

E-GOVERNANCE

**MISSION MODE PROJECT
(MMP)**

**CRIME AND CRIMINAL TRACKING NETWORK &
SYSTEMS**

RFP FOR SELECTION OF SYSTEM INTEGRATOR

ANNEXURE VI

SERVICE LEVEL AGREEMENT

RELEASED BY:



Delhi Police

Government of Delhi

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Annexure 6: SLA

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1 Introduction

This document describes the service levels to be established for the services offered by the System Integrator (SI) to Delhi Police. The SI shall monitor and maintain the stated service levels to provide quality service to Delhi Police.

1.1 Definitions:

- (a) **“Scheduled Maintenance Time”** shall mean the time that the System is not in service due to a scheduled activity as defined in this SLA. The scheduled maintenance time would not be during 16X6 timeframe. Further, scheduled maintenance time is planned downtime with the prior permission of Delhi Police.
- (b) **“Scheduled operation time”** means the scheduled operating hours of the System for the month. All scheduled maintenance time on the system would be deducted from the total operation time for the month to give the scheduled operation time. The total operation time for the systems and applications within the Primary DC, DRC and critical client site infrastructure will be 24X7X365. The total operation time for the client site systems shall be 18 hours.
- (c) **“System or Application downtime”** means accumulated time during which the System is totally inoperable within the Scheduled Operation Time but outside the scheduled maintenance time and measured from the time Delhi Police and/or its employees log a call with the SI team of the failure or the failure is known to the SI from the availability measurement tools to the time when the System is returned to proper operation.
- (d) **“Availability”** means the time for which the services and facilities are available for conducting operations on Delhi Police system including application and associated infrastructure. Availability is defined as:
$$\{(Scheduled\ Operation\ Time - System\ Downtime) / (Scheduled\ Operation\ Time)\} * 100\%$$
- (e) **“Incident”** refers to any event / abnormalities in the functioning of the
 - i. Data Centre Equipment / Services that may lead to disruption in normal operations of the Data Centre,
 - ii. System
 - iii. Application services.
- a. **“Level 1 Incident”**. A Level 1 incident is a major emergency that disrupts sizeable portions of Delhi Police’s property and/or affects a substantial subset of Delhi Police community. Level 1 incident may require assistance from external organizations. These events may escalate quickly, and have serious consequences for the functioning of the entire police organization. Examples of Level 1 incidents: DC/DRC outage, major structural damage, severe flooding, extensive utility outage, or an external emergency that may impact Delhi Police personnel or operations, inability to perform the critical back-office functions or has a direct impact on the organization. Thus the major criteria to categorize an incident as Level one is the impact it has. If it impacts the entire organization/ hampers the smooth functioning of the major portion of the organization then it is a Level 1 Incident.
- b. **“Level 2 Incident”** A Level two incident is a minor, localized incident that occurs in a Police station/ higher office or specific office of Delhi Police property or affects a small

portion of Delhi Police and that can be quickly resolved with limited outside help. A Level two incident has little or no impact on Delhi police operations as a whole except in the affected area. Examples of Level 2 incidents: Localized infrastructure outage, localized fire, or plumbing failure in a building etc.

- c. **“Level 3 Incident”** A level three incident is an external or minor incident. Failure to fix this issue has no direct impact on Delhi Police’s ability to serve its police stations / higher officers, or perform critical back-office functions.

1.2 Interpretations

- (a) The business hours are 9:30AM to 7:30PM on all working days (Mon-Sat) excluding National holidays. The SI however recognizes the fact that Delhi Police offices will require to work business hours 24x7x365.
- (b) "Non-Business Hours" shall mean hours excluding “Business Hours”.
- (c) 18X7 shall mean hours between 06:00AM -12.00 midnight on all days of the week.
- (d) If the operations at Primary DC are not switched to DRC within the stipulated timeframe (Recovery Time Objective), it will be added to the system downtime.
- (e) The availability for a cluster will be the average of availability computed across all the servers in a cluster, rather than on individual servers. However, non compliance with performance parameters for infrastructure and system / service degradation will be considered for downtime calculation.
- (f) The SLA parameters shall be monitored on a monthly basis as per the individual SLA parameter requirements. However, if the performance of the system/services is degraded significantly at any given point in time during the contract and if the immediate measures are not implemented and issues are not rectified to the complete satisfaction of Delhi Police or an agency designated by them, then Delhi Police will have the right to take appropriate disciplinary actions including termination of the contract.
- (g) A Service Level violation will occur if the SI fails to meet Minimum Service Levels, as measured on a quarterly basis, for a particular Service Level. Overall Availability and Performance Measurements will be on a monthly basis for the purpose of Service Level reporting. An “Availability and Performance Report” will be provided by the SI on monthly basis in Delhi Police suggested format and a review shall be conducted based on this report. A monthly Availability and Performance Report shall be provided to Delhi Police at the end of every month containing the summary of all incidents reported and associated SI performance measurement for that period. The monthly Availability and Performance Report will be deemed to be accepted by Delhi Police upon review and signoff by both SI and Delhi Police. Where required, some of the Service Levels will be assessed through audits or reports e.g. utilization reports, measurements reports, etc. as appropriate to be provided by the SI on a monthly basis, in the formats as required by Delhi Police The tools to perform the audit will need to be provided by the SI. Audits will normally be done on regular basis or as required by Delhi Police and will be performed by Delhi Police or Delhi Police appointed third party agencies.
- (j) EMS system as specified in the RFP shall play a critical role in monitoring the SLA compliance and hence will have to be customized accordingly. Third party testing and audit of the system shall put sufficient emphasis on ensuring the capability of EMS system to capture SLA compliance correctly and as specified in this RFP. The selected System

