# Service Catalogue

Bidder Company Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Contact Information

Name:  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Email: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Telephone number: \_\_\_\_\_\_\_\_\_\_

# LMS Base Service

Please state the price for the LMS Base Service in the table below.  
ALL COST MUST BE INCLUDED, including but not limited to; cost relating to licenses, maintenance, support and network ingress/egress charges. The LMS Base Service must as a minimum include the features and functionality described in ITSFB Vol. 2 section 2.3.2.1.

|  |  |
| --- | --- |
| **FTE Tier** | **Price per FTE / Year (1) in €** |
| 1-2500 | 0,00 |
| 2501-5000 | 0,00 |
| 5001-10.000 | 0,00 |
| 10.001-15.000 | 0,00 |
| 15.001-20.000 | 0,00 |
| 20.001-25.000 | 0,00 |
| Above 25.000 | 0,00 |

|  |
| --- |
| 0 % |

Any year over year price increase % for the LMS Base Service to be stated if applicable. Yearly price increase percentage

Please list any additional Features and Functions included in the LMS Base Service for free.

Template for free Features and Functions

|  |  |
| --- | --- |
| **Feature or Function** | **Comments** |
| Feature or function name |  |
| Feature or function name |  |
| Feature or function name |  |
| Feature or function name |  |
| Feature or function name |  |
| Feature or function name |  |
| Feature or function name |  |
| Feature or function name |  |
| Feature or function name |  |

# LMS Mandatory Additional Services, Features and Functions

For the Mandatory Additional Features and Functions the price can either be a Yearly fixed site license price or a Yearly price per FTE. Please provide the prices using the relevant templates, or if provided as part of the LMS Base Service, list it in the template above.

Below list of Functions and Features that must be prised using the relevant template.

* Open Course, Supporting partially open courses, self-paced courses, self-registration and account creation
* MOOC
* Diagnostic Learning Analytics
* Lock down browser
* Game based learning
* Personal Portfolio

# LMS Mandatory Additional Services, Features and Functions

Any additional features and functions that the bidder want to be able to sell under this framework must be listed and priced using the relevant template.

# LMS Project, Implementation, other activities and Professional Services

List all project, implementation and other service activities and their hourly rate in € in the template below.

If applicable, please provide a link(s) to any integrations and services that is available for free, in the box below.

|  |
| --- |
|  |

Template for Yearly price

|  |  |  |  |
| --- | --- | --- | --- |
| **Feature or Function** | **Yearly Price in €** | **Any year over year % increase** | **Comments** |
| Feature or function name | 0,00 | 0 % |  |
| Feature or function name | 0,00 | 0 % |  |
| Feature or function name | 0,00 | 0 % |  |
| Feature or function name | 0,00 | 0 % |  |
| Feature or function name | 0,00 | 0 % |  |
| Feature or function name | 0,00 | 0 % |  |
| Feature or function name | 0,00 | 0 % |  |
| Feature or function name | 0,00 | 0 % |  |
| Feature or function name | 0,00 | 0 % |  |

Template for Yearly tier based FTE price

|  |  |
| --- | --- |
| **Feature or function name** | |
| **FTE Tier** | **Cost per FTE / Year (1) in €** |
| 1-2500 | 0,00 |
| 2501-5000 | 0,00 |
| 5001-10.000 | 0,00 |
| 10.001-15.000 | 0,00 |
| 15.001-20.000 | 0,00 |
| 20.001-25.000 | 0,00 |
| Above 25.000 | 0,00 |
| **Any year over year % increase** | 0 % |
| **Comments** |  |

