

## LIC OF INDIA P&GS DEPARTMENT CENTRAL OFFICE MUMBAI

### SERVICE LEVEL AGREEMENT (SLA)

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#### 8. Service Level Agreement (SLA)

##### P&GS Application Support Services

This Schedule describes the service levels that have been established for the Services offered by the Bidder to LIC. The Bidder shall monitor and maintain the stated service levels to provide quality customer service to LIC's customers.

##### 8.1. Level Classification

###### Service level definitions:

| Level            | Type of Infrastructure | Function / Technology                                                                                                                                                                                                                                                                                                             | Typical Response & Resolution                                                                                                               |
|------------------|------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------|
| I. Critical      | Business               | Any problem due to which the entire system is inoperable.<br><br>No user of any single channel can access the application or;<br>Any problem due to which 100 or more users cannot access the application                                                                                                                         | During business hours - Within 1 hour<br><br>Non-business hours - Within 3 hours or earlier as per business hours, if business hours begin  |
| II. Key          | Business               | Any problem due to which the system is not entirely down, but some major functionality is, and no workaround for it is available or;<br>Any incident which is classified as "Critical" for which an acceptable (by LIC) workaround has been provided or;<br>Any problem due to which 10 to 99 users cannot access the application | During business hours - Within 2 hours<br><br>Non-business hours - Within 4 hours or earlier as per business hours, if business hours begin |
| III. Significant | Business               | Any incident due to which some major functionality is down, but for which a (for LIC) acceptable workaround has been provided or;<br>Any incident which is classified as "Key" for which an acceptable (by LIC) workaround has been provided or;<br>Any problem due to which 1 to 9 users cannot access the application           | Within 8 hours                                                                                                                              |
| IV. Minor        | Business               | Others<br>Enhancements                                                                                                                                                                                                                                                                                                            | (To be mutually agreed)                                                                                                                     |

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**Service Level for the restoration for the application calls;**

| #  | Service Measure               | Restoration Time                                       | % of quarterly payment due |
|----|-------------------------------|--------------------------------------------------------|----------------------------|
| A. | Support for Critical Level    | Within 1 hour during business hours                    | 0%                         |
|    |                               | Within 3 hours during non-business hours               |                            |
|    |                               | Above 1 hour within 2 hours during business hours      | 3%                         |
|    |                               | Above 3 hours within 4 hours during non-business hours |                            |
|    |                               | Above 2 hours within 4 hours during business hours     | 5%                         |
|    |                               | Above 4 hours within 6 hours during non-business hours |                            |
|    |                               | Above 4 hours during business hours                    | 10%                        |
|    |                               | Above 6 hours during non-business hours                |                            |
| B. | Support for Key Level         | Within 2 hours during business hours                   | 0%                         |
|    |                               | Within 4 hours during non-business hours               |                            |
|    |                               | Above 2 hours within 3 hours during business hours     | 3%                         |
|    |                               | Above 4 hours within 6 hours during non-business hours |                            |
|    |                               | Above 3 hours within 6 hours during business hours     | 5%                         |
|    |                               | Above 6 hours within 8 hours during non-business hours |                            |
|    |                               | Above 6 hours during business hours                    | 10%                        |
|    |                               | Above 8 hours during non-business hours                |                            |
| C. | Support for Significant Level | Within 8 hours                                         | 0%                         |
|    |                               | Within 12 hours                                        | 3%                         |
|    |                               | Above 12 hours                                         | 5%                         |
| D. | Support for Minor Level       | To be mutually agreed                                  |                            |

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#### Escalation Hierarchy and Matrix

The escalation hierarchy for LIC will be jointly decided by LIC and the Bidder once the Bidder is on boarded. The indicative escalation hierarchy for the Bidder is illustrated below in the table. The Bidder will propose the exact escalation hierarchy once it is on board.

| <b>Table 13: Escalation Hierarchy (Illustrative) Incident to be reported within (if unresolved)</b> | <b>System Integrator</b> |
|-----------------------------------------------------------------------------------------------------|--------------------------|
| 2 hour                                                                                              | Bidder Engineers         |
| 4 hours                                                                                             | Bidder Project Manager   |
| 8 hours                                                                                             | Bidder Project Director  |
| 16 hours                                                                                            | Bidder Delivery Head     |
| 24 hours                                                                                            | Bidder Country Manager   |
| 36 hours                                                                                            | Bidder Country Manager   |
| 48 hours                                                                                            | Bidder Region Head       |