Integrator (SI) must deploy EMS tool and develop additional scripts (if required) for capturing the required data for SLA report generation in an automated way. This tool should generate the SLA Monitoring report by the end of every month which is to be shared with Delhi Police on a monthly basis. The tool should also be capable of generating SLA reports on a quarterly basis. Delhi Police will audit the tool and the scripts on a regular basis. Post Implementation SLAs will prevail from the start of the Operations and Maintenance Phase. However, SLAs will be subject to being redefined, to the extent necessitated by field experience at the police stations / higher offices and the developments of technology practices globally. SLAs may be reviewed on an annual/bi-annual/quarterly basis as Delhi Police decides after taking the advice of the SI and other agencies. All the changes would be made by Delhi Police in consultation with the SI.

- (k) SI is expected to provide the following service levels. In case these service levels cannot be achieved at service levels defined in the tables below, it shall result in a breach of contract and invoke the penalty clause. Payments to the SI are linked to the compliance with the SLA metrics laid down in the tables below. The penalties will be computed and calculated as per the computation explained in this document. During the contract period, it is envisaged that there could be changes to the SLA, in terms of addition, alteration or deletion of certain parameters, based on mutual consent of both the parties i.e. Delhi Police and SI.
- (l) Following tables outlines the key service level requirements for the system, which needs to be ensured by the SI during the operations and maintenance period. These requirements shall be strictly imposed and either Delhi Police or a third party audit/certification agency shall be deployed for certifying the performance of the SI against the target performance metrics as outlined in the tables below.
- (m) Batch Size: A batch would comprise of 1000 (One Thousand), FIR records and the metadata supporting the same

2 Implementation Phase SLAs

2.1 Capacity Building

Service Level Description	Measurement
Capacity Building	<p>At least 80% of the trainees within the training program should give a rating of satisfactory or above.</p> <p>Third Party Audit will have to be arranged by the SI as per the defined scope in RFP Vol 1.</p> <p>Severity of Violation: High</p> <p>This service level will be monitored and measured on a per District basis through feedback survey to be provided to each attendee within the program.</p> <p>If the training quality in the program falls below the minimum service level, it will be treated as one (1) violation.</p> <p>The total number of violations for the payment period will be the cumulative number of violations across all the programs across all Districts in the payment period.</p>

2.2 Data Migration / Digitization

Service Level Description	Measurement
Data Migration	<p>Error rate in a batch should be less than 0.5%.</p> <p>Severity of Violation: High</p> <p>This service level will be measured on a monthly basis for each Police Station / Higher Office.</p> <p>If the data migration / digitization service level in a police station / higher office falls below the minimum service level, it will be treated as one (1) violation.</p> <p>The total number of violations for the payment period will be the cumulative number of violations across all the police stations / higher offices in the payment period.</p>

3 Delivery Related Service Level Agreement (SLA) Criteria

S. No.	Service Metrics Parameters	Baseline	Lower Performance		Violation of Service level agreement		Basis of Measurement	Remarks
		Metric	Metric	Deductio	Metric	Deduction		
1	Delivery of the reports/ deliverables due for this section	As per the dates mentioned in the contract	One week after the due date	Rs. 10,000 per Deliverable/Report	>1 week after the due date	Rs. 20,000 for every week of delay	Dates for delivery of reports as mentioned in the contract	
2	Development, deployment and testing of CAS (State) application	5.0 months from date of signing of contract	7 months	100,000 Rupees	More than 7 months	Rs. 1,00,000 per month of delay	Months taken after beginning of the assignment to develop and test the application at the Data center by the Operator, not including the software audit by TPA	The centralized application should be tested for desired functionalities, security, and completeness as well as compliance with SLA, within the period
3	Supply, installation and Commissioning of hardware at offices	Upto 4 Months	Upto5 months	For non-compliance at each point of deployment: Rs. 30,000	> 5 months	For non-compliance at each point of deployment: Rs. 45,000	Months after taking over of the office site for project	The deduction shall be made per site basis, where criterion is not satisfied

