

Annexure 11: Service Levels

1. This document describes the service levels to be established for the Services offered by the SI to the state / UT. The SI shall monitor and maintain the stated service levels to provide quality service to the state / UT.
2. **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 the state / UT.
 - (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 the state / UT 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 the state / UT system including application and associated infrastructure. Availability is defined as:
$$\{(\text{Scheduled Operation Time} - \text{System Downtime}) / (\text{Scheduled Operation Time})\} * 100\%$$
 - (e) **“Helpdesk Support”** shall mean the 16x6 basis support centre which shall handle Fault reporting, Trouble Ticketing and related enquiries during this contract.
 - (f) **“Incident”** refers to any event / abnormalities in the functioning of the Data Centre Equipment / Services that may lead to disruption in normal operations of the Data Centre, System or Application services.
3. **Interpretations.**
 - (a) The business hours are 8:30AM to 4:30PM on all working days (Mon-Sat) excluding Public Holidays or any other Holidays observed by the state / UT. The SI however recognizes the fact that the state / UT offices will require to work beyond the business hours on need basis.
 - (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 the state / UT or an agency designated by them, then the state / UT 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 half yearly 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 the state / UT suggested format and a review shall be conducted based on this report. A monthly Availability and Performance Report shall be provided to the state / UT 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 the state / UT upon review and signoff by both SI and the state / UT. 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 the state / UT. 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 the state / UT and will be performed by the state / UT or the state / UT appointed third party agencies.
- (j) EMS system as specified in this RFP shall play a critical role in monitoring the SLA compliance and hence will have to be customized accordingly. The 3rd 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 automated way. This tool should generate the SLA Monitoring report in the end of every month which is to be shared with the state / UT on a monthly basis. The tool should also be capable of generating SLA reports for a half-year. The state / UT will audit the tool and the scripts on a regular basis.
- (k) The 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. The SLAs may be reviewed on an annual/bi-annual basis as the state / UT decides after taking the advice of the SI and other agencies. All the changes would be made by the state / UT in consultation with the SI.

- (l) The 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 Annexure. 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. the state / UT and SI.
- (m) Following tables outlines the key service level requirements for the system, which needs be ensured by the SI during the operations and maintenance period. These requirements shall be strictly imposed and either the state / UT 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.

Implementation Phase SLAs

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>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. Data Migration / Digitization

Service Level Description	Measurement
Data Migration	<p>Error rate in a batch should be less than 5%.</p> <p>Severity of Violation: Medium</p>

Service Level Description	Measurement
	<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>

Delivery Related Service Level Agreement (SLA) Criteria								
Explanation: The deduction mentioned in this table shall be made from the next due payment to the vendor for services provided on Statewide basis.								
S. No.	Service Metrics Parameters	Baseline	Lower Performance		Violation of Service level agreement		Basis of Measurement	Remarks
		Metric	Metric	Deduction	Metric	Deduction		
1	Delivery of the reports/ deliverables due for this section	As per the dates as mentioned in the contract	One week after the due date	Rs. 10,000	>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	5-7 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	The centralized application should be tested for desired functionalities, security, and completeness as well as compliance with SLA, within the

Delivery Related Service Level Agreement (SLA) Criteria								
Explanation: The deduction mentioned in this table shall be made from the next due payment to the vendor for services provided on Statewide basis.								
S. No.	Service Metrics Parameters	Baseline	Lower Performance		Violation of Service level agreement		Basis of Measurement	Remarks
		Metric	Metric	Deduction	Metric	Deduction		
							software audit by TPA	period
3	Supply, installation and Commissioning of hardware at offices	3 months	3-4 months	For non-compliance at each point of deployment: Rs. 30,000	> 4 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 <u>per site basis</u> , where criterion is not satisfied
4	Supply, installation and Commissioning of the Data Center Equipment	6 months from the date of signing of contract	6-7 months	Rs. 100,000	More than 7 months	Rs. 100,000 for every month of delay	Months taken after beginning of the assignment	State / UT may conduct independent audit to verify that the data center is as per the specifications.
5	Capacity building	At least 80% of the training	Less than 80% and more than	Rs. 15,000 / training session	Less than 60% of the attendees	Rs. 25,000 per training session	Feedback survey to be provided to	The feedback of the attendees

