

**MULTI LANE FREE FLOW  
ELECTRONIC FEE COLLECTION SYSTEM  
TENDER DOCUMENTATION****#320: SERVICE LEVEL AGREEMENT (SLA)**

<b>Number</b>	<b>SLA 01</b>
<b>Service Level Concerned</b>	<b>Toll Collection Ratio</b>
<b>Version / Date / Editor</b>	2.00 / 20.07.2011 / Rapp-IPMIT

**1. Definition**

The Service Level of the Electronic Fee Collection (EFC) service concerns the performance of the toll collection part of the System, the so called 'toll collection ratio', relating all theoretically possible toll transactions of Liable Vehicles (provided these vehicles are equipped with an OBU) on the Toll Road Network vs. the toll transactions registered in the System, collected in one month. The difference is the toll transactions which did not take place as they should have due to (possible) technical malfunctions within the System. As the theoretical number of possible toll transactions is not known, the number of gaps bridged for a specific vehicle within one and the same trip (refer to #400 RQ group E4.4 and RQ B1.5.1 for details) is taken as a substitute measure to determine the quality of the toll collection and hence the toll collection ratio.

**2. Interval**

The Service Level shall be determined per calendar month (referred to as "Month (n)" in the formulas below) throughout each year of Operation.

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### 3. Target Values

The actual Service Level achieved by the System in regard to the toll collection ratio is referred to as **SL<sub>EFCactual</sub>** (for the given calendar month), the expected Service Level is referred to as **SL<sub>EFCexp</sub>** and the minimum acceptable Service Level is referred to as **SL<sub>EFCaccept</sub>**.

The absolute values for SL<sub>EFCexp</sub> and SL<sub>EFCaccept</sub> are provided in the table below:

HV System Month of Operation	1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>	4 <sup>th</sup> and following
SL <sub>EFCexp</sub>	A * 0,9500	A * 0,9700	A * 0,9800	the rate as quoted by the Bidder (= "A") in RQ B1.5.1:
SL <sub>EFCaccept</sub>	0,9000	0,9000	0,9000	0,9500

*Table 1: Target Service Levels over time*

In case SL<sub>EFCactual</sub> drops below SL<sub>EFCaccept</sub>, clause 19.11 of the Contract (incompliance of the Contractor against minimum requirements) shall apply.

### 4. Calculation of the Variable Remuneration

The variable remuneration pursuant to this SLA shall be based on the annual remuneration pursuant to clause 23.2.4 of the Contract and defined as **R<sub>BASE</sub>**.

The following formula shall apply to calculate the actual Service Level for the toll collection ratio SL<sub>EFCactual</sub> (for the given calendar month), whereby the result shall be mathematically rounded to four decimal places:

$SL_{EFCactual} = 1 - \frac{\text{number of gaps bridged}}{\text{number of toll transactions collected successfully}}$
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*Formula 1: Calculating the actual toll collection ration (for a given month)*

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Example 1:

number of gaps bridged	=	7.500
number of toll transactions collected successfully	=	1.000.000
→ $SL_{EFCactual}$	=	0,9925

The following formula shall apply to calculate the variable remuneration resulting from the performance for a given Month (n) under this SLA and referred to as  $VR_{EFC}$ , whereby  $Q_{EFCactual}$  and  $Q_{EFCexp}$  have to be entered as factors, not percentages, and shall be mathematically rounded to 4 decimal places:

$$VR_{EFC} \text{ for the Month (n)} = R_{BASE} * 4 * (SL_{EFCactual} - SL_{EFCexp}) / 12$$

*Formula 2: Calculating the variable remuneration*

Example 2:

$R_{BASE}$	=	EUR 12.000.000,-
$SL_{EFCactual}$	=	0,9950
$SL_{EFCexp}$	=	0,9900 (as per table 1 above for an operation month $\geq 4$ )
→ $VR_{EFC}$	=	EUR 12.000.000,- * 4 * (0,9950 - 0,9900) / 12 = EUR 12.000.000,- * 0,0200 / 12 = EUR +20.000,-

Example 3:

$R_{BASE}$	=	EUR 12.000.000,-
$SL_{EFCactual}$	=	0,9650
$SL_{EFCexp}$	=	0,9900 (as per table 1 above for an operation month $\geq 4$ )
→ $VR_{EFC}$	=	EUR 12.000.000,- * 4 * (0,9650 - 0,9900) / 12 = EUR 12.000.000,- * 0,1000 / 12 = EUR -100.000,-

**5. Signatures**

**Place, Date and Bidders / Contractors signature(s)**

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