TERMS OF REFERENCE
FIS-Enterprise Resource Planning System License Support

Standard Premier Support for:
- Financials Application
- Inventory Management Application
- Purchasing Application

Standard Premier Support includes the following Software License Update & Support
- Program updates, fixes, security alerts and critical patch updates
- Upgrade scripts
- Assistance with service requests 24 hours per day, 7 day week
- Web-based Customer Support Systems 24 hours per day, 7 days a week
- Ability to log service requests 24 hours per day, 7 days a week
- Non-technical customer service during normal business hours

Number of Support Users: 5

Support Coverage: One Year

Standard Premier Support Service Level Agreement

Severity Level	Response Time	Remote Restoration Time	Resolution Time
Severity Level 1	15 minutes	6 Hours	30 Calendar Days
Severity Level 2	15 minutes	48 Hours	30 Calendar Days
Severity Level 3	N/A	N/A	180 Calendar Days

Severity 1:	Major system disruption (e.g., a major disruption in business-critical system operability or functionality, server crash or total system failure)
Severity 2:	Severe system disruption (e.g., A severe disruption in business-critical functionality that does not impact the entire system such as: significant number of workstations/terminals unable to perform or post transactions, loss of ability to perform payment functions, total Loss of reporting (local or hosted), loss of all printing, failure to reset totals or complete EOD/SOD/Night Audit, reposting for given date or range of date, an error within the portal that is preventing the customer from doing any function within the portal, or very slow page or image loading, inaccessible tools interface
Severity 3:	Single function failure (e.g., a minor disruption in operability or functionality that does not impact the entire system such as: timekeeping issues, isolated printing failure, isolated workstation/terminal failure, failure to view a single report, password resets, or non-functional loyalty programs).
Severity 4:	Minor/Procedural issue or question (e.g., programming or configuration related questions, questions relating to functionality, operability, or formatting or cosmetic problems).

Payment Terms: 15 days upon receipt of SOA/Billing

Prepared by:

OLIVER L. TEMPLO
Information Technology Officer
Information Technology Department

Approved by:

LLOYD A. SIOSON
Head (Vice President)
Information Technology Department