Delivery Related Service Level Agreement (SLA) Criteria								
Explanation: The deduction mentioned in this table shall be made from the next due payment to the vendor for services provided on Statewide basis.								
S. No.	Service Metrics Parameters	Baseline	Lower Performance		Violation of Service level agreement		Basis of Measurement	Remarks
		Metric	Metric	Deduction	Metric	Deduction		
		audience should give a rating of satisfactory or above	60% attendees find the training satisfactory		find the training satisfactory		each attendee	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 5%	Error rate between 5% - 10%	Rs. 5,000 / batch and correction of records	Error rate of over 10%.	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

Delivery Related Service Level Agreement (SLA) Criteria								
Explanation: The deduction mentioned in this table shall be made from the next due payment to the vendor for services provided on Statewide basis.								
S. No.	Service Metrics Parameters	Baseline	Lower Performance		Violation of Service level agreement		Basis of Measurement	Remarks
		Metric	Metric	Deduction	Metric	Deduction		
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 over and above beyond	Time and date of reporting of the issue	
<i>The above list of Service levels is indicative. The State / UT should add more service levels / modify the above service levels as per their requirements</i>								

3. **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) **Penalty Calculations.** The framework for Penalties, as a result of not meeting the Service Level Targets are as follows:
- (i) 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.
 - (ii) The number of violations in the reporting period for each level of severity will be totaled and used for the calculation of Penalties.
 - (iii) Penalties applicable for each of the high severity violations are 0.1% of respective payment-period payment to the SI.
 - (iv) Penalties applicable for each of the medium severity violations are 0.05% of respective payment-period payment to the SI.

Post Implementation Phase SLAs

1. **Primary DC/DRC Site Infrastructure Systems and Application Availability and Performance**

- (a) **Production CAS Systems.** The failure or disruption has a direct impact on the state / UT's ability to service its police stations / higher offices, ability to perform critical back-office functions or a direct impact on the Organisation. This includes but not 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 the state / UT's

ability to serve its police stations / higher offices, or perform critical back-office functions.

- (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 the state / UT's ability to service its police stations / higher offices, ability to perform critical back-office functions or a direct impact on the Organisation.

(d) **Non ERP Solution Components.** The failure or disruption has no direct impact on the state / UT's ability to service 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	Availability of production CAS systems shall be at least 99%	
	Severity of Violation: High	
	Availability over the six-month period	Violations for calculation of penalty
	< 99% & >= 98.5%	1
	< 98.5% & >= 98%	2
	< 98%	3
In addition to the above, if the service level in any month in the six-month period falls below 98%, one (1) additional violation will be added for each such month to the overall violations for this service level.		

Service Level Description	Measurement								
Infrastructure Availability	<p>Availability of non-CAS systems in production and non-production systems shall be at least 97%.</p> <p>Severity of Violation: Medium</p> <table border="1" data-bbox="466 669 1201 963"> <thead> <tr> <th data-bbox="466 669 833 779">Availability over the six-month period</th> <th data-bbox="833 669 1201 779">Violations for calculation of penalty</th> </tr> </thead> <tbody> <tr> <td data-bbox="466 779 833 837">< 97% & >= 96.5%</td> <td data-bbox="833 779 1201 837">1</td> </tr> <tr> <td data-bbox="466 837 833 898">< 96.5% & >= 96%</td> <td data-bbox="833 837 1201 898">2</td> </tr> <tr> <td data-bbox="466 898 833 963">< 96%</td> <td data-bbox="833 898 1201 963">3</td> </tr> </tbody> </table> <p>In addition to the above, if the service level in any month in the six-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% & >= 96.5%	1	< 96.5% & >= 96%	2	< 96%	3
Availability over the six-month period	Violations for calculation of penalty								
< 97% & >= 96.5%	1								
< 96.5% & >= 96%	2								
< 96%	3								
Infrastructure Availability	<p>RTO shall be less than or equal to six (6) hours.</p> <p>Severity of Violation: High</p> <p>Each instance of non-meeting this service level will be treated as one (1) violation.</p>								
Infrastructure Availability	<p>RPO should be <60 minutes</p> <p>Severity of Violation: High</p> <p>Each instance of non-meeting this service level will be treated as two (2) violations.</p>								
Infrastructure	<p>Sustained period of peak CPU utilization of any server crossing 70%</p>								

