

**MULTI LANE FREE FLOW
ELECTRONIC FEE COLLECTION SYSTEM
TENDER DOCUMENTATION****#323: SERVICE LEVEL AGREEMENT (SLA)**

Number	SLA 04
Service Level Concerned	Customer Service Network Levels
Version / Date / Editor	2.00 / 20.07.2011 / Rapp-IPMIT

1. Definition

The Service Level of the Customer Service Network shall reflect the performance of the service elements pursuant to clause 3 of this SLA.

2. Interval

The Service Levels shall be determined per year of operation (referred to as "Year (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 _{CSN(i)} per deviation from the Requirement
RQ C3.8	WEB Portal availability time	98 %	99,7%	per full 0.1 % of shortfall - EUR 5.000,-
RQ C3.9	Maximum continuous WEB Portal down-time	24 hours	3 hours	per case of longer non-availability - EUR 5.000.- and per additional full hour of longer non-availability - EUR 1.000,-
RQ C4.2	Help Desk availability time (not cumulative with RQ E11)	98 %	99,7%	per full 0.1 % of shortfall - EUR 3.000,-
RQ C4.3	Maximum continuous Help Desk down-time (not cumulative with RQ E11.1)	24 hours	3 hours	per case of longer non-availability - EUR 3.000 and per full additional hour of longer non-availability - EUR 1.000,-
RQ C5.5	Call Centre Infrastructure availability time	98 %	99,7%	per full 0.1 % of shortfall - EUR 3.000,-
RQ C5.6	Maximum continuous Call Centre Infrastructure down-time	12 hours	1 hour	per case of longer non-availability - EUR 3.000 and per additional full hour of longer non-availability - 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.

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In case one of the Service Elements provided in table 1 above drops below the respective minimum acceptable level clause 19.11 of the Contract (incompliance of the Contractor against minimum requirements) shall apply.

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

h_{YEAR} = Hours of the Year (n) equal to 8760 h

4.1.WEB Portal Availability Time

$WP_{\text{NonAvailable}}$ = Hours of WEB portal non availability for Users (RQ C3.8.1).

RQ C3.8	WEB Portal availability time	$SL = 1 - (WP_{\text{NonAvailable}} / 8760)$
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4.2.Help Desk Availability Time

$HD_{\text{NonAvailable}}$ = Hours of Help Desk non availability for Users (RQ C4.2.1).

RQ C4.2	Help Desk availability time	$SL = 1 - (HD_{\text{NonAvailable}} / 8760)$
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4.3.Call Centre Infrastructure Availability Time

$CCI_{\text{NonAvailable}}$ = Hours of Call Centre Infrastructure non availability for Users (RQ C5.5.1).

RQ C5.5	Call Centre Infrastructure availability time	$SL = 1 - (CCI_{\text{NonAvailable}} / 8760)$
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5. Calculation of the Variable Remuneration

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

6. Signatures

Place, Date and Bidders / Contractors signature(s)

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