

Appendix M

Tender No. 42240

Timetabling & Track Possession System

Service Level Agreement (SLA)

Severity Level	Description	Response Time	Resolution Time	Penalty for Breach
Critical (P1)	System-wide outage or failure of a critical component preventing any business operation database corruption, or critical module failure that prevents any user from operating the system. No workaround exists	≤ 1 hour	≤ 5 hours	2% of the monthly service fee for each delayed hour, capped at 20%
High (P2)	Major functionality failure significantly impacting core business processes, but system is still partially available. A temporary workaround may exist but is not practical for extended use.	≤ 2 hours	≤ 8 hours	1.5% of the monthly service fee for every 4 delayed hours, capped at 10%
Medium (P3)	Non-critical issues that reduce system efficiency or cause limited user impact but do not stop business operations. Example: reporting module errors, UI malfunctions in non-critical screens, or partial integration failures where a workaround is acceptable.	≤ 1 business day	The next regular patch delivery scheduled after 7 Working Days.	1% of the monthly service fee for each delayed day, capped at 5%
Low (P4)	Minor defects, cosmetic issues, or enhancement requests that do not affect daily operations	≤ 3 business day	The error will be fixed with the next regular major delivery scheduled within 15 Working Days	0.5% of the monthly service fee for each delayed day, capped at 5%
New development	The Supplier shall acknowledge receipt of any new	≤ 3 business day	A preliminary response including	

	development request within 3 business days.		estimated effort and timeline shall be provided within 14 business days. A detailed work plan shall be submitted within 20 business days, unless otherwise agreed by both parties.	
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General Provisions

1. 1. Response times are measured from the moment a service ticket is logged in the official Help Desk system.
2. 2. Resolution times are measured from the ticket creation until closure, subject to Customer's confirmation.
3. 3. Penalties shall be deducted from the Supplier's monthly invoice in the following billing cycle.
4. 4. In the event of repeated or material SLA breaches, the Customer reserves the right to apply additional contractual remedies.

Sincerely,

Company _____

Date _____

First name _____

Last name _____

ID _____

Signature _____