

For **DIR-CPO-5687**, we need a **Service Level agreement for each SaaS product** your vendor is selling on this contract. The Service Level Agreement which at a minimum, shall include metrics and method for calculating and reporting results, for:

i. service availability.

- Deployment recommendation is an active/active, redundant service configuration over at least 2 nodes. If the hosting nodes and the underlying network each provide at least 90% availability, the resulting service availability exceed 99%. When both nodes and network guarantee 95% availability, the overall service availability surpass 99.9%.

ii. recovery time objectives;

- Deployment recommendation is an active/active, redundant node configuration in which a single failure does not cause downtime, ensuring the system can seamlessly tolerate failures without service interruption. As a result, the RTO is effectively zero (0)

iii. data loss tolerance levels (also known as recovery point objectives).

- SentientDB uses synchronous replication, which significantly reduces the risk of data loss. This approach enables the system to maintain an RPO of less than one (1) minute.