S. No.	Service Metrics Parameters	Baseline	Lower Performance		Violation of Service level agreement		Basis of Measurement	Remarks
			Metric	Metric	Deductio	Metric		
4	Supply, installation and Commissioning of the Data Center Equipment	6 months from the date of signing of contract	7 months	Rs. 100,000	More than 7 months	Rs. 100,000 for every month of delay	Months taken after beginning of the assignment	Delhi Police may conduct independent audit to verify that the data center is as per the specifications.
5	Capacity building	At least 80% of the training audience should give a rating of satisfactory or above	Less than 80% and more than 60% attendees find the training satisfactory	Rs. 15,000 / training session	Less than 80% of the attendees find the training satisfactory	Rs. 25,000 per training session	Feedback survey to be provided to each attendee	The feedback of the attendees must be taken after every training session and this feedback should be leveraged for improving the capacity building program
6	Data Digitization	Error rate in a batch during verification should be less than 0.5%	Error rate between 0.5% - 1%	Rs. 5,000 / batch and correction of records	Error rate of over 1%.	Rs. 10,000 / batch and the entire batch to be re-done	Error rate in a batch during verification	Error rate is measured by percentage of the records with corrections marked by designated officials
7	Maintenance phase	All the issues reported regarding hardware, software etc. should be resolved within 24 hours (within 1 working day)	Resolution of issues within 2 working days of reporting	Rs. 500	Resolution of the issue after 2 working days	Rs. 1000 for every day delay beyond 2 working days	Time and date of reporting of the issue	

4 Violations and Associated Penalties

- (a) The primary intent of Penalties is to ensure that the system performs in accordance with the defined service levels. Penalties are not meant to be punitive or, conversely, a vehicle for additional fees.
- (b) A three monthly performance evaluation will be conducted using the quarterly reporting periods.

Penalty Calculations: The frameworks for Penalties, as a result of not meeting the Service Level Targets are as follows:

Violation Level	Penalty
High	2 % of scheduled payment for the respective quarter
Medium	1 % of scheduled payment for the respective quarter
Low	0.5% of scheduled payment for the respective quarter

1. The performance will be measured for each of the defined service level metric against the minimum / target service level requirements and the violations will be calculated accordingly.
2. The number of violations in the reporting period for each level of severity will be totalled and used for the calculation of Penalties.
3. If SI feels that penalty imposed on him during a particular period is unjustified/ attributed to uncontrollable reasons, then the SI will have the liberty to approach the Nodal Officer for arbitration/ waiver. The nodal officer will further his recommendation to the Empowered Committee for a decision. Till the time, the decision is taken, it will be considered as a penalty only. In process, if SI has to pay some extra amount, the same would be adjusted during consequent payments.
4. Decision of the empowered committee will be deemed final in any such, above mentioned arbitrations
5. Penalties applicable for not meeting a high (H) critical performance target in two consecutive half years on same criteria shall result in additional deduction of 5% of the respective scheduled payment to the SI. Penalty shall be applicable separately for each such high critical activity
6. Penalties applicable for not meeting a medium (M) critical performance target in two consecutive half yearly periods on same criteria shall result in additional deduction of 3% of the respective half yearly payment to the SI. Penalty shall be applicable separately for each such medium critical activity
7. Penalties applicable for not meeting a low (L) critical performance target in two consecutive half yearly periods on same criteria shall result in additional deduction of 2% of the respective half yearly payment to the SI. Penalty shall be applicable separately for each such medium critical activity
8. It is to be noted that if the overall penalty applicable for any of the review period during the currency of the contract exceeds 25% or if the overall penalty applicable for any of the successive half year periods during the currency of the contract is above 15%; then Delhi Police shall have the right to terminate the contract.