Template for project, implementation and other service activities

|  |  |  |  |
| --- | --- | --- | --- |
| **project, implementation and other service activities** | **Hourly Price in €** | **Any year over year % increase** | **Comments** |
| Activity name | 0,00 | 0 % |  |
| Activity name | 0,00 | 0 % |  |
| Activity name | 0,00 | 0 % |  |
| Activity name | 0,00 | 0 % |  |
| Activity name | 0,00 | 0 % |  |
| Activity name | 0,00 | 0 % |  |
| Activity name | 0,00 | 0 % |  |
| Activity name | 0,00 | 0 % |  |
| Activity name | 0,00 | 0 % |  |

# Service Level Agreement (SLA)

## Support

First Tier Support is provided by the local organisations LMS Administrator(s) who is qualified through training and experience to troubleshoot and resolve the majority of user related incidents. It is the organisation administrator(s) that will report issues to the provider.

Second and third tier support must be provided by the provider as follows.

It must be possible to report Incidents and issues 24/7 using email, web-forms, chat or by telephone.

It must be possible to track ticket progress through a web page or information pushed to customer via email.

### The response time and support metric

|  |  |
| --- | --- |
| Metric | Benchmark |
| First contact resolution | >70% of tickets resolved on first contact |
| Time to answer phone calls | 80% of calls answered within 120 seconds |
| Time to answer chat | 80% of chats answered within 180 seconds |
| Time to answer web form or emails | 80% of answered within 8 hours |

### Severity Levels

The Customer has the right to specify the severity level

|  |  |
| --- | --- |
| **Severity level** | **Criteria** |
| Level 1 | * Service is down * Users cannot access the Service * Data is accessible by unauthorized parties |
| Level 2 | * Users can not use a critical function or feature * The system is slow to a point where it cannot be reasonably used |
| Level 3 | * User cannot use a critical function or feature but a workaround exists |
| Level 4 | * Users cannot use a non-critical function or feature * A bug exists but a work around is in place * Function, feature or workflow is not working optimally |

### Service level objectives

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Service Level Objective** | **Severity level** | **Initial Engagement** | **Communication Frequency** | **Target resolution time** |
| 90% resolved within the specified times | Level 1 | 15 Minutes | Every 2 hours | 12 Hours |
| Level 2 | 1 hour | Every 4 hours | 24 Hours |
| Level 3 | 2 hours | Daily | 72 Hours |
| Level 4 | 12 hours | Daily | 5 Business days |

### Monthly Availability

Uptime values are reset at the end of each period and do not carry forward to subsequent periods. The table below demonstrates the uptime service level objective targets; The measurement period is set to align with a calendar month.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Days in month** | **Minutes within period** | **Allowable outage time in minutes** | **Up time in minutes** | **SLA** |
| 31 | 44,640 | 44.64 | 44,595.36 | 99.90% |
| 30 | 43,200 | 43.20 | 43,156.80 | 99.90% |
| 29 | 41,760 | 41.76 | 41,718.24 | 99.90% |
| 28 | 40,320 | 40.32 | 40,279.68 | 99.90% |

Service Credits

If downtime during the measurement period shows that Availability is below the level stated above, customer is entitled to a credit on the Cloud Services fees during the relevant Measurement Period, calculated on the following basis:

|  |  |
| --- | --- |
| **Availability** | **Service credits** |
| 99.9% ≤ x[1](%5Cl%20%22bookmark0%22) | N/A |
| 99.5% ≤ x < 99.9% | 2.5% of Customer’s Cloud Services fee for that Measurement Period |
| 99% ≤ x < 99.5% 2.5% | 5% of Customer’s Cloud Services fee for that Measurement Period |
| 99% ≤ x < 99.5% 2.5% | 10% of Customer’s Cloud Services fee for that Measurement Period |
| x < 98% | 20% of Customer’s Cloud Services fee for that Measurement Period |

### Yearly Availability

The yearly availability target is 99.9%.

The customer is eligible to a service credit if the availability falls below 99.9% for the preceding 365 days.

The service credit is calculated by taking the unavailable number of hours and multiply it by 3% of 1/12 of the annual subscription fee. The maximum service credit can be 1/12 of the annual subscription fee.