#### Escalation Matrix

| <b>Elapsed Time</b>                | <b>Critical</b>  | <b>Key</b>               | <b>Significant</b>       | <b>Minor</b>             |
|------------------------------------|------------------|--------------------------|--------------------------|--------------------------|
| To be resolved by (within 1 hours) | Support Engineer | Support Engineer         | Support Engineer         | Support Engineer         |
| 2 hour                             | LIC SPOC (P&GS)  | BIDDER - Project Manager |                          |                          |
| 4 hours                            | Secretary (P&GS) | LIC SPOC (P&GS)          |                          |                          |
| 6 hours                            | ED (P&GS)        | Secretary (P&GS)         | Senior Support Engineer  | Senior Support Engineer  |
| 10 hours                           |                  |                          | BIDDER - Project Manager |                          |
| 12 hours                           |                  | ED (P&GS)                | LIC SPOC (P&GS)          | BIDDER - Project Manager |
| 18 hours                           |                  |                          | Secretary (P&GS)         | LIC SPOC (P&GS)          |
| 24 hours                           |                  |                          | ED (P&GS)                | Secretary (P&GS)         |
| 48 hours                           |                  |                          |                          |                          |
| 60 hours                           |                  |                          |                          |                          |

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#### 8.2. System Availability

System availability is defined as:

**$$\frac{((\text{Scheduled operation time} - \text{system downtime})}{(\text{scheduled operation time})} * 100\%$$**

Where:

1. "Scheduled operation time" means the scheduled operating hours of the System for the year. All planned downtime on the system would be deducted from the total operation time for the year to give the scheduled operation time
2. "System downtime" subject to the SLA, means accumulated time during which the System is totally inoperable due to in-scope system or infrastructure failure, and measured from the time Company and/or its customers log a call with the Bidder help desk of the failure or the failure is known to the Bidder from the availability measurement tools to the time when the System is returned to proper operation
3. The business hours will be as per LIC's working hours. The Bidder however recognizes the fact that the Unit will require to work beyond the business hours on need basis, specifically during month-ends
4. Response may be telephonic or onsite. In case the issue cannot be resolved telephonically, the Bidder will need to provide onsite assistance within response resolution window
5. Service Levels should be complied with irrespective of the changes/customizations that the application would undergo during the tenor of the Contract.
6. Typical Resolution time will be applicable if application is not available to LIC users and customers and there is a denial of service

#### 8.3. Service Levels

Service Levels will include **Availability measurements and Performance parameters**

**Availability** Report will be provided on monthly basis and a review shall be conducted based on this report. A monthly report shall be provided to LIC at the end of every month containing the summary of all incidents reported and associated Bidder performance measurement for that period. All Availability Measurements will be on a monthly basis for the purpose of Service Level reporting.

Audits will normally be done on monthly/quarterly basis or as required by LIC and will be performed by LIC or LIC appointed third party agencies.

##### i. Availability Measurements

| Type of Infrastructure | Measurement                                          | Minimum Service Level during business hours | Minimum Service Level during non- business hours |
|------------------------|------------------------------------------------------|---------------------------------------------|--------------------------------------------------|
| Business Application   | Availability of Application and supporting functions | 99.5%                                       | 95.00%                                           |

The mechanism for monitoring the SLA would need to be proposed by the Bidder and agreed by LIC.

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#### ii. Performance Measurements

**Performance** measurements will be done on monthly basis or as required by LIC and will be performed by LIC or LIC appointed third party agencies. Bidder representative will assist LIC in performing Performance Measurements.

| Type of Infrastructure                   | Measurement                                                                                                                                                                                                                              | Minimum Service Level | Measurement Tool                                                                   | Cost Reference |
|------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|------------------------------------------------------------------------------------|----------------|
| Day – end,<br>month – end,<br>year – end | Time window for batch operations for the Insurance application to be 4 hours excluding back-up time.<br>In case the time window for batch operations is exceeded the additional time will be considered for system downtime calculation. | 98%                   | LIC to measure this through periodic audits based on logs to be provided by Bidder | AMC            |
| Day – end,<br>month – end,<br>year – end | During the batch operations the hardware utilization (CPU and memory) should not exceed 90%                                                                                                                                              | 98%                   | LIC to measure this through periodic audits based on logs to be provided by Bidder | AMC            |
| Day – end,<br>month – end,<br>year – end | However during these periods all offices/units operations should be available and there should be no performance degradation at that time                                                                                                | 99.5%                 | LIC to measure this through periodic audits based on logs to be provided by Bidder | AMC            |
| System Response Time                     | For Insurance Application – Support a peak transaction load of 745 transactions per second on the new Insurance Application.                                                                                                             | 99%                   | LIC to measure this through periodic audits based on logs to be provided by Bidder | AMC            |
| System Response Time                     | End to end response time should be < 5 seconds (end user to insurance application and back)                                                                                                                                              | 99%                   | LIC to measure this through periodic audits based on logs to be provided by Bidder | AMC            |
| System Response Time                     | Support concurrent users defined in the RFP                                                                                                                                                                                              | 99%                   | LIC to measure this through periodic audits based on logs to be provided by Bidder | AMC            |
| Hardware Utilization                     | Hardware average daily utilization levels                                                                                                                                                                                                | 99%                   | LIC to measure this                                                                | AMC            |