5 Post Implementation Phase SLAs

5.1 Primary DC/DRC Site Infrastructure Systems and Application Availability

- (a) **Production CAS Systems.** The failure or disruption has a direct impact on Delhi Police's ability to service its police stations / higher offices, ability to perform critical back-office functions or a direct impact on the organization. This includes but will not be limited to:-
- (i) Storage and related switches at Primary DC and DRC.
 - (ii) Web, Application, Database, and Backup Servers at Primary DC and DRC.
 - (iii) Primary DC to DRC connectivity.
 - (iv) Primary DC and DRC network infrastructure.
 - (v) Primary DC and DRC security infrastructure.
- (b) **Non-CAS Systems in Production and Non Production Systems (Development, QA, and Training).** The failure or disruption has no direct impact on Delhi Police's ability to serve its police stations / higher offices, or perform critical back-office functions. This includes :
- (i) Production Non CAS Servers.
 - (ii) Test, QA and Training Servers.
 - (iii) Helpdesk infrastructure & applications.
 - (iv) EMS Infrastructure.
- (c) **CAS Solution Components.** The failure or disruption has a direct impact on Delhi Police's ability to service its police stations / higher offices, ability to perform critical back-office functions or a direct impact on the organization.
- (d) **Non ERP Solution Components.** The failure or disruption has no direct impact on Delhi Police's ability to serve its police stations / higher offices, or perform critical back-office functions.
- (e) These service levels will be monitored on a monthly basis.
- (f) The below tables gives details on the Service Levels the SI should maintain.

Service Level Description	Measurement								
Infrastructure Availability	<p>Availability of production CAS systems shall be at least 99% Severity of Violation: High</p> <table border="1"> <thead> <tr> <th>Availability over the six-month period</th> <th>Violations for calculation of penalty</th> </tr> </thead> <tbody> <tr> <td>< 99% & >= 98.5%</td> <td>1</td> </tr> <tr> <td>< 98.5% & >= 98%</td> <td>2</td> </tr> <tr> <td>< 98%</td> <td>3</td> </tr> </tbody> </table> <p>In addition to the above, if the service level in any month in the three-month period falls below 98%, one (1) additional violation will be added for each such month to the overall violations for this service level.</p>	Availability over the six-month period	Violations for calculation of penalty	< 99% & >= 98.5%	1	< 98.5% & >= 98%	2	< 98%	3
Availability over the six-month period	Violations for calculation of penalty								
< 99% & >= 98.5%	1								
< 98.5% & >= 98%	2								
< 98%	3								
Infrastructure Availability	<p>Availability of non-CAS systems in production and non-production systems shall be at least 97%. Severity of Violation: Medium</p>								

	Availability over the six-month period	Violations for calculation of penalty
	< 97% & >= 96.5%	1
	< 96.5% & >= 96%	2
	< 96%	3
	In addition to the above, if the service level in any month in the three-month period falls below 96%, one (1) additional violation will be added for each such month to the overall violations for this service level.	
Infrastructure Availability	RTO shall be less than or equal to six (6) hours. Severity of Violation: High Each instance of non-meeting this service level will be treated as one (1) violation.	
Infrastructure Availability	RPO should be less than 60 (sixty) minutes Severity of Violation: High Each instance of non-meeting this service level will be treated as two (2) violations.	
Infrastructure Performance	Sustained period of peak CPU utilization of any server crossing 70% (with the exception of batch processing) shall be less than or equal to 30 minutes. Severity of Violation: High Each occurrence where the peak CPU utilization of any server crosses 70% (with the exception of batch processing) and stays above 70% for time more than 30 minutes will be treated as one (1) instance.	
	Number of instances over the six month period	Violations for calculation of penalty
	>0 & <=3	1
	> 3	2
	In addition to the above, if the number of instances in any month in the three-month period exceeds 3, one (1) additional violation will be added for each such month to the overall violations for this service level.	
Infrastructure Performance	Sustained period of peak I/O utilization of any server crossing 70% (with the exception of batch processing) shall be less than or equal to 30 minutes. Severity of Violation: High Each occurrence where the peak I/O utilization of any server crosses 70% (with the exception of batch processing) and stays above 70% for time more than 30 minutes will be treated as one (1) instance.	
	Number of instances over the six month period	Violations for calculation of penalty
	>0 & <=3	1
	> 3	2
	In addition to the above, if the number of instances in any month in the three-month period exceeds 3, one (1) additional violation will be added for each such month to the overall violations for this service level.	

