

QF SHARED SERVICES

SERVICE LEVEL AGREEMENT (SLA)

For

Qatar Foundation

By

Procurement Directorate

Document Information

Document Owner:	Khalid A. Al Sulaiteen – Director, Procurement
Business Relationship Manager:	Ahmed Al Muftah – Deputy Director, Procurement
Effective Date:	01 st July 2009

VERSION

Version	Date	Revision / Description	Author(s)
1.0	28 th July 2008	Base Level SLA	Ahmed Al Muftah
2.0	28 th July 2008	Changes to Base Level SLA	Lucas D' Souza
3.0	31 st May 2009	Annual review.	Ramez Jaber

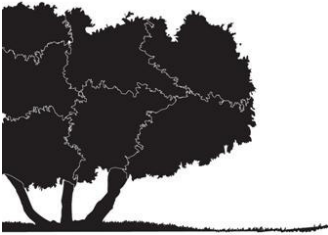
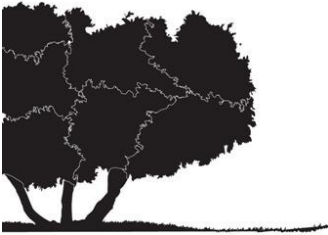


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1. AGREEMENT OVERVIEW

This Agreement represents a Service Level Agreement (“SLA” or “Agreement”) between the Procurement Directorate and Customers for the provisioning of services required to support and sustain QF Shared Services.

This Agreement remains valid until superseded by a revised agreement mutually endorsed by the stakeholders. Changes are recorded in the Amendments section of this Agreement and are effective upon mutual endorsement by the primary stakeholders.

This Agreement outlines the parameters of all services covered as they are mutually understood by the primary stakeholders. This Agreement does not supersede current processes and procedures unless explicitly stated herein.

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 Customer(s) by the Service Provider(s).

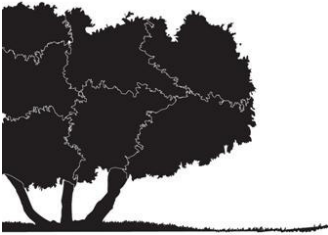
The **goal** of this Agreement is to obtain mutual agreement for service provision between the Service Provider(s) and Customer(s).

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 customer.
- Match perceptions of expected service provision with actual service support & delivery.

3. DEFINITIONS

- EC – Education City
- QF – Qatar Foundation
- Call-off Agreement – A supply agreement over a fixed period of time between the Buyer and Seller where the Buyer can make specific purchases from the Seller at anytime of the agreed period, at pre-agreed prices and volumes.
- Contractor - Individual or company providing Works or Services over a fixed period of time in adherence to a Contract
- ERP - Enterprise Resource Planning Software used by QF
- MR – Material Requisition
- PO - Purchase Order



- Tender – Process by which goods or services are contracted within pre-defined terms and conditions. Generally the offer to contract the goods or services is made public unless otherwise specified.

4. STAKEHOLDERS

The following Service Provider(s) and Customer(s) will be used as the basis of the Agreement and represent the **primary stakeholders** associated with this SLA:

Service Provider(s): Procurement Directorate

Customer(s): QF Operations (Universities and Centers)

The following stakeholders are responsible for the deployment and ongoing support of this agreement:

Stakeholders	Title / Role	Contact Information
Khalid Al Sulaiteen	Director, Procurement	4540880
Ahmed Al Muftah	Deputy Director, Procurement	4540888
Mohammed Al Suwaidi	Service Contracts Manager	4541110

5. PERIODIC REVIEW

This Agreement is valid from 01st July 2009 to 30th June 2010 and should be considered binding. This Agreement will be reviewed at a minimum once per fiscal year; however, in lieu of a review during any period specified, the current Agreement will remain in effect.

The **Business Relationship Manager** (“Document Owner”) is responsible for facilitating regular reviews of this document. Contents of this document may be amended as required, provided mutual agreement is obtained from the primary stakeholders and communicated to all affected parties. The Document Owner will incorporate all subsequent revisions and obtain mutual agreements / approvals as required.