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| Type of Infrastructure              | Measurement                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Minimum Service Level | Measurement Tool                                                                   | Cost Reference |         |         |
|-------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|------------------------------------------------------------------------------------|----------------|---------|---------|
|                                     | should be less than 70%. (CPU, Memory, Cache, Hard Disk, NIC cards) excluding EOD / BOD processing time (Batch processing)<br><br>The minimum average utilization should not be below 30% over a period of 30 days                                                                                                                                                                                                                                                                                                                                                                                      |                       | through periodic audits based on logs to be provided by Bidder                     |                |         |         |
| Disaster Recovery Site Availability | Business operations to resume from Disaster Recovery Site upon Data Centre failure as per RTO/RPO set out in clause 6.17                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | 100%                  | LIC to measure this through periodic audits based on logs to be provided by Bidder | AMC            |         |         |
|                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                       |                                                                                    |                | RTO     | RPO     |
|                                     | During Business Hours                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                       |                                                                                    |                | 10 Mins | 15 Mins |
|                                     | Outside Business Hours                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                       |                                                                                    |                | 2 Hours | 2 Hours |
|                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                       |                                                                                    |                |         |         |
| Down time for servicing             | Each planned down-time for application, database and operating system servicing, delivery channels and interface servicing (upgrades, bug fixing, patch uploads, regular maintenance etc.) will not be more than 4 hours. This activity will not be carried out during business hours.<br><br>However, such activities which require more than 4 hours or required to be carried out during business hours will be scheduled in consultation with LIC. In case the downtime exceeds the planned hours the additional time taken for servicing will be considered for infrastructure or system downtime. | 98%                   | LIC to measure this through periodic audits based on logs to be provided by Bidder | AMC            |         |         |
| System Security                     | Number of security breaches: 0 security                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | 100%                  | LIC to measure this                                                                | AMC            |         |         |

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| Type of Infrastructure              | Measurement                                                                                                                                                           | Minimum Service Level | Measurement Tool                                                                   | Cost Reference |
|-------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|------------------------------------------------------------------------------------|----------------|
|                                     | breach                                                                                                                                                                |                       | through periodic audits based on logs to be provided by Bidder                     |                |
| System Backup                       | Zero Data Loss                                                                                                                                                        | 100%                  | LIC to measure this through periodic audits based on logs to be provided by Bidder | AMC            |
| Report Preview                      | Response times for all report previews should be < 60 seconds in most instances. It is understood that complicated / large volume reports may require a longer period | 100%                  | LIC to measure this through periodic audits based on logs to be provided by Bidder | AMC            |
| IT Policies & Procedures Management | Compliance of the IT infrastructure to LIC's Policies & Procedures                                                                                                    | 100%                  | LIC to measure this through periodic audits based on logs to be provided by Bidder | AMC            |

All logs to be as per LIC requirements.

#### 8.4. Application Implementation

The SLA for Application Implementation (timely delivery of each milestone in the project plan, reporting and resolution of bugs during testing phase) is to be mutually agreed between the Vendor and LIC, based on the Project Plan.

| Service Level Description   | Measurement                                                                                                                                                                                                                                | Minimum Service Level | Measurement Tools                   | Cost Reference                |
|-----------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|-------------------------------------|-------------------------------|
| Gap/Bugs/Defects resolution | All gaps observed in the functional specifications, current system study, training, business process re-engineering, parameterization, testing and Launch implementation shall be resolved within defined and mutually agreed time frames. | 99%                   | Manually Tracked during the testing | Customization, Implementation |
| Gap/Bugs/Defects reporting  | The Bidder shall ensure that all bugs reported by the users / testing team will be                                                                                                                                                         | 100%                  | Manually Tracked                    | Customization, Implementation |