Service Level Description	Measurement							
<p>Performance</p> <p>(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 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.</p>	<table border="1" data-bbox="464 817 1235 1048"> <thead> <tr> <th data-bbox="464 817 847 920">Number of instances over the six month period</th> <th data-bbox="847 817 1235 920">Violations for calculation of penalty</th> </tr> </thead> <tbody> <tr> <td data-bbox="464 920 847 983">>0 & <=3</td> <td data-bbox="847 920 1235 983">1</td> </tr> <tr> <td data-bbox="464 983 847 1048">> 3</td> <td data-bbox="847 983 1235 1048">2</td> </tr> </tbody> </table> <p>In addition to the above, if the number of instances in any month in the six-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							
<p>Infrastructure Performance</p> <p>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.</p> <p>Severity of Violation: High</p> <p>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.</p>	<table border="1" data-bbox="464 1899 1235 1948"> <thead> <tr> <th data-bbox="464 1899 847 1948">Number of instances over</th> <th data-bbox="847 1899 1235 1948">Violations for calculation</th> </tr> </thead> <tbody> <tr> <td data-bbox="464 1948 847 1948"></td> <td data-bbox="847 1948 1235 1948"></td> </tr> </tbody> </table>		Number of instances over	Violations for calculation				
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Service Level Description	Measurement	
	the six month period	of penalty
	>0 & <=3	1
	> 3	2
	<p>In addition to the above, if the number of instances in any month in the six-month period exceeds 3, one (1) additional violation will be added for each such month to the overall violations for this service level.</p>	
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>	
	Number of instances over the six month period	Violations for calculation of penalty
	>0 & <=3	1
	> 3	2
	<p>In addition to the above, if the number of instances in any month in the six-month period exceeds 3, one (1) additional violation will be added for each such month to the overall violations for this service level.</p>	

Service Level Description	Measurement									
<p>Application Availability</p> <p>Availability of CAS solution components measured within the Data Center shall be at least 99.9%</p> <p>Severity of Violation: High</p> <p>This service level will be monitored on a monthly basis.</p>	<table border="1" data-bbox="464 689 1235 983"> <thead> <tr> <th data-bbox="464 689 847 792">Availability over the six-month period</th> <th data-bbox="850 689 1235 792">Violations for calculation of penalty</th> </tr> </thead> <tbody> <tr> <td data-bbox="464 797 847 857">< 99.9% & >= 99.5%</td> <td data-bbox="850 797 1235 857">1</td> </tr> <tr> <td data-bbox="464 862 847 922">< 99.5% & >= 99%</td> <td data-bbox="850 862 1235 922">2</td> </tr> <tr> <td data-bbox="464 927 847 983">< 99%</td> <td data-bbox="850 927 1235 983">3</td> </tr> </tbody> </table> <p data-bbox="464 1048 1355 1211">In addition to the above, if the service level in any month in the six-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	< 99.9% & >= 99.5%	1	< 99.5% & >= 99%	2	< 99%	3
Availability over the six-month period	Violations for calculation of penalty									
< 99.9% & >= 99.5%	1									
< 99.5% & >= 99%	2									
< 99%	3									
<p>Application Availability</p> <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="464 1653 1235 1888"> <thead> <tr> <th data-bbox="464 1653 847 1756">Availability over the six-month period</th> <th data-bbox="850 1653 1235 1756">Violations for calculation of penalty</th> </tr> </thead> <tbody> <tr> <td data-bbox="464 1760 847 1821">< 97% & >= 96%</td> <td data-bbox="850 1760 1235 1821">1</td> </tr> <tr> <td data-bbox="464 1825 847 1888">< 96%</td> <td data-bbox="850 1825 1235 1888">2</td> </tr> </tbody> </table> <p data-bbox="464 1953 1355 1989">In addition to the above, if the service level in any month in the six-</p>		Availability over the six-month period	Violations for calculation of penalty	< 97% & >= 96%	1	< 96%	2		
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Service Level Description	Measurement								
	<p>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>								
<p>Application Performance</p>	<p>Average application response time during peak usage hours as measured from a client terminal within the Data Center shall not exceed 4 seconds.</p> <p>Severity of Violation: High</p> <p>The list of critical business functions and peak usage hours will be identified by the state / UT 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="464 1126 1235 1464"> <thead> <tr> <th data-bbox="464 1126 847 1274">Average application response time over the six-month period</th> <th data-bbox="850 1126 1235 1274">Violations for calculation of penalty</th> </tr> </thead> <tbody> <tr> <td data-bbox="464 1279 847 1339">> 4s & <= 5s</td> <td data-bbox="850 1279 1235 1339">2</td> </tr> <tr> <td data-bbox="464 1344 847 1404">> 5s & <= 6s</td> <td data-bbox="850 1344 1235 1404">4</td> </tr> <tr> <td data-bbox="464 1408 847 1464">> 6s</td> <td data-bbox="850 1408 1235 1464">5</td> </tr> </tbody> </table> <p>In addition to the above, if the average turnaround time in any month in the six-month period goes beyond 6s, one (1) additional violation will be added for each such month to the overall violations for this service level.</p>	Average application response time over the six-month period	Violations for calculation of penalty	> 4s & <= 5s	2	> 5s & <= 6s	4	> 6s	5
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> 4s & <= 5s	2								
> 5s & <= 6s	4								
> 6s	5								

