

ANNEXURE D

SERVICE LEVEL AGREEMENT DECLARATION

MANDATORY REQUIREMENT

The bidder must declare their commitment to meet the expected standard of service if awarded the contract, by selecting the appropriate checkbox next to each service commitment. All the service levels indicated under section 4.1 – 4.5 below are mandatory, and failure to declare a commitment to meet the expected standard of service will result in a disqualification.

4.1 Response and Resolution Times

(Mark the appropriate box with an X.)

SLA Item	Yes No
I acknowledge and commit to the Critical (P1) SLA: 15-minute response, 4-hour resolution (24/7/365).	<input type="checkbox"/> <input type="checkbox"/>
I acknowledge and commit to the High (P2) SLA: 30-minute response, 8-hour resolution (24/7/365).	<input type="checkbox"/> <input type="checkbox"/>
I acknowledge and commit to the Medium (P3) SLA: 1-hour response, 24-hour resolution.	<input type="checkbox"/> <input type="checkbox"/>
I acknowledge and commit to the Low (P4) SLA: 2-hour response, 48-hour resolution.	<input type="checkbox"/> <input type="checkbox"/>

4.2 Uptime Commitments

SLA Item	Yes No
I commit to providing a minimum of 99% monthly uptime per site (primary link + secondary link).	<input type="checkbox"/> <input type="checkbox"/>
I commit to 99% SD-WAN and VPN uptime at Head Office.	<input type="checkbox"/> <input type="checkbox"/>
I commit to notifying HWSETA of any planned maintenance, at least 48 hours in advance.	<input type="checkbox"/> <input type="checkbox"/>

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4.3 Account Manager

SLA Item	Yes No
I will assign a dedicated account manager to HWSETA for the full duration of the contract.	<input type="checkbox"/> <input type="checkbox"/>
The account manager will handle escalations, reporting, and reviews.	<input type="checkbox"/> <input type="checkbox"/>
I commit to monthly service review meetings with HWSETA.	<input type="checkbox"/> <input type="checkbox"/>
I commit to providing ad hoc reporting when requested by HWSETA.	<input type="checkbox"/> <input type="checkbox"/>

4.4 Escalation Path

SLA Item	Yes No
I will provide a complete escalation contact list, including after-hours and weekend support.	<input type="checkbox"/> <input type="checkbox"/>

4.5 Reporting Obligations

SLA Item	Yes No
I commit to providing monthly reports, including link uptime and downtime per site.	<input type="checkbox"/> <input type="checkbox"/>
I will provide latency, packet loss, and jitter statistics.	<input type="checkbox"/> <input type="checkbox"/>
I will submit incident logs, VPN health, and bandwidth usage reports.	<input type="checkbox"/> <input type="checkbox"/>
I will report on maintenance activities and outage events.	<input type="checkbox"/> <input type="checkbox"/>
I will provide HWSETA with access to the helpdesk management portal.	<input type="checkbox"/> <input type="checkbox"/>
I will provide ad hoc reports for outages or SLA breaches.	<input type="checkbox"/> <input type="checkbox"/>

4.6 Nationwide Service Coverage

SLA Item	Yes No
	<input type="checkbox"/> <input type="checkbox"/>

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I confirm that I am able to service and support all sites listed in paragraph 5 of the Terms of Reference, Part B.

I, the undersigned, hereby declare that I have read, understood, and agree to commit to meet the expected service levels and obligations as outlined above. I acknowledge that failure to meet these service levels will result in a disqualification as per the terms of the tender.

Company Name:	
Authorised Representative Designation:	
Full Name:	

Note:

The successful service provider/bidder will be required to enter into a Service Level Agreement with the HWSETA prior commencement of the project and no work should be performed until the Agreement has been signed by both parties.

The signed SLA will specify all deliverables (including but not limited to those stipulated under section 4.1 – 4.5 of this Annexure D and all conditions in which the technical support will be rendered.

Signature: _____ Date: _____