Business Relationship Manager: Ahmed Al Muftah – Deputy Director, Procurement

Review Period: Annually

Previous Review Date: 01st July 2008

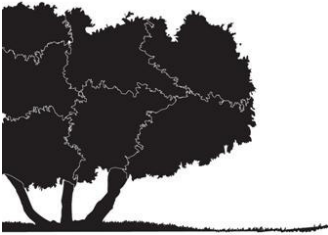
Next Review Date: 01st May 2010

This Agreement will be posted to the following location and will be made accessible to all stakeholders:

Document Location:

QF Portal > Divisions > Procurement

<http://qf-portal/Materials%20and%20Contracts/Pages/default.aspx>



6. SERVICE AGREEMENT

This document sets out a framework for the provision of services by QF's Administrative Departments via specific Service Level Agreements (SLA's) in order to efficiently and effectively provide agreed services to Customers, and to formalise the relationship and clarify the responsibilities of each party.. The rationale for this approach is based on engaging QF's Administrative Departments to provide agreed services, rather than replicating those functions itself or contracting an unrelated company to provide them in order to:

- access QF's skilled staff and well developed operating systems
- obtain value for money through scale efficiencies, relative to that achievable by the Customer in isolation
- ensure a close relationship with QF's central administration functions
- ease of co-ordination of service delivery

Since this is a base-level SLA and services are delivered in a Shared Services model, the terminology will be generic in nature and may not appear to address the specific business environment in which the service is delivered.

6.1 SERVICE SCOPE

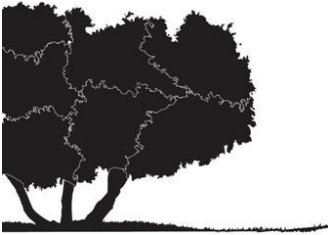
The following Services are covered by this Agreement.

Note: Full descriptions, specifications are outlined in the Shared Service Catalog.

Service	Brief Description
Service Contracts	Procurement of Services
Procurement	Procurement of Material and long term agreements
Logistics	Freight forwarding and Customs Clearance
Warehousing	Material receipt, storage, preservation and distribution
Inventory Management	Monitor inventory levels, inventory replenishment, inventory verification
Asset Tagging	Tagging of movable assets with bar-coded asset labels and providing tagged asset data to Finance

6.2 CUSTOMER RESPONSIBILITIES & REQUIREMENTS

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



1. Adherence to related policies, processes and procedures outlined the Procurement Manual and other documents published in QF Portal
2. Provide clear and complete specifications of the products/services to be procured.
3. Making budget provisions
4. Obtaining necessary approvals
5. Provide adequate lead time.
6. Prompt completion of customer end processes such as Technical Evaluation
7. Timely response to queries
8. Reasonable availability of customer representative(s) when resolving a service related incident or request.
9. Use Procurement ERP System

6.3 SERVICE PROVIDER RESPONSIBILITIES & REQUIREMENTS

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

1. Meeting response times associated with the service.
2. Maintain quality level acceptable to the customer.
3. Generating quarterly reports on service levels for Customer
4. Training required staff on appropriate service support tools.
5. Treat all information received with confidentiality

6.4 SERVICE ASSUMPTIONS

Assumptions related to in-scope services and/or components include:

- Services are provided to customers external to the Service Provider and are communicated through one or more assigned Business Relationship Manager(s).
- Changes to services will be communicated, agreed upon and documented between the stakeholders from Service provider and Customer.

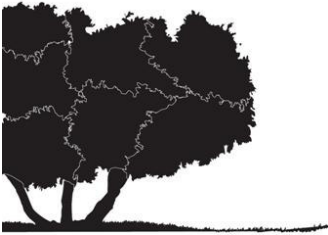
7. SERVICE MANAGEMENT

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

7.1 SERVICE AVAILABILITY

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

- 7:30 A.M. to 3:30 P.M. Sunday - Thursday, Except National Holidays
- In case of emergency services will be provided off-working hours



7.2 AVAILABILITY RESTRICTIONS

- Revised office timings declared by QF during summer & Ramadan will be applicable

7.3 SERVICE MEASUREMENT

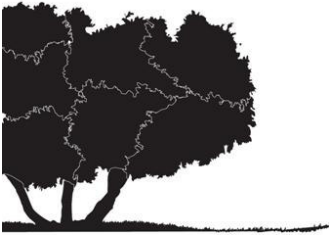
The following measurements will be established and maintained by the Service Provider to ensure optimal service provision to the Customer:

Service	Definition	Key performance indicator
Service Contracts	Delivery of contract document to the requester within 7 days of mutually agreed date	90 % of the time
Procurement	Delivery of material within 7 days of delivery date indicated on PO	90% of the time
Logistics	<ol style="list-style-type: none"> Provide exemption letters within 24 hours of receipt of request Customs clearance within 7 days of arrival of consignment Delivery of air freight within 10 days of collection from the point of origin Delivery of sea freight within 40 days of collection from the point of origin 	90 %.of the time
Asset Tagging	Tagging of movable assets and forwarding asset data to finance department within 15 days from date of receipt of request (Excluding large projects)	90 % of the time
Warehousing	Process custodial, surplus and disposal requests within 7 days of receipt	90 % of the time
Inventory Management	Make inventory items available on demand after initial inventory build-up	90 % of the time

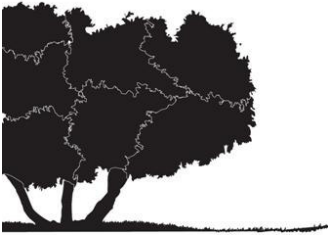
7.4 SERVICE LEVEL REPORTING

The Service Provider will supply the Customer with the following reports on the intervals indicated:

Report Name	Interval	Recipient	Responsible
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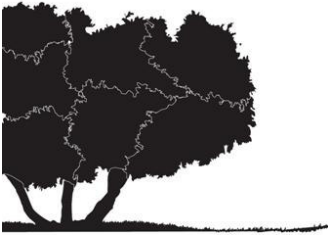
Service Availability Report	Quarterly	Business Manager	Business Relationship Manager
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8. APPENDIX A - POLICIES, PROCESSES AND PROCEDURES

Procurement Manual, Policies, Process Flow Charts and Procedures and Forms can be found on the QF Portal

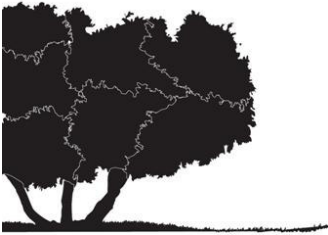
- QF Portal > Divisions > Procurement
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9. APPENDIX B - PROCUREMENT DIRECTORATE TENDERING PROCESS CYCLE TIME

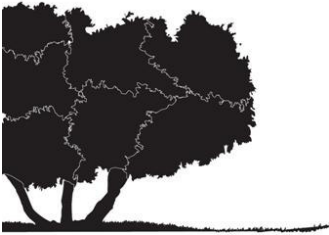
Corporate Estimates	Minimum Time (Weeks)	Maximum Time (Weeks)
Less than QRs 50K	2	3
QRs 50K-200K	3	6
QRs 200-500K	4	8
More than QRs 500K	12	24

- The above cycle times start from the time the Procurement Directorate receives MR from the End User that is fit for tender and is fully in line with Directorate's tendering procedures and not when an approved MR is submitted via the ERP system. The cycle times end when a purchase Order is issued in the ERP system and proper handover to the end user focal point.
- Min/Max above cycle times are subject to the following limiting factors:
 - The nature and complexity of the scope of work.
 - Tendering methodology whether it is public, limited or single source.
 - Clarity and completeness of submitted bids.
 - Ease of technical & commercial evaluations.
 - Approval Authority: GTC, LTC or Procurement Directorate.



10. APPENDIX C - ANNUAL SUPPORT COSTS

Shared Services Cost is recharged to QF Operations (Universities and Centers) based on QF Cost Allocation methodology. For detailed information on the Shared Services Cost, please contact the Shared Services Manager on (45-40756). All centers will be consulted in due course.



11. AGREEMENT

This agreement will operate from 01st July 2009 to 30th June 2010 and should be considered binding. (However it is subject to monitoring and evaluation to ensure adherence and satisfaction of results).

Any amendments and/or modifications shall be negotiated between the parties, documented in writing, signed by both parties, and annexed to this agreement.

The signatures below indicate concurrence with all terms and conditions of this agreement.

Customer Director	QF Procurement Directorate Director
Name:	Name: Khalid A. Al Sulaiteen
Signature:	Signature:
Date: 22 nd June 2009	Date: 22 nd June 2009