



SOKOTO STATE GOVERNMENT
BUREAU OF PUBLIC PROCUREMENT (BPP)
SERVICE LEVEL AGREEMENT (SLA) COMPLIANCE STATISTICS
REPORT FOR FEBRUARY, 2025

INTRODUCTION

This report presents the Service Level Agreement (SLA) compliance statistics for the Bureau of Public Procurement (BPP) for the month of February 2025. It is prepared in line with the SABER Programme requirements for Business Enabling Environment Ministries, Departments, and Agencies (MDAs).

The report assesses compliance with committed turnaround times for procurement-related service requests and measures the percentage of requests completed within the approved SLA timeline.

CORE SERVICE PROCESSES & COMMITTED TURNAROUND TIME

S/N	Service Process	Committed Turnaround Time
1.	Contract Registration	14 Working Days
2.	PPP Registration	30 Working Days

SLA COMPLIANCE STATISTICS

$$SLA \text{ Compliance Rate (\%)} = \left(\frac{\text{Requests Completed Within SLA}}{\text{Total Requests Received}} \right) \times 100$$

Summary of Valid Requests (February 2025):

- Total requests received: 23
- Requests completed within SLA timeline: 23
- Requests completed beyond SLA timeline: 0
- Overall SLA compliance rate: 100%

SLA COMPLIANCE BREAKDOWN BY PROCESS

S/N	Service Process	Total Requests Received	Requests Completed Within SLA	SLA Compliance (%)
1.	Contract Registration	22	22	100%
2.	PPP Registration	1	1	100%

TRENDS AND INSIGHTS

For the month of February 2025, the Bureau received a total of 22 Contract Registration application(s), all of which were processed within the committed 14 working days limit. During February 2025, 1 PPP Registration application(s) were received and successfully processed within the 30-day SLA timeframe.

SUMMARY OF COMPLIANCE PERFORMANCE

Overall, the Bureau of Public Procurement achieved a 100% SLA compliance rate for all active service requests in February 2025. The Bureau remains committed to upholding efficient procurement processing timelines.

Signed:

Director-General

Bureau of Public Procurement (BPP)

Date: 28 February, 2025