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# SERVICE LEVEL AGREEMENT (SLA) FOR WEB APPLICATION PROJECT

This Service Level Agreement (SLA) is entered into by and between BICL (referred to as "Service Provider") and LASAA Staff Cooperative Society (referred to as "Client") on this date 11 July 2023.

## 1. Service Overview

1.1. Scope: This SLA defines the terms and conditions under which the Service Provider will deliver Cooperative Savings and Loan Software **(**CSLS**)** to the Client.

1.2. Objective: The objective of this SLA is to ensure that the CSLS services provided by the Service Provider meet the agreed-upon performance standards and levels of support.

## 2. Service Description

2.1. Cooperative Savings and Loan Software **(**CSLS**)** is a customized software we would develop for your organization, we will work closely with your personnel to understand your operations and how you have been storing, organizing and managing your record using Microsoft excel spreadsheet. This knowledge will help us to design and develop a custom software that will meet your specific need.

The software is going to be a web based software that will be hosted online so that every member of the cooperative can login to access their saving details, loan and other financial records.

The software will use a database to store all record in a well structure design and format and a back-end programming language to simplify your task and make it easy for you to access your information.

## 3. Service Levels

**Project work-flow and development stages**
In accord with the scope of the project and the client's wishes. All projects include the stages described below.

**Proposal and approval**
Upon receiving your request, we provide you with a proposal with the project cost and work-flow and we got an approval to initiate the project with a weekly progress report and testing.

**Three-month bug-free warranty**

Once the final the project have been finally delivered to you, your 6-month development warranty begins. During this period we fix bugs - if there are any - in our code, at no charge to you. We have a high degree of confidence in our testing/quality assurance processes. That is why we offer such a unique extended development warranty to all our clients.

**Post-warranty period / professional support**
If the client wants to implement an additional functionality, after the project is launched, we treat such requests as separate projects. If the client wants to implement small changes directly on the site, that can usually be done under our support service at a minimal cost starting from 5000 naira.

**Code Quality / Quality Assurance**
We have an internal quality assurance process. This means that all code we develop is validated according to the latest standards and best practices of web development.
We delivers stable high-quality development products that are tested and built according to Software development best practices in performance, security and user interface (UI).

**Hosting and back-up**
We host our client web project on a secure hosting server with HTTPS support and does a monthly database backup and no cost.

### 4. Client Responsibilities

4.1. Cooperation: The Client will cooperate with the Service Provider in providing necessary information, access, and resources required for the successful delivery of the web application services.

4.2. Reporting Issues: The Client will promptly report any issues or bugs related to the web application to the Service Provider, including providing detailed information and steps to reproduce the problem.

### 5. Exclusions

5.1. Third-Party Services: This SLA does not cover any issues or disruptions caused by third-party services or applications integrated with the web application.

5.2. Force Majeure: The Service Provider shall not be held liable for any delays, disruptions, or failures caused by events beyond their reasonable control, including but not limited to natural disasters, acts of terrorism, or government regulations.

### 6. Term and Termination

6.1. Term: This SLA will be effective from the date of signing and will remain in effect for the duration specified in the project proposal.

6.2. Termination: Either party may terminate this SLA in the event of a material breach by the other party, subject to providing a written notice of the breach and a reasonable opportunity to cure it.

### 7. Confidentiality

7.1. Confidential Information: Both parties agree to keep any confidential information exchanged during the course of this SLA confidential and not disclose it to any third party without prior written consent.

### 8. Miscellaneous

8.1. Amendments: Any amendments or modifications to this SLA must be made in writing and agreed upon by both parties.

8.2. Governing Law: This SLA shall be governed by and construed in accordance with the laws of Federal Republic of Nigeria.

**BICL** Signature. Date:  11 July 2023

**LASAA Staff Cooperative Society** Signature: _____ Date: _____