

SERVICE LEVEL AGREEMENT

Inventory Management System

Bureau of Communications Services | PR No. 2026-02-0059

1. PARTIES TO THIS AGREEMENT

SERVICE PROVIDER:

Quanby Solutions, Inc.
Landco Business Park, 4F, F. Imperial St.
Legazpi City, Albay, Philippines
support@quanbyai.com | +63 52 201 1127

CLIENT:

Bureau of Communications Services (BCS)
Presidential Communications Office
310 San Rafael St., Malacañang, Manila
BAC Chair: Ms. Joan Tricia A. Alcantara

2. COVERAGE AND SUPPORT CHANNELS

Warranty Period: One (1) year from date of official acceptance

Support Hours: Monday to Friday, 8:00 AM - 5:00 PM (except public holidays)

Emergency Support (Severity 1): Available 24/7 including weekends and holidays

Support Channels:

On-site: BCS Offices, 310 San Rafael St., Malacañang, Manila
Telephone: +63 52 201 1127 / +63 930 838 4391
Email: support@quanbyai.com
Helpdesk: IMS Support Portal (URL provided upon deployment)

3. SEVERITY LEVELS AND RESPONSE TIMES

SEVERITY 1 - CRITICAL

Examples:

- IMS completely inaccessible to all users
- Database corruption or data loss
- Security breach, hacking attempt, or unauthorized access
- System crash affecting all modules

Response Commitment:

- Initial acknowledgement: Within 30 minutes
- On-site technician dispatch: Within 2 hours
- On-site technician ARRIVAL: Within 4 hours (mandatory)
- Resolution or interim workaround: Within 8 hours
- Full resolution + root cause report: Within 24 hours

SEVERITY 2 - HIGH

Examples:

- Specific module unavailable (e.g., reports not generating)
- Significant slowdown affecting multiple users
- Barcode scanner integration failure
- Login issues affecting multiple users

Response Commitment:

- Initial acknowledgement: Within 1 hour
- Remote diagnosis begins: Within 2 hours
- Resolution: Within 1 working day (mandatory)
- Written resolution report: Within 2 working days

SEVERITY 3 - MODERATE

Examples:

- GAM report generating incorrect data
- Minor calculation errors in depreciation
- Non-critical feature not working as documented
- Print layout problems

Response Commitment:

- Initial acknowledgement: Within 4 hours
- Investigation begins: Within 1 working day
- Resolution: Within 5 working days (mandatory)
- Written resolution report: Within 7 working days

SEVERITY 4 - LOW

Examples:

- UI/UX improvements
- Additional filter or reporting options
- Minor label or formatting adjustments
- Feature enhancements beyond original scope

Response Commitment:

- Initial acknowledgement: Within 1 working day
- Evaluation and scheduling: Within 5 working days
- Resolution: Included in next scheduled update

4. WARRANTY AND UPDATES

Software Warranty (1 Year):

- Bug fixes for all severity levels at no additional cost
- Security patches and vulnerability fixes
- Software updates to maintain browser compatibility
- GAM compliance updates upon official notification of regulatory changes

Hardware Warranty (1 Year):

- 2 units Android Barcode Readers
- 1 unit Label Printer
- Defective hardware replaced within 5 working days of report

5. LIQUIDATED DAMAGES FOR NON-COMPLIANCE

In the event the Service Provider fails to meet the response and resolution times specified above, the following liquidated damages shall apply in accordance with RA No. 12009:

Severity 1 on-site arrival beyond 4 hours:	1/10 of 1% of contract price per day of delay
Severity 2 resolution beyond 1 working day:	1/10 of 1% of contract price per day of delay
Severity 3 resolution beyond 5 working days:	1/10 of 1% of contract price per day of delay
Repeated Severity 1 failures (3+ within 30 days):	Subject to contract review by Head of Procuring Entity

6. ADDITIONAL PROVISIONS

Knowledge Transfer:

Face-to-face training for end-users prior to go-live. Training certificates issued to all participants. Topics: system features, report generation, administration, and incident response.

User Manual:

One (1) complete User's Manual delivered in printed and digital format upon system implementation.

Incident Procedure:

Client submits report -> Ticket issued (30 min) -> Severity determined (1 hour) -> Resolution per timeline -> Written confirmation -> Ticket closed.

Confidentiality:

All BCS data remains exclusive property of the Bureau. Service Provider maintains strict confidentiality of all records accessed during implementation and support.

Force Majeure:

Service Provider not liable for delays caused by natural disasters, power outages, government emergencies, or ISP failures beyond its control. Client notified within 24 hours.

Governing Law:

Republic of the Philippines. Disputes resolved per RA No. 9285 (Alternative Dispute Resolution Act of 2004).

7. SIGNATURES

This Service Level Agreement forms part of the contract documents for Purchase Request No. 2026-02-0059 and shall be read in conjunction with the Technical Specifications, Schedule of Requirements, and General/Special Conditions of Contract.

FOR THE SERVICE PROVIDER:

FOR THE CLIENT:

MICHAEL MAXWELL

[NAME OF AUTHORIZED REPRESENTATIVE]

Chief Technology Officer
Quanby Solutions, Inc.

[POSITION/DESIGNATION]
Bureau of Communications Services

Date: _____

Date: _____

Signed in the presence of:

Witness - Quanby Solutions, Inc.

Witness - Bureau of Communications Services