2. 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 i.e., Core Switch, Core Routers, etc.
- (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 Description	Level	Measurement
Client Systems Availability	Site	<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 six-month period will be the cumulative number of violations across all the months across all sites in the six-month period.</p>

3. Handholding Support: Client Site Support

- (a) **Level 1 Incident.** The incident has an immediate impact on the state / UT's ability to service its police stations / higher offices, to perform critical back-office functions or has a direct impact on the Organisation.
- (b) **Level 2 Incidents.** The incident has an impact on the state / UT'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

- (c) The severity of the individual incidents will be mutually determined by the state / UT and SI.
- (d) The scheduled operation time for the client site systems shall be the business hours of the state / UT.
- (e) This service level will be measured on a monthly basis for each implementation site.
- (f) The tables on the following page give details of the Service Levels the SI is required to maintain.

Service Description	Level	Measurement										
Client Support Performance	Site	<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) instance. The total number of instances for the six-month period will be the cumulative number of instances across all the months across all sites in the six-month period.</p> <p>Average number of instances per month = (Total number of instances for the six-month period) / 6</p>										
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		>4 & <=8	2									
		>8 & <=12	3									
		>12	4									
Client Support Performance	Site	<p>80% of the Level 2 Incidents at each site should be resolved within 6 business hours from the time a call is received / logged whichever is</p>										

Service Level Description	Measurement											
	<p>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 six-month period will be the cumulative number of instances across all the months across all sites in the six-month period.</p> <p>Average number of instances per month = (Total number of instances for the six-month period) / 6</p> <table border="1" data-bbox="464 1162 1355 1518"> <thead> <tr> <th data-bbox="464 1162 922 1267">Average number of instances per month</th> <th data-bbox="922 1162 1355 1267">Violations for calculation of penalty</th> </tr> </thead> <tbody> <tr> <td data-bbox="464 1267 922 1330">>0 & <=4</td> <td data-bbox="922 1267 1355 1330">1</td> </tr> <tr> <td data-bbox="464 1330 922 1393">>4 & <=8</td> <td data-bbox="922 1330 1355 1393">2</td> </tr> <tr> <td data-bbox="464 1393 922 1456">>8 & <=12</td> <td data-bbox="922 1393 1355 1456">3</td> </tr> <tr> <td data-bbox="464 1456 922 1518">>12</td> <td data-bbox="922 1456 1355 1518">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
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>8 & <=12	3											
>12	4											
Client Site Support Performance	<p>Replacement of hardware equipment shall be done within 7 days of notification by the state / UT. 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>											

Service Level Description	Measurement
	Severity of Violation: High Each instance of non-meeting this service level will be treated as one (1) violation.

4. Handholding Support: Application Support

- (a) **Level 1 Defects.** The failure to fix has an immediate impact on the state / UT's ability to service its police stations / higher offices, inability to perform critical back-office functions or a direct impact on the Organisation.
- (b) **Level 2 Defects.** The failure to fix has an impact on the state / UT'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.
- (c) **Level 3 Defects.** The failure to fix has no direct impact on the state / UT's ability to serve its police stations / higher officers, or perform critical back-office functions.
- (d) The severity of the individual defects will be mutually determined by the state / UT and SI.
- (e) This service level 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	
Application Support Performance	95% of the Level 1 defects shall be resolved within 4 business hours from the time of reporting full details.	
	Severity of Violation: High	
	This service level will be monitored on a monthly basis.	
	Performance over the six-month period	Violations for calculation of penalty
< 95% & >= 90%	1	
< 90% & >= 85%	2	

