

Service Level Agreement (SLA)

Supply, Installation, Testing, Commissioning and Maintenance of UPS System

Kilimanjaro Ballroom and B1 Meeting Spaces

1. Purpose

This Service Level Agreement (SLA) defines the minimum service standards, performance requirements, response times, and maintenance obligations for the Supply, Installation, Testing, Commissioning, Warranty, and Post-Installation Support of the UPS System.

2. Scope of Services

The successful bidder shall provide:

- Supply and delivery of UPS equipment and accessories.
 - Installation and commissioning of the UPS system.
 - Testing and handover of the complete installation.
 - Integration with existing power infrastructure.
 - User training for hotel engineering personnel.
 - Preventive and corrective maintenance during the warranty period.
 - Technical support and emergency response services.
 - Supply of genuine spare parts throughout the warranty period.
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3. Service Availability

The UPS system shall maintain:

Service Requirement	Target
UPS Availability	99.9%
Power Protection Coverage	24 Hours / 7 Days
System Monitoring Support	24 Hours / 7 Days
Emergency Support Availability	24 Hours / 7 Days

4. Response and Resolution Times

Critical Priority (P1)

Complete UPS failure affecting ballroom, meeting rooms, or critical hotel operations.

Requirement	Time
Acknowledgement	Within 30 minutes
On-site Response	Within 4 hours
Resolution/Temporary Restoration	Within 8 hours
Permanent Resolution	Within 24 hours

High Priority (P2)

Major fault causing reduced UPS capacity or operating redundancy.

Requirement	Time
Acknowledgement	Within 1 hour
On-site Response	Within 8 hours
Resolution	Within 24 hours

Medium Priority (P3)

Minor defect not affecting operational continuity.

Requirement	Time
Acknowledgement	Within 4 hours
Resolution	Within 3 business days

Low Priority (P4)

General inquiries, reports, recommendations, or preventive maintenance issues.

Requirement	Time
Response	Within 1 business day

Resolution	Within 5 business days
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5. Preventive Maintenance

The contractor shall perform preventive maintenance at a minimum frequency of:

- Quarterly inspections (4 visits annually).
- Battery health assessment.
- Cleaning of UPS units and ventilation systems.
- Inspection of electrical connections.
- Verification of charging systems.
- Testing of alarms and monitoring functions.
- Load and bypass circuit inspection.
- Submission of maintenance reports after each visit.

A comprehensive service report shall be submitted within five (5) working days after each maintenance visit.

6. Warranty Requirements

UPS Equipment Warranty

- Minimum warranty period: **24 Months** from commissioning date.
- Warranty shall cover:
 - Parts replacement.
 - Labour.
 - Travel and transportation costs.
 - Firmware updates (where applicable).
 - Equipment defects.
 - Manufacturing faults.

Battery Warranty

- Minimum battery warranty: **24 Months**.
 - Defective batteries shall be replaced at no cost to the hotel.
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7. Spare Parts Availability

The contractor shall:

- Maintain adequate stock of critical spare parts locally.
 - Supply only genuine OEM parts.
 - Guarantee spare parts availability for at least five (5) years after installation.
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8. Training Requirements

The supplier shall provide on-site training covering:

- UPS operation.
- Alarm interpretation.
- Emergency procedures.
- Battery management.
- Shutdown and restart procedures.
- Routine inspections.

Training shall be provided at no additional cost before project handover.

9. Documentation Requirements

The successful bidder shall provide:

- Operation and Maintenance Manuals.
 - Warranty Certificates.
 - As-built Drawings.
 - Test and Commissioning Reports.
 - Technical Datasheets.
 - Maintenance Schedule.
 - Emergency Contact List.
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10. Reporting

The supplier shall provide:

Maintenance Reports

Following each preventive maintenance visit.

Incident Reports

Within 24 hours following any major failure.

Annual Performance Report

Including:

- System uptime.
- Number of incidents.
- Response times achieved.
- Preventive maintenance completed.
- Recommendations for system improvement.

11. Performance Penalties

Failure to meet SLA requirements may result in service credits or penalties as follows:

Performance Failure	Penalty
Failure to meet response time	2% of monthly service value
Failure to meet resolution time	3% of monthly service value
Missed preventive maintenance visit	5% of monthly service value
Repeated SLA violations (3 occurrences)	Contract review and possible termination

Maximum cumulative penalty shall not exceed 10% of the annual contract value.

12. Escalation Matrix

The bidder shall provide:

- Service Desk Contact
- Technical Support Contact
- Service Manager Contact
- Chief Engineer Contact
- Emergency 24/7 Support Number

Escalation contacts shall be updated whenever changes occur.

13. Acceptance Criteria

Final acceptance shall occur upon:

- Successful installation and commissioning.
- Submission of all required documentation.
- Completion of training.
- Completion of site acceptance testing.
- Approval by Hotel Engineering and Management.

SLA Commitment

The successful bidder shall guarantee uninterrupted operation of the UPS system supporting Kilimanjaro Ballroom and B1 Meeting Spaces and shall maintain a minimum system availability of **99.9%** during the warranty and maintenance period