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| Service Level Description                | Measurement                                                                                                                                                                                                                                                            | Minimum Service Level | Measurement Tools                   | Cost Reference                            |
|------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|-------------------------------------|-------------------------------------------|
|                                          | duly logged and assigned a unique ID for reference purposes.                                                                                                                                                                                                           |                       | during the testing                  |                                           |
| Critical Gaps/Bugs/Defects/ Showstoppers | The Bidder shall ensure that all bugs reported by the users/ testing team will be resolved within 1 hour from reporting.                                                                                                                                               | 100%                  | Manually Tracked during the testing | Customization, Implementation             |
| Gap/Bugs/Defects resolution              | The Bidder shall ensure that all bugs reported by the users / testing team will be duly resolved maximum within 3 calendar days or as per the UAT approach agreed between LIC and Bidder.                                                                              | 99%                   | Manually Tracked during the testing | Customization, Implementation             |
| Modification / Enhancements resolution   | The Bidder shall ensure that all modifications, enhancements reported by LIC will be duly resolved as per the agreed timeframes                                                                                                                                        | 99%                   | Manually Tracked during the testing | Customization, Implementation             |
| Handholding                              | The Bidder shall provide a minimum full time support staff at the Units as per the handholding requirements in the RFP.<br><br>Any technical problems or errors faced by the user will be resolved by the Bidder within 4 hours of problem identification / reporting. | 99%                   | Feedback from Unit                  | Customization, Implementation Handholding |
| Interface identification and development | The Bidder will identify and develop interfaces to the existing / proposed systems so as to meet the functional requirements as per the RFP.                                                                                                                           | 100%                  | Manually Tracked                    | Customization, Implementation             |

#### 8.5. Availability Service Level Default

Availability Service Level will be measured on a monthly basis.

The Bidder's performance to Availability Service Levels will be assessed against Minimum Service Level requirements for each criteria mentioned in the Availability measurement table.

Availability Service Level Default will occur when: The Bidder fails to meet Minimum Service Levels, as measured on a monthly basis, for a particular Service Level

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#### **8.5.1. Availability Service Credit Computation**

In the event of an Availability Service Level Default, the Bidder shall pay LIC an Availability Service Credit that will be computed in accordance with the following formula:

Monthly Service Level Default = Minimum Service Level – Monthly Actual Service Level

Availability Service Credit = Monthly Service level default X Cost Reference

In the event that an Availability Service Level Default has occurred for more than one service level requirement, the sum of the corresponding Availability Service Credits shall be credited to LIC.

The Bidder shall review with LIC, on a monthly basis from the start of Contract Execution, any entitlement of LIC to an Availability Service Credit.

The total amount of Availability Service Credit that the Bidder is obligated to pay LIC shall be reflected on the invoice provided to LIC. LIC shall be entitled to deduct the Availability Service Credit amount from the amounts payable to the Bidder as per the invoice.

#### **Example 1**

Assume for a particular service level requirement (e.g. Availability of Key Application and Supporting Functions), the minimum service level is 99% During a Service Assessment period; the service level achieved is 96.5%.

Quarterly Payment Due = 90 Lakhs

The Availability Service Credit due to LIC would be computed as follows:

Minimum Service Level

Monthly Service Level Default = M1 = 99.00 - 96.50 = 2.5

Availability Service Credit for M1 = 2.5% \* (90 Lakhs)

= Rs 2,25,000

Bidders have to note that the cost for AMC is exclusive of taxes for the purpose of computation of the service level and service credit.

#### **8.5.2. Service Level Agreement (SLA)**

- a) **Deployment SLA:** Applicable from the date of signing of the contract to the successful acceptance of the deployment scope by LIC.
- b) **Technical SLA:** Applicable during the User Acceptance Testing Phase.
- c) **Operational SLAs:** Applicable from the date of acceptance of applications and till the developed application warranty period.
- d) **SLA Monitoring Tool:** Bidder will provide SLA Monitoring tool. The SLA Monitoring tool should be capable of providing all the SLA Reports and monitoring, as required in the RFP. It should be capable of providing SLA measurement for all the components being delivered by the bidder.

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The performance and support of the entire e-Business solution will be as per the Schedule of Service Level Agreement mentioned below; failure to do so will attract penalties. If, at any time during the performance of the Contract, the Vendor should encounter conditions impeding timely delivery of the systems and/or Services, the Vendor shall promptly notify LIC in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable, after receipt of the Vendor's notice, LIC shall evaluate the situation and may, at its discretion, extend the Vendor's time for performance, with or without liquidated damages, in which case the extension shall be ratified by the parties by amendment of the Contract.