Service Level Description	Measurement									
	< 85%	3								
	<p>In addition to the above, if the service level in any month in the six-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>									
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> <table border="1" data-bbox="464 1111 1235 1402"> <thead> <tr> <th data-bbox="464 1111 847 1216">Performance over the six-month period</th> <th data-bbox="847 1111 1235 1216">Violations for calculation of penalty</th> </tr> </thead> <tbody> <tr> <td data-bbox="464 1216 847 1279">< 95% & >= 90%</td> <td data-bbox="847 1216 1235 1279">1</td> </tr> <tr> <td data-bbox="464 1279 847 1341">< 90% & >= 85%</td> <td data-bbox="847 1279 1235 1341">2</td> </tr> <tr> <td data-bbox="464 1341 847 1402">< 85%</td> <td data-bbox="847 1341 1235 1402">3</td> </tr> </tbody> </table> <p>In addition to the above, if the service level in any month in the six-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 the six-month period	Violations for calculation of penalty	< 95% & >= 90%	1	< 90% & >= 85%	2	< 85%	3
Performance over the six-month period	Violations for calculation of penalty									
< 95% & >= 90%	1									
< 90% & >= 85%	2									
< 85%	3									
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: High</p>									

Service Level Description	Measurement								
	<p>This service level will be monitored on a monthly basis.</p> <table border="1" data-bbox="466 479 1235 772"> <thead> <tr> <th data-bbox="466 479 847 584">Performance over the six-month period</th> <th data-bbox="847 479 1235 584">Violations for calculation of penalty</th> </tr> </thead> <tbody> <tr> <td data-bbox="466 584 847 647">< 100% & >= 90%</td> <td data-bbox="847 584 1235 647">1</td> </tr> <tr> <td data-bbox="466 647 847 710">< 90% & >= 80%</td> <td data-bbox="847 647 1235 710">2</td> </tr> <tr> <td data-bbox="466 710 847 772">< 80%</td> <td data-bbox="847 710 1235 772">3</td> </tr> </tbody> </table> <p>In addition to the above, if the service level in any month in the six-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>Up to date of the documentation of the design, modifications, enhancements, and defect-fixes in the half-yearly period.</p> <p>Severity of Violation: Medium</p> <p>This service level will be measured on a half-yearly basis.</p> <p>Each instance of non-meeting this service level will be treated as one (1) violation.</p>								

5. Network Uptime:

Severity of Violation: High

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
Network Uptime	<p>Availability of the network and all related 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 network availability in a month falls below the minimum service level, it will be treated as one (1) violation.</p> <p>The total number of violations for the six-month period will be the cumulative number of violations across all the months across all sites in the six-month period.</p>

6. Handholding Support: Helpdesk and Data Center Support

- (a) **Level 1 Calls.** The failure to fix has an immediate impact on the state / UT's ability to service its police stations / higher offices, inability to perform critical back-office functions or a direct impact on the Organisation.
- (b) **Level 2 Calls.** The failure to fix has an impact on the state / UT'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.
- (c) **Level 3 Calls.** The failure to fix has no direct impact on the state / UT's ability to serve its police stations / higher offices, or perform critical back-office functions.
- (d) This service level will be monitored on a monthly basis.

(e) The below tables gives details on the Service Levels the SI should maintain.

Service Level Description	Measurement									
<p>Helpdesk Performance</p>	<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> <table border="1" data-bbox="464 853 1201 1144"> <thead> <tr> <th>Performance over the six-month period</th> <th>Violations for calculation of penalty</th> </tr> </thead> <tbody> <tr> <td>< 98% & >= 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 six-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	< 98% & >= 90%	1	< 90% & >= 80%	2	< 80%	3
Performance over the six-month period	Violations for calculation of penalty									
< 98% & >= 90%	1									
< 90% & >= 80%	2									
< 80%	3									
<p>Helpdesk Performance</p>	<p>98% of the incidents within helpdesk resolution capacity shall be resolved in a cycle time of 24 hours</p> <p>Severity of Violation: High</p> <p>This service level will be monitored on a monthly basis.</p> <table border="1" data-bbox="464 1872 1201 1973"> <thead> <tr> <th>Performance over the six-month period</th> <th>Violations for calculation of penalty</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> </tr> </tbody> </table>		Performance over the six-month period	Violations for calculation of penalty						
Performance over the six-month period	Violations for calculation of penalty									