Infrastructure Performance	<p>Sustained period of peak memory utilization of any server crossing 70% (with the exception of batch processing) shall be less than or equal to 30 minutes.</p> <p>Severity of Violation: High</p> <p>Each occurrence where the peak memory utilization of any server crosses 70% (with the exception of batch processing) and stays above 70% for time more than 30 minutes will be treated as one (1) instance.</p> <table border="1" data-bbox="431 428 1190 606"> <thead> <tr> <th>Number of instances over the six month period</th> <th>Violations for calculation of penalty</th> </tr> </thead> <tbody> <tr> <td>>0 & <=3</td> <td>1</td> </tr> <tr> <td>> 3</td> <td>2</td> </tr> </tbody> </table> <p>In addition to the above, if the number of instances in any month in the three-month period exceeds 3, one (1) additional violation will be added for each such month to the overall violations for this service level.</p>	Number of instances over the six month period	Violations for calculation of penalty	>0 & <=3	1	> 3	2		
Number of instances over the six month period	Violations for calculation of penalty								
>0 & <=3	1								
> 3	2								
Application Availability	<p>Availability of CAS solution components measured within the Data Center shall be at least 98%</p> <p>Severity of Violation: High</p> <p>This service level will be monitored on a monthly basis.</p> <table border="1" data-bbox="431 873 1190 1102"> <thead> <tr> <th>Availability over the six-month period</th> <th>Violations for calculation of penalty</th> </tr> </thead> <tbody> <tr> <td>< 98% & >= 96%</td> <td>1</td> </tr> <tr> <td>< 96% & >= 94%</td> <td>2</td> </tr> <tr> <td>< 94%</td> <td>3</td> </tr> </tbody> </table> <p>In addition to the above, if the service level in any month in the three-month period falls below 99%, one (1) additional violation will be added for each such month to the overall violations for this service level.</p>	Availability over the six-month period	Violations for calculation of penalty	< 98% & >= 96%	1	< 96% & >= 94%	2	< 94%	3
Availability over the six-month period	Violations for calculation of penalty								
< 98% & >= 96%	1								
< 96% & >= 94%	2								
< 94%	3								
Application Availability	<p>Availability of non-CAS solution components measured within the Data Center shall be at least 97%</p> <p>Severity of Violation: Medium</p> <p>This service level will be monitored on a monthly basis.</p> <table border="1" data-bbox="431 1371 1190 1549"> <thead> <tr> <th>Availability over the six-month period</th> <th>Violations for calculation of penalty</th> </tr> </thead> <tbody> <tr> <td>< 97% & >= 96%</td> <td>1</td> </tr> <tr> <td>< 96%</td> <td>2</td> </tr> </tbody> </table> <p>In addition to the above, if the service level in any month in the three-month period falls below 96%, one (1) additional violation will be added for each such month to the overall violations for this service level.</p>	Availability over the six-month period	Violations for calculation of penalty	< 97% & >= 96%	1	< 96%	2		
Availability over the six-month period	Violations for calculation of penalty								
< 97% & >= 96%	1								
< 96%	2								
Application Performance	<p>Average application response time during peak usage hours as measured from a client terminal within the Data Center shall not exceed 3 seconds.</p> <p>Severity of Violation: High</p> <p>The list of critical business functions and peak usage hours will be identified by Delhi Police during the Supply and System Integration Phase.</p> <p>This service level will be monitored on a monthly basis.</p> <table border="1" data-bbox="431 1892 1190 1923"> <thead> <tr> <th>Average application</th> <th>Violations for calculation of</th> </tr> </thead> </table>	Average application	Violations for calculation of						
Average application	Violations for calculation of								

response time over the six-month period	penalty
>= 4s	2
> 4s & <= 6s	4
> 6s	5

In addition to the above, if the average turnaround time in any month in the three-month period goes beyond 6s, one (1) additional violation will be added for each such month to the overall violations for this service level.

6 Client Site Infrastructure Systems

- (a) **Critical Client Site Systems.** The failure or disruption results in inability of the police station / higher offices to service its dependent offices or perform critical back-office functions. Critical client site infrastructure means the IT infrastructure at client site which are shared by multiple users.
- (b) This service level will be measured on a monthly basis for each implementation site.
- (c) The below tables gives details on the Service Levels the SI should maintain.

Service Level Description	Measurement
Client Site Systems Availability	<p>Availability of the critical client site infrastructure components at all the implementation sites shall be at least 99%</p> <p>Severity of Violation: High</p> <p>This service level will be measured on a monthly basis for each implementation site.</p> <p>If the availability in a month for an implementation site falls below the minimum service level, it will be treated as one (1) violation.</p> <p>The total number of violations for the three-month period will be the cumulative number of violations across all the months across all sites in the three-month period.</p>

6.1 Hardware Support: Maintenance Clause

The severity of the individual incidents will be mutually determined by Delhi Police and SI.

- (a) The scheduled operation time for the client site systems shall be the business hours of Delhi Police.
- (b) This service level will be measured on a monthly basis for each implementation site.
- (c) The tables on the following page give details of the Service Levels the SI is required to maintain.