This Schedule describes the service levels that have been established for the services offered by the Bidder to LIC. The Bidder shall monitor and maintain the stated service levels to provide quality customer service to LIC's customers.

To ensure that all the stakeholders discharge their roles and responsibilities in an agreed manner to achieve the common goal, a set of Service Level Metric's are defined for the solution.

**Deployment SLA** is applicable to the following scope:

1. Supply, installation and commissioning of all required hardware for steady functioning of the new centralized P&GS application.
2. Supply installation and commissioning of all required software for steady functioning of the proposed new centralized P&GS application.
3. Migration of existing applications/data to the proposed new centralized P&GS application
4. Development and commissioning of the bespoke applications as defined by the functional specifications in the RFP.

The Deployment SLA is applicable from the date of signing the contract to the successful acceptance of the above scope by LIC. The Duration, measurement basis and penalty is defined below.

| #  | SLA Component                                                 | Expected delivery date                                                                    | Low Performance | Penalty Applicable | Value of Penalty                                                                   |
|----|---------------------------------------------------------------|-------------------------------------------------------------------------------------------|-----------------|--------------------|------------------------------------------------------------------------------------|
| A. | Environment wise Delivery of all required Hardware + Software | 5 weeks prior to the actual deployment and Go Live of that Environment as per agreed plan | +/- 2 weeks     | > +/- 2 Weeks      | 0.5% of cost of supply of effected hardware and software cost, penalty applied for |

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|    |                                                                                 |                                                                                           |                                    |                                              |                                                                                                                                                                       |
|----|---------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------|------------------------------------|----------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| B. | Initial installation and configuration of all supplied hardware and software    | 3 weeks prior to the actual deployment and Go Live of that Environment as per agreed plan | +/- 2 weeks                        | > +/- 2 Weeks                                | every +/- week (i.e. delay or early delivery) and maximum penalty applied is 10% of the total hardware and software cost                                              |
| C. | Pilot of new centralized P&GS application                                       | 65 weeks from the Date of Contract                                                        | 68 weeks from the Date of Contract | More than 68 weeks from the Date of Contract | 1% of cost of development and commission of application cost for every week of delay. This penalty is capped at 10% cost of the total bespoke application development |
| D. | Implementation and Go Live in all units of the new centralized P&GS application | 70 weeks from the Date of Contract                                                        | 74 weeks from the Date of Contract | More than 74 weeks from the Date of Contract | 1% of cost of development and commission of application cost for every week of delay. This penalty is capped at 10% of the total bespoke application development      |

#### Technical Acceptance SLA

The solution would be tested during the User acceptance testing phase with reference to the Technical SLAs mentioned below:

| Criteria/ Element | Description                                                                                                                | Value / Measurement |
|-------------------|----------------------------------------------------------------------------------------------------------------------------|---------------------|
| Time to Connect   | Time elapsed from initial request to when the connection between the visitor's browser and an origin server is established | Less than 150 msec  |

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|                                                      |                                                                                       |                    |
|------------------------------------------------------|---------------------------------------------------------------------------------------|--------------------|
| <i>Waiting Time (relates to Time to First Byte)</i>  | Time elapsed from establishing a connection to delivering the first byte of a webpage | Less than 400 msec |
| Time to First Byte                                   | Time elapsed for the first byte of a website to make it to the visitor's browser      | Less than 550 msec |
| <i>Receiving Time (relates to Time to Last Byte)</i> | Time elapsed from downloading the first byte to the last byte of a webpage            | Less than 200 msec |
| Time to Last Byte                                    | Time elapsed when every byte of a website has made it to the visitor's browser        | Less than 750 msec |

#### Front-End Performance Metrics

| Criteria / Element   | Description                                                                                                              | Value / Measurement  |
|----------------------|--------------------------------------------------------------------------------------------------------------------------|----------------------|
| Time to Title        | Time elapsed since a user's browser downloads first byte of your website and the webpage's title displays in the browser | Less than 1,300 msec |
| Time to Start Render | Time elapsed when the first visible element appears on the blank page                                                    | Less than 2,500 msec |
| Time to Display      | Time elapsed when all visual elements of the page are in place                                                           | Less than 5,000 msec |
| Time to Interact     | Time elapsed when a user has gained control of a webpage and can interact with content                                   | Less than 6,300 msec |

