

**Annexure-1**

**SERVICE LEVEL AGREEMENT (SLA)**

**Billing Solution**

**# Performance Service Level Agreement (SLA)**

S.No.	Requirement	Response
1	No. of readings per month No. of bills generation per month	20,00,000
2	Bill generation date after the meter reading data is received in the system	Within 1-2 days
3	Refreshing of reports (with aggregated data)/response time of transaction reports	10 sec
4	Loading of MIS reports with aggregated data	10sec*
5	MIS Report Generation after the receipt of complete required data	1-2 days
6	Server Availability/ Uptime	99.5%**
7	Database availability	99.5%**

\*Applicable under ideal conditions. Under field conditions it is subject to various parameters like bandwidth, internet speed, client side system (PC) performance

\*\*Periodic maintenance schedule shall be shared for server downtime

S. No.	Software Applications	Benchmarks
1	Applications Availability	99.5% ^
2	Functional requirements upgrade	< 30 days^^
3	Client access upgrades	< 30 days
4	Computing accuracy	100%
5	Business Client Satisfaction level	>90%
6	Client user satisfaction level	>90%

^Periodic maintenance schedule shall be shared for application downtime

^^ Number of change request concurrently handled shall not be more than 3

S.No.	Support category	Criteria	Maximum response/acknowledgement time***	Resolution time
1	Critical	The system is unable to be used for normal business activities. There is certainty of financial loss.	45 mins	3 hours

2	High	There is a problem with part of the system, which impacts on normal business activity and decision making. No viable workaround is available. There is a likelihood of financial loss.	2 hours	8 hours
3	Medium	The efficiency of users is being impacted, but has a viable workaround.	8 hours	2 days
4	Low	A fault, which has no particular impact on processing of normal business activities.	8 hours	1 week

\*\*\*Acknowledgement time is referred to the time required to investigate and thereafter confirm/respond to the issue raised

## # **FMS Service Level Agreement**

### 1 Support Request

For the purposes of this agreement, a Support Request is generally defined as a request for support to fix a defect in existing application code or a request for support that involves no modifications to application code, such as a question. Provision of production data from the database to Business Users and Development of new reports.

### 2 Change Order

For the purposes of this agreement, a Work Order is generally defined as any request to make modifications to the functionality of an existing system or any request to add functionality to an existing system.

### 3 Levels of Support

There are two levels of support provided under this agreement. These levels, which are integrated into Customer's support process, are defined as follows:

- **Level 1**—this is support provided by the appropriate Vendor support staff when it receives the Support Request from their client. This represents generalist support. If this level of support cannot resolve the problem, the Support Request is passed to Vendors level 2 support, which is the Software application and database support specialists.

Support Requests are taken by the appropriate level 1 help desk as follows:

<b>Level 1 Support</b>	<b>Hours</b>
Standard Service level	9:00 A.M.-6:00 P.M. IST, Monday through Saturday (After hours, leave a voice message for return call the following business day.)

- **Level 2**—this is support provided by a Vendor application support specialist. This level of support does perform code modifications, if required to resolve the problem.

#### 4 Severity Codes

The following characteristics are used to identify the severity of a problem report:

- Business and financial exposure
- Work outage
- Number of users affected

It is not necessary (nor is it likely) to have perfect match of each characteristic to categorize a problem report at a particular severity level. A given problem must be judged against each of the characteristics to make an overall assessment of which severity level best describes the problem. The level 1 support agent determine the initial severity rating for the report. Level 2 support personnel may then negotiate with customer to modify this severity after the report is elevated to them.

The characteristics below do not cover work requests. Work requests for enhancements and change order are not covered as part of this service level agreement.

<b>Severity 1 (Critical)</b>	<b>Severity 2 (High)</b>	<b>Severity 3 (Medium)</b>	<b>Severity 4 (Low)</b>
<b>Business and financial exposure</b>			
The application failure creates a serious business, Operational and financial exposure.	The application failure creates a serious business, Operational and financial exposure.	The application failure creates a low business, Operational and financial exposure.	The application failure creates a minimal business, Operational and financial exposure.
<b>Work Outage</b>			
The application failure causes the client to be unable to work or	The application failure causes the client to be unable to work or	The application failure causes the client to be unable to perform	The application failure causes the client to be unable to perform a

Severity 1 (Critical)	Severity 2 (High)	Severity 3 (Medium)	Severity 4 (Low)
perform some significant portion of their job.	perform some significant portion of their job.	<i>some</i> portion of their job, but they are still able to complete most other tasks. May also include questions and requests for information.	<i>minor</i> portion of their job, but they are still able to complete most other tasks.
<b>Number of Clients Affected</b>			
The application failure affects a <i>large</i> number of clients. It affects the smooth operation of Business	The application failure affects a <i>large</i> number of clients. It affects the smooth operation of Business	The application failure affects a <i>small</i> number of clients.	The application failure may only affect one or two clients.
<b>Workaround</b>			
There is no acceptable workaround to the problem (i.e., the job cannot be performed in any other way).	There is an acceptable and implemented workaround to the problem (i.e., the job can be performed in some other way).	There may or may not be an acceptable workaround to the problem.	There is likely an acceptable workaround to the problem.

## 5 Levels of Service

The service levels offered by Vendor to Customer are described as above. Exceptions may apply for specific applications and will be documented in an individual application detail section within this agreement. It is the goal of Vendor to meet, and even exceed when possible, the levels of services documented in Customer's case management guidelines. Any variation from the coverage defined below can carry a premium add-on cost to the application requesting variance.

### 1. Terms of Agreement

This agreement shall remain in force from the date of commencement of warranty (warranty will start from the date of installation and user acceptance) till the expiry of warranty and AMC for all equipment installed and commissioned.

### 2. Scope of Work for SLA

#### a) Uptime guarantee

The agreement stipulates that bidder shall maintain each equipment with an uptime of 99.5%. The uptime will be calculated on monthly basis. Bidder has to maintain the system or its part as applicable in case it is not working within defined timelines.

#### b) Maintenance Services

Bidder shall provide following maintenance services under this agreement:

Any system failure will be attended by bidder's engineer and if necessary by their specialists. In case system is not under operational condition, bidder will provide standby system of equal capacity. It is responsibility of bidder to ensure proper upgrade / maintenance of system till the warranty / AMC expires.

**c) Spares Availability/Support for OS Patch**

Bidder shall have a back-to-back Business Critical Support arrangement with the OEM for spares and escalation support. Bidder shall also have a formal arrangement with OEM for any technical support that may be required on the hardware and the operating system. A copy of agreement between bidder & OEM should be submitted along with the bid.

<b>The deliveries under system software/patches support include: -</b>
<b>a) System Software updates</b>
<b>b) Pro-active patch notification &amp; installation</b>
<b>c) Software System Bug-fixes</b>
<b>d) Access to OEM Diagnostic Solutions Database.</b>

**3. Method of contact to Engineer**

Bidder is required to submit the support escalation matrix for L1 and L2 support along with the bid. Bidder should mention contact no, e-mail id and name of concerned person in this matrix.

**4. Reporting**

The Bidder shall prepare a monthly Uptime Summary Report.

**5. Penalty for SLA Non-Compliance**

In case the uptime commitment is not met, same shall attract a penalty @ Rs. 10000 per day per server or part thereof. The penalty amounts shall be recovered from the payments due to the vendor. A sample calculation is given below: If the actual uptime achieved in 97.5%, penalty amount shall be:

$$\text{Rs. } 10000 \times \left[ \frac{(99.5 - 97.5)}{100} \times 365 \right] = \text{Rs. } 73,000$$