Service Level Description	Measurement
Client Site Hardware Maintenance (Server / Client and Peripherals)	<p>90% of the Level 1 Incidents at each site should be resolved within 48 hours (at State Capitals & Sites with public air-transport facilities) or 72 hours (at other sites) from the time call is received / logged whichever is earlier. In case of failure to meet time-lines penalties will be applicable.</p> <p>Severity of Violation: High</p> <p>This service level will be measured on a monthly basis for each implementation site.</p> <p>If the performance in a month for an implementation site falls below the minimum service level, it will be treated as one (1) instance. The total number of instances for the three-month period will be the cumulative number of instances across all the months across all sites in the three-month period.</p> <p>Average number of instances per month = (Total number of instances for the three-month period) / 3</p> <p>Every violation will be 1 penalty.</p> <p><u>Penalties:</u> INR 500 for Server System per day, INR 250 for Client System and INR 100 for any peripheral System e.g. printer, scanner, modem or switch</p> <p><u>Note:</u> Any Malfunction in UPS affecting its satisfactory performance will be treated as a failure of all systems and penalty will be charged accordingly on total set of systems as failure as per rate given above.</p> <p>Down Time = (Date of Resolution of the Complaint – Date of Lodging the complaint) – 2 (at state capitals & sites with public air-transport facilities) or 3 (at other sites) working days – number of Gazette Holidays</p> <p>Functionality of Management and Monitoring of Complaint should be done through EMS.</p>

6.2 Handholding Support: Client Site Support

Service Level Description	Measurement
Client Site Support Performance	<p>80% of the Level 1 Incidents at each site should be resolved within 2 business hours from the time call is received / logged whichever is earlier. The maximum resolution time for any incident of this nature shall not exceed 8 business hours.</p> <p>Severity of Violation: Medium</p> <p>This service level will be measured on a monthly basis for each implementation site.</p> <p>If the performance in a month for an implementation site falls below the minimum service level, it will be treated as one (1) violation. The total number of instances for the three-month period will be the cumulative number of instances across all the months across all sites in the three-month period.</p> <p>Average number of instances per month = (Total number of instances for the three-month period) / 3</p>

	Average number of instances per month	Violations for calculation of penalty										
	>0 & <=2	1										
	>2 & <=6	2										
	>6 & <=8	3										
	>12	4										
Client Site Support Performance	<p>80% of the Level 2 Incidents at each site should be resolved within 4 business hours from the time a call is received / logged whichever is earlier. The maximum resolution time for any incident of this nature shall not exceed 48 hours.</p> <p>Severity of Violation: Medium</p> <p>This service level will be measured on a monthly basis for each implementation site.</p> <p>If the performance in a month for an implementation site falls below the minimum service level, it will be treated as one (1) instance. The total number of instances for the three-month period will be the cumulative number of instances across all the months across all sites in the three-month period.</p> <p>Average number of instances per month = (Total number of instances for the three-month period) / 3</p> <table border="1"> <thead> <tr> <th>Average number of instances per month</th> <th>Violations for calculation of penalty</th> </tr> </thead> <tbody> <tr> <td>>0 & <=4</td> <td>1</td> </tr> <tr> <td>>4 & <=8</td> <td>2</td> </tr> <tr> <td>>8 & <=12</td> <td>3</td> </tr> <tr> <td>>12</td> <td>4</td> </tr> </tbody> </table>		Average number of instances per month	Violations for calculation of penalty	>0 & <=4	1	>4 & <=8	2	>8 & <=12	3	>12	4
Average number of instances per month	Violations for calculation of penalty											
>0 & <=4	1											
>4 & <=8	2											
>8 & <=12	3											
>12	4											
Client Site Support Performance	<p>80% of the Level 3 Incidents at each site should be resolved within 12 business hours from the time a call is received / logged whichever is earlier. The maximum resolution time for any incident of this nature shall not exceed 72 hours.</p> <p>Severity of Violation: Medium</p> <p>This service level will be measured on a monthly basis for each implementation site.</p> <p>If the performance in a month for an implementation site falls below the minimum service level, it will be treated as one (1) instance. The total number of instances for the three-month period will be the cumulative number of instances across all the months across all sites in the three-month period.</p> <p>Average number of instances per month = (Total number of instances for the three-month period) / 3</p> <table border="1"> <thead> <tr> <th>Average number of instances per month</th> <th>Violations for calculation of penalty</th> </tr> </thead> <tbody> <tr> <td>>0 & <=6</td> <td>1</td> </tr> <tr> <td>>6 & <=10</td> <td>2</td> </tr> <tr> <td>>10 & <=14</td> <td>3</td> </tr> </tbody> </table>		Average number of instances per month	Violations for calculation of penalty	>0 & <=6	1	>6 & <=10	2	>10 & <=14	3		
Average number of instances per month	Violations for calculation of penalty											
>0 & <=6	1											
>6 & <=10	2											
>10 & <=14	3											

	>14	4
Client Site Support Performance	<p>Replacement of hardware equipment shall be done within 72 hours of notification by Delhi Police. These equipments would have failed on four or more occasions in a period of less than three months or six times in a period of less than twelve months (Mean Time Between Failure Condition).</p> <p>Severity of Violation: High</p> <p>Each instance of non-meeting this service level will be treated as one (1) violation.</p>	