Service Level Description	Measurement									
	< 98% & >= 90%	1								
	< 90% & >= 80%	2								
	< 80%	3								
	<p>In addition to the above, if the service level in any month in the six-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>									
<p>Helpdesk Performance</p>	<p>98% of the non SI supported incidents shall be routed to the appropriate service provider within 30 minutes.</p> <p>Severity of Violation: Medium</p> <p>This service level will be monitored on a monthly basis.</p> <table border="1" data-bbox="464 1234 1201 1525"> <thead> <tr> <th data-bbox="464 1234 831 1339">Performance over the six-month period</th> <th data-bbox="831 1234 1201 1339">Violations for calculation of penalty</th> </tr> </thead> <tbody> <tr> <td data-bbox="464 1339 831 1406">< 98% & >= 90%</td> <td data-bbox="831 1339 1201 1406">1</td> </tr> <tr> <td data-bbox="464 1406 831 1462">< 90% & >= 80%</td> <td data-bbox="831 1406 1201 1462">2</td> </tr> <tr> <td data-bbox="464 1462 831 1525">< 80%</td> <td data-bbox="831 1462 1201 1525">3</td> </tr> </tbody> </table> <p>In addition to the above, if the service level in any month in the six-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	< 98% & >= 90%	1	< 90% & >= 80%	2	< 80%	3
Performance over the six-month period	Violations for calculation of penalty									
< 98% & >= 90%	1									
< 90% & >= 80%	2									
< 80%	3									
<p>Helpdesk Performance</p>	<p>80% of the Level 1 calls shall be resolved within 2 hours from call received / logged whichever is earlier. The maximum resolution</p>									

Service Level Description	Measurement									
	<p>time for any incident of this nature shall not exceed 8 business hours.</p> <p>Severity of Violation: High</p> <p>This service level will be monitored on a monthly basis.</p> <table border="1" data-bbox="464 680 1233 974"> <thead> <tr> <th>Performance over the six-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 six-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 six-month period	Violations for calculation of penalty	< 80% & >= 70%	1	< 70% & >= 60%	2	< 60%	3
Performance over the six-month period	Violations for calculation of penalty									
< 80% & >= 70%	1									
< 70% & >= 60%	2									
< 60%	3									
<p>Helpdesk Performance</p>	<p>80% of the Level 2 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" data-bbox="464 1742 1233 1962"> <thead> <tr> <th>Performance over the six-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> </tbody> </table>		Performance over the six-month period	Violations for calculation of penalty	< 80% & >= 70%	1	< 70% & >= 60%	2		
Performance over the six-month period	Violations for calculation of penalty									
< 80% & >= 70%	1									
< 70% & >= 60%	2									

Service Level Description	Measurement									
	< 60%	3								
	<p>In addition to the above, if the service level in any month in the six-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>									
Helpdesk Performance	<p>80% of the Level 3 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: High</p> <p>This service level will be monitored on a monthly basis.</p> <table border="1" data-bbox="464 1249 1235 1543"> <thead> <tr> <th data-bbox="464 1249 847 1357">Performance over the six-month period</th> <th data-bbox="847 1249 1235 1357">Violations for calculation of penalty</th> </tr> </thead> <tbody> <tr> <td data-bbox="464 1357 847 1420">< 80% & >= 70%</td> <td data-bbox="847 1357 1235 1420">1</td> </tr> <tr> <td data-bbox="464 1420 847 1482">< 70% & >= 60%</td> <td data-bbox="847 1420 1235 1482">2</td> </tr> <tr> <td data-bbox="464 1482 847 1543">< 60%</td> <td data-bbox="847 1482 1235 1543">3</td> </tr> </tbody> </table> <p>In addition to the above, if the service level in any month in the six-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 six-month period	Violations for calculation of penalty	< 80% & >= 70%	1	< 70% & >= 60%	2	< 60%	3
Performance over the six-month period	Violations for calculation of penalty									
< 80% & >= 70%	1									
< 70% & >= 60%	2									
< 60%	3									
Datacenter Support	Replacement of hardware equipment shall be done within 15 days									

