the nature of a problem and the Supplier's equipment and software environment (as applicable).



- The Bank shall attempt to resolve problems over the phone on first call.
- The Bank shall escalate support request to next level of severity upon approach of established resolution targets.
- The Bank support unit shall assign severity codes based on its analysis of the situation.
- There are several roles deployed within the Bank that are integral to the provision of support services to the Bank. These roles include the following:

#### **Bank team**

Infrastructure & Telecommunications team will act as the task manager and will provide the overall direction of the activities of the support specialists, participate directly in the production of the associated deliverables, and will negotiate with the Supplier's support manager regarding the classification of enhancements and the scheduling of tasks.

His or her duties will include:

- Ensuring SLA targets are met (coordinating all activities to ensure all tasks are performed in a consistent manner and on schedule).
- Ensuring all work is performed according to the agreed-upon work methods and standards. Participating directly in the production of the associated deliverables.
- Assigning severity codes to support requests and liaising with the Supplier's team to negotiate the scheduling of tasks, and coordinate the activities of the Supplier's support team.
- Ensuring all required documentation, information, and knowledge capital has been prepared, as per transition checklist, and turned over prior to the start of support for a new equipment and software

**Infrastructure & Telecommunications team** works as a point of contact for all activities relating to the transition of a new or modified equipment and software service from the Supplier to the African Development Bank's support unit and the decommissioning of GSM gateways System Equipment and software. Reporting to the person in charge of the **Infrastructure & Telecommunications e** Divisional manager, they is responsible for planning, coordinating, and overseeing the transition of a new equipment and software into production.

**IN WITNESS WHEREOF**, the Parties hereto have caused this Contract to be duly executed in their respective names by their duly authorized representatives, on the respective dates specified below.

**FOR AFRICAN DEVELOPMENT BANK**

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DIVISION MANAGER,  
CORPORATE PROCUREMENT DIVISION (CGSP.2)

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**Date**

**FOR .....**

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GENERAL MANAGER

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**Date**