6.3 Handholding Support: Application Support

- Level 1 Defects.** The failure to fix has an immediate impact on Delhi Police's ability to service its police stations / higher offices, and impacts Delhi Police organization as a whole.
- Level 2 Defects.** The failure to fix has an impact on Delhi Police's ability to service its police stations / higher offices that while not immediate, can cause service to degrade if not resolved within reasonable time frames. The impact is restricted to a single police station/ higher office.
- Level 3 Defects.** The failure to fix has no direct impact on Delhi Police's ability to serve its police stations / higher officers, or perform critical back-office functions.
- The severity of the individual defects will be mutually determined by Delhi Police and SI.
- This service level will be monitored on a monthly basis.
- The below tables gives details on the Service Levels the SI should maintain.

Service Level Description	Measurement								
Application Support Performance	<p>95% of the Level 1 defects shall be resolved within 4 business hours from the time of reporting full details.</p> <p>Severity of Violation: High</p> <p>This service level will be monitored on a monthly basis.</p> <table border="1"> <thead> <tr> <th>Performance over three-month period</th> <th>Violations for calculation of penalty</th> </tr> </thead> <tbody> <tr> <td>< 95% & >= 90%</td> <td>1</td> </tr> <tr> <td>< 90% & >= 85%</td> <td>2</td> </tr> <tr> <td>< 85%</td> <td>3</td> </tr> </tbody> </table> <p>In addition to the above, if the service level in any month in the three-month period falls below 85%, one (1) additional violation will be added for each such month to the overall violations for this service level.</p>	Performance over three-month period	Violations for calculation of penalty	< 95% & >= 90%	1	< 90% & >= 85%	2	< 85%	3
Performance over three-month period	Violations for calculation of penalty								
< 95% & >= 90%	1								
< 90% & >= 85%	2								
< 85%	3								
Application Support Performance	<p>95% of the Level 2 defects shall be resolved within 72 hours from the time of reporting full details.</p> <p>Severity of Violation: High</p> <p>This service level will be monitored on a monthly basis.</p>								

	Performance over the three-month period	Violations for calculation of penalty								
	< 95% & >= 90%	1								
	< 90% & >= 85%	2								
	< 85%	3								
	In addition to the above, if the service level in any month in the three-month period falls below 85%, one (1) additional violation will be added for each such month to the overall violations for this service level.									
Application Support Performance	<p>100% of the Level 3 defects shall be resolved within 120 hours from the time of reporting full details.</p> <p>Severity of Violation: Medium</p> <p>This service level will be monitored on a monthly basis.</p> <table border="1"> <thead> <tr> <th>Performance over the six-month period</th> <th>Violations for calculation of penalty</th> </tr> </thead> <tbody> <tr> <td>< 100% & >= 90%</td> <td>1</td> </tr> <tr> <td>< 90% & >= 80%</td> <td>2</td> </tr> <tr> <td>< 80%</td> <td>3</td> </tr> </tbody> </table> <p>In addition to the above, if the service level in any month in the three-month period falls below 80%, one (1) additional violation will be added for each such month to the overall violations for this service level.</p>		Performance over the six-month period	Violations for calculation of penalty	< 100% & >= 90%	1	< 90% & >= 80%	2	< 80%	3
Performance over the six-month period	Violations for calculation of penalty									
< 100% & >= 90%	1									
< 90% & >= 80%	2									
< 80%	3									
Application Support Performance	<p>Update of the documentation of design, modifications, enhancements, and defect-fixes in the quarterly period.</p> <p>Severity of Violation: Medium</p> <p>This service level will be measured on a quarterly basis.</p> <p>Each instance of non-meeting this service level will be treated as one (1) violation.</p>									

6.4 Handholding Support: Helpdesk and Data Center Support

- (a) This service level will be monitored on a monthly basis.
- (b) The scheduled operation time for the Helpdesk shall be 24X7
- (c) The below tables gives details on the Service Levels the SI should maintain.

