

**MULTI LANE FREE FLOW
ELECTRONIC FEE COLLECTION SYSTEM
TENDER DOCUMENTATION****#321: SERVICE LEVEL AGREEMENT (SLA)**

Number	SLA 02
Service Level Concerned	Enforcement Service Levels
Version / Date / Editor	2.00 / 20.07.2011 / Rapp-IPMIT

1. Definition

The Service Level of the Enforcement infrastructure shall reflect the performance of the stationary Enforcement System, comprising the service elements pursuant to clause 3 of this SLA.

2. Interval

The Service Levels 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 target Service Levels to be achieved by the System are provided in the table below. The target levels are as quoted by the Bidders for the respective Requirement (RQ) in document #400 Specification.

Service Element (refer to the Specification for details)		Minimum acceptable level	Target level	VR _{ENF(i)} per deviation from the Requirement
RQ D2.11	Detection of Liable Vehicles as being liable	85,0 %	the rate as quoted by the Bidder	per full 0.5 % of shortfall - EUR 1.000,-
RQ D2.12	Detection of non Liable Vehicles as being liable	7.5 %	the rate as quoted by the Bidder	per full 0.5 % of shortfall - EUR 1.000,-
RQ D2.13	Correct classification of Liable Vehicles	70,0 %	the rate as quoted by the Bidder	per full 1.0 % of shortfall - EUR 1.000,-
RQ D2.14	Correct License Plate Number readout (not considering nationality) ¹	80,0 %	the rate as quoted by the Bidder	per full 1.0 % of shortfall - EUR 1.000,-
RQ D2.16	Correct compilation of Compliance Record	95,0 %	99 %	per full 0.5 % of shortfall - EUR 1.000,-

Table 1: Service Levels and Variable remuneration

The value of payments for each item can only be negative. In case the actual operating level is higher than the target value, the deviation value from the request is equal to 0.

In case one of the Service Elements provided in table 1 above drops below the respective minimum acceptable level Contract (incompliance of the Contractor against minimum requirements) shall apply.

¹ The License Plate Number readout Service Level shall not include License Plates which are not visually readable, e.g. because of being worn out, partly or totally covered by vehicle parts or payload, or covered by snow or ice or dirt.

Subject: #321 - SERVICE LEVEL AGREEMENT (SLA) #02**4. Calculation of Service Levels**

The following formulas shall apply to calculate the Service Levels under this SLA, where SL denotes the Service Level for the Month (n).

4.1. Detection of Liable Vehicles as Being Liable

N_{LIABLE} = Number of counted Liable Vehicles including all corrections from the Manual Compliance Record Verification (RQ D2.17.1).

$N_{\text{NotDetected}}$ = Number of OBU equipped Liable Vehicles with a correct DSRC readout but classified by the measuring unit as being non Liable Vehicles (RQ D2.11.1).

RQ D2.11	Detection of Liable Vehicles as being liable	$SL = 1 - (N_{\text{NotDetected}} / N_{\text{LIABLE}})$
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4.2. Detection of Non Liable Vehicles as Being Liable

$N_{\text{NON-LIABLE}}$ = Number of counted non Liable Vehicles including all corrections from the Manual Compliance Record Verification (RQ D2.17.1).

N_{DETECTED} = Non Liable Vehicle detected as being liable (RQ D2.12.1).

RQ D2.12	Detection of non Liable Vehicles as being liable	$SL = 1 - (N_{\text{DETECTED}} / N_{\text{NON-LIABLE}})$
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4.3. Correct Classification of Liable Vehicles

N_{LIABLE} = Number of counted Liable Vehicles including all corrections from the Manual Compliance Record Verification (RQ D2.17.1).

$N_{\text{WrongClass}}$ = Number of Liable Vehicles not classified correctly (RQ D2.13.1).

RQ D2.13	Correct classification of Liable Vehicles	$SL = 1 - (N_{\text{WrongClass}} / N_{\text{LIABLE}})$
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4.4. Correct LPR Readout

N_{LIABLE} = Number of counted Liable Vehicles including all corrections from the Manual Compliance Record Verification (RQ D2.17.1).

N_{WrongLPN} = Number of Liable Vehicles with not correct LPR readout (RQ D2.14.1).

RQ D2.14	Correct LPR readout (not considering nationality)	$SL = 1 - (N_{\text{WrongLPN}} / N_{\text{LIABLE}})$
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Subject: #321 - SERVICE LEVEL AGREEMENT (SLA) #02**4.5. Correct compilation of Compliance Records**

N_{CR} = Number of Compliance Records processed in the Manual Compliance Record Verification in month (n) (RQ D2.16.1).

$N_{NonMatched}$ = Number of not correctly matched compliance data in the Manual Compliance Record Verification in month (n) (RQ D2.16.1).

RQ D2.16	Correct compilation of Compliance Records	$SL = 1 - (N_{NonMatched} / N_{CR})$
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5. Calculation of the Variable Remuneration

The total variable remuneration pursuant to this SLA is referred to as VR_{ENF} and shall be the sum of the individual $VR_{ENF(i)}$ according to the Table 1 above.

6. Signatures

Place, Date and Bidders / Contractors signature(s)

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