

SERVICE LEVEL AGREEMENT APPLICABLE FOR AMC PERIOD

Version 1.0

For
Orient Food Company Ltd.



By
Tirzok Private Limited

Date: 1.09.2023





Service Level Agreement (SLA)

Effective Tenure: From 1 Sep 2023 To 31 August 2024

Document Owner: Tirzok Private Limited

Version

Version	Description
1.0	Service Level Agreement

1. Agreement Overview

This Agreement represents a Service Level Agreement ("SLA" or "Agreement") between **Tirzok Private Limited** and **Orient Food Company Ltd.** for the provisioning of services required to support and sustain the service under the "Bakery Management Proposal"

This Agreement remains valid until superseded by a revised agreement mutually endorsed by the stakeholders.

2. Goals & Objectives

The purpose of this Agreement is to ensure that the proper elements and commitments are in place to provide consistent service support and delivery to the Client by the Service Provider.

The goal of this Agreement is to obtain mutual agreement for service provision between the Service Provider and Client.

The objectives of this Agreement are to:

- Provide clear reference to service ownership, accountability, roles and/or responsibilities.
- Present a clear, concise and measurable description of service provision to the client.
- Match perceptions of expected service provision with actual service support & delivery.

3. Stakeholders

The following Service Provider and Client will be used as the basis of the Agreement and represent the primary stakeholders associated with this SLA:

Service Provider: Tirzok Private Limited. ("Provider")

Client: Orient Food Company Ltd. ("Client")



4. Periodic Review

This Agreement is valid from the completion date of the Free Service Period 1 sep. 2023 which will be shared by Client on a later date. This Agreement will be reviewed after one year; however, in lieu of a review during any period specified, the current Agreement will remain in effect.

Contents of this document may be amended as required, provided mutual agreement is obtained from the primary stakeholders. The Document Owner will incorporate all subsequent revisions and obtain mutual agreements / approvals as required.

Review Period: Yearly

Previous Review Date: Not Applicable

Next Review Date: To be decided later

5. Payment Policy

- The payment method will be yearly based and the payment rate will be 12% of actual solution value which is $450,000 \times 12\% = 54,000$ Tk.

6. Service Agreement

The following detailed service parameters are the responsibility of the Service Provider in the upcoming AMC period.

6.1. Support Service Scope

The following Services are covered by this Agreement:

- Over the phone support
- Email support
- Remote assistance using Remote Desktop and a Virtual Private Network where available
- Planned or Emergency Onsite assistance for bug fix or relevant maintenance
- Assist Client's technical team during planned maintenance activity.

6.2. Client Requirements

Client responsibilities and/or requirements in support of this Agreement include:

- Reasonable availability of client representative/s when resolving a service-related incident or request.

6.3. Service Provider Requirements

Service Provider responsibilities and/or requirements in support of this Agreement include:

- Meeting response times associated with service-related incidents.
- Appropriate notification to Client for all scheduled maintenance.



7 Support Service Management

Effective support of in-scope services is a result of maintaining consistent service levels. The following sections provide relevant details on service availability, monitoring of in-scope services and related components.

7.1. Support Service Availability

Coverage parameters specific to the service(s) covered in this Agreement are as follows:

- Telephone support: 09:00 A.M. to 6:00 P.M. Sunday - Thursday
- Email support: Monitored 09:00 A.M. to 6:00 P.M. Sunday - Thursday
- Telephone calls and Emails received outside of office hours will be collected, if the issue severity is mild then actions will be taken on the next working day
- If needed, onsite assistance guaranteed within 24 hours during the business week

7.2. Support Service Requests

In support of services outlined in this Agreement, the Service Provider will respond to service-related incidents and/or requests submitted by the Client within the following periods:

- 0-8 hours (during business hours) for issues classified as **High priority**.
- Within 48 hours for issues classified as **medium priority**.
- Within 5 working days for issues classified as **Low priority**.

Maintenance Support Scope in details

- Website content edits & revisions
- Broken link fixing
- Users add/edit/delete, various updates to text, images, and other minor changes which is equivalent to 1 Man Day (8 Man hours) or less. The estimation of work volume will be based on both party's mutual agreement. In two-month Tirzok is obliged to conduct these types of 1 minor change request.
- Removal of malware, spam, and malicious code from Client's website
- Data base security check & maintenance
- Work to keep the full ERP response & run faster
- Regular Quality Assurance (QA)
- Provide technical support to Orient technical team for application Installation/Recovery, Reporting, Database Maintenance
- Regular ERP system core updates providing.

Maintenance Support Scope in details

- Bug fixing
- Monthly database maintenance, backup & archival (if required)



TIRZOK PRIVATE LIMITED

Suit# 605, 5th floor, Alpona Plaza, New Elephant Road, Dhaka, Bangladesh

E-mail: info@tirzok.com, Cell: +880-1870749000, Web: www.tirzok.com, FB: www.facebook.com/TIRZOKLTD/

Change Request Scope in details. (Will be consider as new requirements: Chargeable)

- Any new modification & changes
- Setting-up any integration
- Add any new page (Design & Development)
- Link/iFrame with other sites where needed
- Customize the website codes to meet all Orient requirement and third-Party integrations to smoothen the user experience.
- Entertain any new requirement for development