ANNEX 8

**SERVICE LEVEL AGREEMENT (SLA)**(to be drafted by the tenderer)

**Preamble**

A *Service Level Agreement* shall be completed by the tenderer, as required in the “Award criteria – Quality criterion nr 1” section of the *Tender Specifications*.

The duly drafted SLA is a key element of the offer, as the technical evaluation for Award criterion - Quality criterion nr 1 shall be formed on the basis of the SLA and descriptions.

The present *Service Level Agreement* (SLA) lays down evidence by which minimum levels of quality, for Award criterion - Quality criterion nr 1, shall be assessed by the contracting authority so as to rank the tenders in order of quality.

In case of award, the SLA submitted by the tenderer shall become binding, in the form of an annex to the *Framework Contract*, in compliance with the precedence order as set in the *Framework Contract*.

The maximum size of the SLA is 20 A4 pages, excluding the preamble and table of contents, with an average count of words[[1]](#footnote-1) per page inferior to 400, using a font size not smaller than 11 (for titles, Helvetica or Arial font, for normal text Times New Roman font). It shall be possible to annex documents to the SLA. Such annexes shall not count for the purpose of the size of the SLA.

Annexes shall not be used as a subterfuge to bypass the SLA size limitation: Annexes shall be self-standing documents in their own right, for example a copy of an ISO 9000 family certification.

In the case of a joint tender, e.g. via a consortium, the SLA has to be filled for the group as a whole.

Service Level Agreement (SLA)

**The Contracting Authority**

represented for the purposes of this Service Level Agreement by the Single Resolution Board hereinafter referred to as the ‘The Contracting Authority’,

and

**The Tenderer or Tenderer Group**

hereinafter referred to as ‘The Tenderer’,

**Have agreed the following:**

## Service organisation (award Criterion – Quality criterion nr. 1)

The service organisation, interfaces, roles and responsibilities, including the level of traceability/auditability, the level of segregation of tasks, the clarity of the lines of responsibility and reporting, and the quality of internal controls is a key part for achieving overall quality of the contract execution. The service organisation should reflect both the Fixed Price and Quoted Time and Means specific contracts).

§1 [Describe the service organisation, interfaces, roles and responsibilities through which the tenderer undertakes to fulfil the terms and specifications of the tender.

(For the Time and Means, this should include the full life cycle of the service, and among others: Request processing, specific contract signature, follow-up of the time & means personnel, ability to fulfil in parallel several individual orders, invoicing, meetings, and complaints about the overall service). It should also indicate how this will work when subcontractors get involved and how it will work for the group of companies in case this is a joint offer.)

(For a Quoted Time and Means, this should include the full life cycle of the service, and among others: Request processing, specific contract signature, project management, invoicing, meetings, complaints about the overall service. It should also indicate how this will work when subcontractors get involved and how it will work for the group of companies in case this is a joint offer]

§2 [Describe how the tenderer undertakes to provide traceability/auditability for the execution of the contracts resulting from the tender procedure; describe your relevant internal controls; describe your lines of responsibility and reporting.]

§3 [Describe here the level of the segregation of the assignments and the continuity of service and what measures the tenderer undertakes to avoid service interruptions and to minimize the impact during the execution of the specific contract.]

## Evidence

In order for the contracting authority to assess the credibility of the above proposals aiming at fulfilling the first award criteria, in terms of practical implementation, please provide proof of at least 1 comparable contract (in terms of scope, size and complexity) performed during the last 8 financial years whereby active implementation of these award criteria has been achieved. The evidence should be attached it to the present SLA.

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1. As counted by a word processor such as MS-Word [↑](#footnote-ref-1)