

**MULTI LANE FREE FLOW  
ELECTRONIC FEE COLLECTION SYSTEM  
TENDER DOCUMENTATION****#324: SERVICE LEVEL AGREEMENT (SLA)**

<b>Number</b>	<b>SLA 05</b>
<b>Service Level Concerned</b>	<b>Central System Levels</b>
<b>Version / Date / Editor</b>	2.00 / 20.07.2011 / Rapp-IPMIT

**1. Definition**

The Service Level of the Central System 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 <sub>CS(i)</sub> per deviation from the Requirement
RQ E11	Central System up-time	99,50 %	the rate as quoted by the Bidder	per full 0.05 % of shortfall - EUR 25.000,-
RQ E11.1	Maximum continuous Centrals System down-time	24 hours	the time as quoted by the Bidder	per case of longer non-availability - EUR 25.000 and per additional full hour of longer non-availability - EUR 5.000,-
RQ E11.2	CRM services availability for CSN (not cumulative with RQ E11)	99,5 %	the rate as quoted by the Bidder	per full 0.1 % of shortfall - EUR 12.500,-
RQ E11.3	Maximum continuous non-availability of CRM services for CSN (not cumulative with RQ E11.1)	24 hours	the time as quoted by the Bidder	per case of longer non-availability - EUR 15.000 and per additional full hour of longer non-availability - EUR 3.000,-
RQ E11.4	Real-time charge assessment module availability (not cumulative with RQ E11)	99,5 %	the rate as quoted by the Bidder	per full 0.05 % of shortfall - EUR 7.500,-
RQ E11.5	Maximum continuous non-availability real-time charge assessment module (not cumulative with RQ E11.1)	24 hours	the time as quoted by the Bidder	per case of longer non-availability - EUR 10.000,- and per additional full hour of longer non-availability - EUR 2.000,-

*Table 1: Service Levels and Variable remuneration*

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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 clause 19.11 of the Contract (incompliance of the Contractor against minimum requirements) shall apply.

**4. Calculation of Target Values**

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

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

**4.1. Central System up-Time**

$CS_{\text{NonAvailable}}$  = Hour of Central System non availability (RQ E11.1.1)

<b>RQ E11</b>	Central System up-time	$SL = 1 - (CS_{\text{NonAvailable}} / 8760)$
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**4.2. CRM Services Availability for CSN**

$CRM_{\text{NonAvailable}}$  = Hour of CRM non availability for CSN (RQ E11.2.1)

<b>RQ E11.2</b>	CRM services availability for CSN	$SL = 1 - (CRM_{\text{NonAvailable}} / 8760)$
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**4.3. Real-Time Charge Assessment Module Availability**

$RTM_{\text{NonAvailable}}$  = Hour of real-time charge assessment module availability non availability for the CSN (RQ E11.4.1)

<b>RQ E11.4</b>	Real-time charge assessment module availability	$SL = 1 - (RTM_{\text{NonAvailable}} / 8760)$
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**5. Calculation of the Variable Remuneration**

The total variable remuneration pursuant to this SLA is referred to as **VR<sub>CS</sub>** and shall be the sum of the individual **VR<sub>CS(i)</sub>** according to the Table 1 above.

**6. Signatures**

<b>Place, Date and Bidders / Contractors signature(s)</b>

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