

Annexure 10 – Service Levels

Bidder shall ensure compliance with the SLAs defined in the RFP. This section describes the service levels that has been established for the services offered by the bidder to Bank. The bidder shall monitor and maintain the stated service levels to provide quality customer service to Bank.

1. System Availability

System availability is defined as $\{(\text{Scheduled operation time} - \text{system downtime}) / (\text{scheduled operation time})\} * 100\%$, where:

- Performance for availability service level default would be measured on monthly basis.
- “Scheduled operation time” means the scheduled operating hours of the system for the year. All planned downtime would be deducted from the total operation time for the year to give the scheduled operation time.
- “System downtime” subject to the SLA mentioned in this RFP, means accumulated time during which the system is totally in-operable due to in-scope system or infrastructure failure, and measured from the time Bank and / or its customers log a call with bidder’s help desk of the failure or the failure is known to bidder from the availability measurement tools to the time when the system is returned to proper operation.
- Bank has critical and key infrastructure of DC and DRC to be monitored on a 24*7 basis.
- Uptime will be for each individual server.
- Response may be telephonic or onsite depending on the criticality and how the SLA stands as per this RFP.
- If any one or more of the proposed components at DC or DRC are down resulting in non-availability of Bank server hardware, then downtime will be calculated as mentioned in the below section.

2. Issue Criticality Classification

The classification strategy has been envisaged to prioritize problem resolution based on Bank’s priorities rather than in an ad-hoc manner. Classification framework will help Bank and the bidder to develop a shared understanding of the issue at hand, as well as the anticipated response and resolution timelines.

In order to improve the accuracy of the classification of an issue, application specific performance thresholds have been defined based on two characteristics, as mentioned below:

Impact: Number of users getting affected by the issue

Availability: Uptime of the system, both, in absolute terms as well as percentage terms

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Criticality Level	IT Infrastructure grouping
Critical means infrastructure components in HA mode at DC	Blade server hardware at DC
Key	Blade server hardware at DRC
Significant	servers/components
Individual	Components like hard disk, memory etc.

- In case of a disaster at DC or DR drill, DRC would be the primary site and then, infrastructure at DRC shall be considered as Critical and penalty shall be computed accordingly
- If any hardware (server etc.) in High Availability (HA) mode fails while other is working with no impact on the availability of the underlying solution/application, in such a case, penalty shall be levied on the failed hardware. The failed hardware in HA mode should be replaced within 12 hours of the failure. If the bidder fails to meet the timeline, Bank shall levy a penalty at the rate of 1% of the product and services cost [Total Product & Service cost including Product cost (with 3 years warranty) + Implementation cost + AMC cost (for 4 Years)], for every 2 hours of delay thereof, on the failed hardware (server, etc.)
- If both the hardware components fail in HA mode, Bank shall levy penalty on the bidder for the service levels defaults, basis the service levels requirement mentioned here.
- For three (3) downtime occurrences within a stipulated time window of a calendar month, a sum equivalent to 1% of the product cost of the respective product would be levied as a penalty. This would be over and above the monthly service level default penalty.

Service Level Default

As mentioned above, Service Level measurement would be on monthly basis. Bidder's performance will be assessed against Minimum Expected Service Level requirements mentioned in the Availability measurement table.

An Availability Service Level Default will occur when, the bidder fails to meet Minimum Service Levels, as measured on a monthly basis, for a particular Service Level.

Availability

Service Level Description	Minimum Service Level	Cost Reference for the contract period
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Availability of Critical Infrastructure	99.96%	Product cost at DC + Installation cost at DC + AMC & cost at DC
Availability of Key infrastructure	99.3%	Product cost at DRC + Installation cost at DRC + AMC & cost at DRC
Availability of Individual components not impacting availability of the server/solution infrastructure	96.7%	For every hour of delay thereof, penalty shall be levied at the rate of INR 5000

Infrastructure Support

Response comprises acknowledgement of the problem and an initial analysis of the underlying cause

Uptime – The amount of time that the system is available for normal use. (Do note that planned maintenance would also be classified as normal use.)

The impact threshold will be as per the framework provided below.

Criticality Level	Response Time	Resolution Time
Critical	5 Min	As per SLA
Key	5 Min	As per SLA
Significant	5 Min	As per SLA
Individual	5 Min	As per SLA

Service Level Description	Measurement	Minimum Service Level	Measurement Tools	Monthly Cost Allocation
Software Service Requests	Percentage of Software Service Requests concluded (software installation, patches, bug fixes, errors) within defined timeframe/response-resolution window.	100% per instance	Enterprise Management System	INR 5000 for instance of delay
Incident Management	Percentage of incidents escalated according to the Incident Management matrix (as shown in Incident Matrix	100% per instance	Enterprise Management System	INR 5000 for instance of delay

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	Table below)			
Down time for servicing	Each planned down - time for system servicing (up gradation, bug fixing, patch uploads, regular maintenance etc.) will not be more than 4 hours. This activity will not be carried out during business hours. However, such activities which require more than 1 hour or required to be carried out during business hours, will be scheduled in consultation with Bank. In case, downtime exceeds the planned hours, the additional time taken for servicing will be considered for infrastructure or system downtime as per availability measurements table.	100% per instance	Enterprise Management System	Penalty of INR 5000 for every 1 hour of delay above the scheduled downtime

- Bank expects the bidder to complete scope of the project including delivery and installation within the timeframe specified in this RFP. Inability of the bidder to either provide the requirements as per the scope or to meet the timelines as specified would be treated as breach of contract and would invoke the penalty clause. The proposed rate of penalty would be 1 % of the value of the affected service or product per week of delay or non-compliance.
- Delay in migration completion within stipulated timeline of 4 weeks would invoke a penalty of INR 5,000 for every day of delay thereof.

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- Overall cap of all the penalties over the tenure of the contract will be 10% (ten percent) of the contract value.

3 Penalty Computation

In the event of Service Level Default, bidder shall pay Bank a penalty that will be computed in accordance with the following formula:

Monthly Service Level Default = Minimum Service Level (for a month) – Actual Service Level (for a month)

Total amount of penalty, bidder is obligated to pay Bank, shall be reflected on the invoice provided to Bank in the quarter, after the quarter in which the Service Levels were assessed. Bank shall be entitled to deduct the penalty amount from the amounts payable by Bank to the selected bidder as per the invoice.

Example:

Scenario	Result
The achieved availability of Server Infrastructure has been measured to be 98% in a particular assessment month.	For this example, let's assume, monthly Availability Service level is of 99.95%; for availability of 98%, penalty invoked would be of 1.95% of total cost of products and services of the failed component. <u>Cost Reference for 7 year tenure</u> Server equipment cost = INR 1 crores (approximately) Server equipment AMC cost = INR 30,00,000 (approximately) Total cost of product and services for a Server equipment = 1,30,00,000 As mentioned above, for Availability Service level default of more than 99.5% and less than 98%, a penalty of 2% would be levied of the total cost of products and services calculated above. Thus, 2% of 1, 30,00,000 i.e. INR 2,60,000.

3.1 Incident Matrix

Incident to be Reported within (If unresolved)	Escalation Hierarchy
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2 hour	Support Engineer & IT Engineer of Bank
4 hours	Chief Manager DC (Bank)
8 hours	Assistant General Manager (IT) & Chief Manager IT
> 16 hours	General Manager (IT) & Deputy General Manager IT