RFP for "Selection of vendor implementation & support for Lead Management System".

RFP NO: CO: BFSL/SYS RFP/20-21/05

RFP Dated: 05.08.20

Addendum 02, Dated 17th Aug 2020

SLAs for Application

Issues here are fixing of bugs etc. for the existing functionalities present in the application. Any new requirement post cooling period will be treated as production issue with the below given SLA.

Activity	Expected Performance	Measurement Mechanism	Penalty for Delay
Application Uptime	>=98% measured on monthly basis	The application uptime considers application and hosting availability. Reports from the hosting provider for uptime shall be submitted on monthly basis	2% of the monthly hosting & Maintenance charges for downtime of every 1% (or part thereof) below expected performance levels
Resolution-time for Software Issues*	Deliverables	The time between raising of the issue by the company's Systems Department through call/e-mail to the resolution / rectification provided by the agency.	1% of the monthly hosting & Maintenance charges for delay in resolution of every issue per day (or part thereof)

The following Priority Levels as identified by BFSL will be met by Service provider for Production System:

Priority Level	Priority Level Description	Response and Time for Response	
Critical	Reported issues preventing all useful work from being done or potential data loss or corruption or Software functionality is inoperative; inability to use has a critical impact to daily operations.	1. Acknowledgement: 2. Work Around, temporary fix or resume services: 3. Final fix, update, or new release: 4. Communications:	Less than 1 hours Not to exceed 2 Hours. No more than 24 hours Every 2 hours

High	Issue that disables major functions required to do productive work or Software is partially inoperative and is considered severely restrictive by OEM.	1. Acknowledgement: 2. Work Around, temporary fix: 3. Final fix, update, or new release: 4. Communications:	Less than 4 hours Not to exceed 8 hours Less than 48 hours Every 4 hours
Normal	Reported issue disabling specific non-essential functions; Error condition is not critical to continuing operation.	1. Acknowledgement: 2. Work Around, temporary fix: 3. Final fix, update, or new release: 4. Communications:	Less than 8 hours Not to exceed 16 hours Less than 7 days Every 8 hours
Low	Any issue not falling within the CRITICAL, HIGH or NORMAL category.	1. Acknowledgement: 2. Work Around, temporary fix: 3. Final fix, update, or new release: 4. Communication:	Less than 16 hours N/A Next quarterly release Weekly

S/d
Authorized Signatory