Service Level Description	Measurement
Helpdesk Performance	<p>98% of the calls shall be answered within 45 seconds.</p> <p>Severity of Violation: High</p> <p>This service level will be monitored on a monthly basis.</p>

	Performance over the three-month period	Violations for calculation of penalty
	< 98% & >= 90%	1
	< 90% & >= 80%	2
	< 80%	3
	In addition to the above, if the service level in any month in the three-month period falls below 80%, one (1) additional violation will be added for each such month to the overall violations for this service level.	
Helpdesk Performance	98% of the incidents within helpdesk resolution capacity shall be resolved in a cycle time of 24 hours Severity of Violation: High This service level will be monitored on a monthly basis.	
	Performance over the three-month period	Violations for calculation of penalty
	< 98% & >= 90%	1
	< 90% & >= 80%	2
	< 80%	3
	In addition to the above, if the service level in any month in the three-month period falls below 80%, one (1) additional violation will be added for each such month to the overall violations for this service level.	
Helpdesk Performance	98% of the non SI supported incidents shall be routed to the appropriate service provider within 30 minutes. Severity of Violation: Medium This service level will be monitored on a monthly basis.	
	Performance over the three-month period	Violations for calculation of penalty
	< 98% & >= 90%	1
	< 90% & >= 80%	2
	< 80%	3
	In addition to the above, if the service level in any month in the three-month period falls below 80%, one (1) additional violation will be added for each such month to the overall violations for this service level.	
Helpdesk Performance	80% of the Level 1 Incidents shall be resolved within 2 hours from call received / logged whichever is earlier. The maximum resolution time for any incident of this nature shall not exceed 8 business hours. Severity of Violation: High This service level will be monitored on a monthly basis.	

	Performance over the three-month period	Violations for calculation of penalty								
	< 80% & >= 70%	1								
	< 70% & >= 60%	2								
	< 60%	3								
	In addition to the above, if the service level in any month in the three-month period falls below 60%, one (1) additional violation will be added for each such month to the overall violations for this service level.									
Helpdesk Performance	<p>80% of the Level 2 Incident calls shall be resolved within 6 hours from call received / logged whichever is earlier. The maximum resolution time for any incident of this nature shall not exceed 48 hours.</p> <p>Severity of Violation: High</p> <p>This service level will be monitored on a monthly basis.</p> <table border="1"> <thead> <tr> <th>Performance over the three-month period</th> <th>Violations for calculation of penalty</th> </tr> </thead> <tbody> <tr> <td>< 80% & >= 70%</td> <td>1</td> </tr> <tr> <td>< 70% & >= 60%</td> <td>2</td> </tr> <tr> <td>< 60%</td> <td>3</td> </tr> </tbody> </table> <p>In addition to the above, if the service level in any month in the three-month period falls below 60%, one (1) additional violation will be added for each such month to the overall violations for this service level.</p>		Performance over the three-month period	Violations for calculation of penalty	< 80% & >= 70%	1	< 70% & >= 60%	2	< 60%	3
Performance over the three-month period	Violations for calculation of penalty									
< 80% & >= 70%	1									
< 70% & >= 60%	2									
< 60%	3									
Helpdesk Performance	<p>80% of the Level 3 Incidents calls shall be reported on status and action to be communicated within 24 hours from call received / logged whichever is earlier. The maximum resolution time for any incident of this nature shall not exceed 72 hours.</p> <p>Severity of Violation: Medium</p> <p>This service level will be monitored on a monthly basis.</p> <table border="1"> <thead> <tr> <th>Performance over the three-month period</th> <th>Violations for calculation of penalty</th> </tr> </thead> <tbody> <tr> <td>< 80% & >= 70%</td> <td>1</td> </tr> <tr> <td>< 70% & >= 60%</td> <td>2</td> </tr> <tr> <td>< 60%</td> <td>3</td> </tr> </tbody> </table> <p>In addition to the above, if the service level in any month in the three-month period falls below 60%, one (1) additional violation will be added for each such month to the overall violations for this service level.</p>		Performance over the three-month period	Violations for calculation of penalty	< 80% & >= 70%	1	< 70% & >= 60%	2	< 60%	3
Performance over the three-month period	Violations for calculation of penalty									
< 80% & >= 70%	1									
< 70% & >= 60%	2									
< 60%	3									
Datacenter Support Performance	<p>Replacement of hardware equipment shall be done within 15 days of detection of the fault. These equipments would have failed on four or more occasions in a period of less than three months or six times in a period of less than twelve months. (Mean Time Between Failure Condition)</p> <p>Severity of Violation: High</p> <p>Each instance of non-meeting this service level will be treated as one (1) violation.</p>									

Datacenter Support Performance	Update of documentation of design, modifications, enhancements, and fixes. Severity of Violation: Medium This service level will be measured on a quarterly basis. Each instance of non-meeting this service level will be treated as one (1) violation
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7 Reporting

(a) The below tables gives details on the Service Levels the SI should maintain for client site systems availability.

Service Level Description	Measurement
Availability and Performance Report	Provide monthly SLA compliance reports, monitoring and maintenance related MIS reports by the 5 th of the following month. Severity of Violation: Medium This service level will be monitored on a monthly basis. If the monthly SLA compliance report related to the service level metrics is not provided in the given timeframe, it will be treated as one (1) Penalty.