Service Level Description	Measurement
Performance	<p>of notification by the state / UT. 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	<p>Up to date of the documentation of the design, modifications, enhancements, and fixes.</p> <p>Severity of Violation: Medium</p> <p>This service level will be measured on a half-yearly basis.</p> <p>Each instance of non-meeting this service level will be treated as one (1) violation.</p>

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
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Service Level Description	Measurement						
Availability and Performance Report	<p>Provide monthly SLA compliance reports, monitoring and maintenance related MIS reports by the 5th of the following month.</p> <p>Severity of Violation: Medium</p> <p>This service level will be monitored on a monthly basis.</p> <p>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) instance.</p> <p>The total number of instances for the six-month period will be the cumulative number of instances across all the months in the six-month period.</p> <table border="1"> <tr> <td>Total number of instances over the six month period</td> <td>Violations for calculation of penalty</td> </tr> <tr> <td>>0 & <=3</td> <td>1</td> </tr> <tr> <td>> 3</td> <td>2</td> </tr> </table>	Total number of instances over the six month period	Violations for calculation of penalty	>0 & <=3	1	> 3	2
Total number of instances over the six month period	Violations for calculation of penalty						
>0 & <=3	1						
> 3	2						

8. Credits for Successful Application Uptake

The below tables gives details of the credits that can gain by the SI for successful uptake of the application in the State/UT. The credits will not be calculated for the first reporting period.

Service Level Description	Measurement
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Service Level Description	Measurement			
<p>CCTNS Uptake</p>	<p>The following metrics will be measured at the end of each reporting period for each District that has been declared as “Go Live”:</p> <ol style="list-style-type: none"> 1. Number of key transactions carried through internet (ex: Transactional such as submitting an application for a no-objection certificate and Informational such a requesting the status of a case) 2. Number of active users profiles in CCTNS 3. Number of read-write transactions on CCTNS system 4. Number of Searches carried out on data in CCTNS 5. Total number of FIRs prepared through CCTNS 6. Total number of Crime Details Forms prepared through CCTNS 7. Total number of Key Investigation Forms prepared through CCTNS 8. Total number of Arrest Cards prepared through CCTNS 9. Total number of Charge Sheets prepared through CCTNS 10. Quality (recency and accuracy) of information available in CCTNS 11. Number of cases reported to be solved because of the availability of CCTNS 12. Number of ad-hoc requests successfully responded to using CCTNS 13. Turnaround Time for submitting the monthly and annual crime/criminal information to NCRB from the State/UT <p>A credit will be gained for each of the above parameters if the uptake for that parameter shows significant improvement.</p> <p>The following table applies for each of the above parameters:</p> <table border="1" data-bbox="464 1800 1233 1944"> <tr> <td data-bbox="464 1800 847 1944">% increase over the measurement in the last reporting period</td> <td data-bbox="850 1800 1233 1944">Credits</td> </tr> </table>		% increase over the measurement in the last reporting period	Credits
% increase over the measurement in the last reporting period	Credits			

Service Level Description	Measurement	
	>5 & <=10%	2
	>10 & <=15%	3
	> 15%	4

9. 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 six monthly performance evaluation will be conducted using the six monthly reporting periods of that period.

(c) **Penalty Calculations.** The framework for Penalties, as a result of not meeting the Service Level Targets are as follows:

(v) 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.

(vi) The number of violations in the reporting period for each level of severity will be totaled and used for the calculation of Penalties.

i. If the total number of credits gained by the SI is lower than the total number of high severity violations in the reporting period, the total number of credits will be subtracted from the total number of High Severity Violations in the reporting period for the calculation of Penalties.

ii. If the total number of credits gained by the SI is higher than the total number of high severity violations in the reporting period, the resultant total number of high severity violations in the reporting period for calculation of penalties will be considered as zero (0).

(vii) Penalties applicable for each of the high severity violations are two (2) % of respective half yearly payment to the SI.

- (viii) A penalty applicable for each of the medium severity violations is one (1%) of respective half yearly payment to the SI.
- (ix) Penalties applicable for each of the low severity violations is half percentage (0.5%) of respective half yearly payment to the SI.
- (x) 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 half yearly payment to the SI. Penalty shall be applicable separately for each such high critical activity
- (xi) 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
- (xii) 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

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 the state / UT shall have the right to terminate the contract.