

Severity Levels:

Severity One (Urgent)

A severity one (1) issue is a catastrophic production problem which may severely impact the Proposed Service Management Platform Availability, In such case, part or all proposed Service Management Platform production components are down or not functioning; loss of production data and no procedural work around exists.

Examples of Severity one cases: DB becoming corrupted or inaccessible.

Severity Two (High)

A severity two (2) issue is a problem where the Proposed Service Management Platform is functioning but in a severely reduced capacity. The situation is causing significant impact to portions of business operations and productivity of Proposed Service Management Platform. The system is exposed to potential loss or interruption of service.

Example of Severity two cases: one node of cluster becomes down or unavailable, inability to update DB by entities representatives or solution administrators, or inability to synchronize data between DB nodes.

Severity Three (Medium)

A severity three (3) issue is a medium-to-low impact problem which involves partial non-critical functionality loss one which impairs some operations but allows the Proposed Service Management Platform users/administrators to continue to function. This may be a minor issue with limited loss or no loss of functionality or impact to the client's operation and issues in which there is an easy circumvention or avoidance by the end user.

Severity Four (Low)

Important problem but it can wait no loss of functionality or impact to the client's operation and issues in which there is an easy circumvention or avoidance by the end user.

Table 1: Response, Resolution, times for different severity levels

Severity	Response Time	Resolution Time
1	1 hour	4 hours.
2	3 hours	24 hours
3	4 hours	72 hours

4	8 hours	One Week
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Where:

Response Time: Time taken to acknowledge receiving of reported incident calculated from the time sending an email explaining the incident, opening a ticket on bidder ticketing system, or conducting a phone call with the assigned support engineer by the bidder or bidder's first line of support.

Resolution Time: Time taken to solve the reported incident completely. Resolution Time is calculated from the end of the defined response time for each severity level as shown in the above table.

5.4.1 Escalation Procedure and Penalties:

For incidents classified as Severity Level 1, 2, 3 & 4, if bidder:

1. Passed the Response Time: first level of escalation will be applied by notifying winning bidder's Technical Support Manager or the assigned contact person.
2. Passed the Resolution Time: MoICT is entitled to fix the problem and to apply penalty on the winning bidder in accordance with the following criteria in the below table and all costs incurred by MoICT for fixing will be charged to the winning bidder. However in all cases the maximum total penalties that the winning bidder shall be charged shall not exceed 15% of the contract value.

Table 2: Penalties

Severity	Definition	Penalty
1	Must be done, essential to business survival. Business can't continue	A penalty of 10 J.D. shall be applied for each hour pass the resolution time. This penalty shall continue for the first 24 hours (10x24). If delay continues, then the penalty of 250 J.D. per day shall be applied and for the maximum duration of 3 days; after that, 3 rd party will be called to fix the problem.
2	Should be done, near essential to business survival.	A penalty of 100 J.D. shall be applied for each day pass the resolution time. This penalty will be applied for the maximum duration of 4 days; after that, 3 rd party will be called to fix the problem.
3	Could be done, high benefit to business if time and resources are available.	A penalty of 50 J.D. shall be applied for each day pass the resolution time. This penalty will be applied for the maximum duration of 5 days; after that, 3 rd party will be called to fix the

		problem.
4	Important problem but can wait	A penalty of 50 J.D. shall be applied for each day pass the resolution time. This penalty will be applied for the maximum duration of 10 days; after that, 3 rd party will be called to fix the problem.