#### Content Complexity Metrics

| Criteria / Element  | Description                                                                                         | Value / Measurement        |
|---------------------|-----------------------------------------------------------------------------------------------------|----------------------------|
| <b>Weight Basis</b> |                                                                                                     |                            |
| Asset Weight        | Total weight of assets including requests, domains, HTML, JavaScript, CSS, images, media and others | Not exceeding 700 – 800 KB |
| JS Weight           | Weight of Java Scripts                                                                              | Not exceeding 150 KB       |
| CSS Weight          | Weight of Cascading Style Sheets                                                                    | Not exceeding 20 KB        |
| Image Weight        | Weight of site images                                                                               | Not exceeding 400 - 500 KB |

#### Site Availability and Access Metrics:

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| Criteria / Element    | Description                                                    | Value / Measurement                                                |
|-----------------------|----------------------------------------------------------------|--------------------------------------------------------------------|
| Uptime (Availability) | System availability uptime vs. system downtime                 | 99.9 %                                                             |
| Registered Users      | Users of Proposed New Centralized P&GS Application             | 1.50 Crore                                                         |
| Casual Browsers       | Visitors                                                       | 50,000 per day                                                     |
| Active Users          | Active registered users - Logged In Sessions at any given time | 20000                                                              |
|                       | Project Growth ( 2 – 8 Years)                                  | 30 % in first year, 20 % in second year, 10 % in subsequent years. |

Basis of Measurement: Simulated the stated loads and testing the system performance using load testing tools. The response time for the various applications will be valid only for the components being developed and maintained by the bidder.

Bidder is required to arrange SLA Monitoring tool and should provide measurements for the bidder provided solution and infrastructure.

#### Operational SLAs

The calls would be defined in the following categories:

- **Severity level:** The severity level of a service call is defined by the extent of impact the problem has on the overall solution performance
  - **S1-** Very high severity: Business can't Work - Issue in which significant portion of Application is non-operational and for which there is no work around
  - **S2-** High Severity: Application is not down but there is a serious problem affecting user's productivity. Work around if provided is awkward and inefficient
  - **S3-** Medium Severity: Application is not down but there is an issue affecting small number of users or customers. Acceptable work around is available
  - **S4-** Low Severity: Functionality enhancement and/or support for modifications or maintenance of source code, training documentation or user documentation.
- **Priority level:** The priority level of a service call is defined by the priority in which the calls would be handled in case of queuing.

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- **P1-** High Priority: Total failure of critical systems, services, applications or underlying hardware Hosting center failure Network failure External attack on network Immediate investigation and status reports
- **P2-** Medium Priority: Partial failure of critical systems, services, applications or underlying hardware failure in standard operating procedures Non-critical hardware defect, Operating system failure of backup system Hourly reporting of investigations
- **P3-** Low Priority: Total or partial failure of non-critical services or applications, standard operational Standard operating procedures Routine password changes Errors in hosted content Updating hosted content Report of initial investigations within four hours

**Indicative SLAs for Helpdesk/ Maintenance support calls:**

| Severity/ Priority | Time by which the calls have to be resolved |
|--------------------|---------------------------------------------|
| S1/P1              | 4 hours                                     |
| S2/P2              | 8 hours                                     |
| S3 / P3            | 1 day                                       |
| S4/P4              | 3 days                                      |

|                     |                |                          |
|---------------------|----------------|--------------------------|
| SLA P&GS Operations | Uptime : 99.9% | Response Time <4 seconds |
|---------------------|----------------|--------------------------|

( Note: The response time for the applications will be valid only for the components being developed and maintained by the bidder. The SLA monitoring tool should be able to provide measurements for the bidder provided solution and infrastructure )

**Penalty**

| Item                                  | Low Performance | Penalty Applicable | Value of Penalty       |
|---------------------------------------|-----------------|--------------------|------------------------|
| <b>Performance</b>                    |                 |                    |                        |
| P&GS New Centralized<br>P&GS Solution | <99.9% >=98%    | <98%               | INR 500,000 every hour |
| <b>Response Time</b>                  |                 |                    |                        |
| P&GS Applications                     | >4 secs< 8 secs | >8 secs            | INR 500,000 every hour |

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| <b>Application Issues</b>         |                         |            |                         |
|-----------------------------------|-------------------------|------------|-------------------------|
| Application Issue Resolution Time | P1 > 60 min < 120 mins  | >120 Mins  | INR 75000 every 2 hours |
|                                   | P2 > 120 min < 240 mins | > 240 Mins | INR 50000 every 4 hours |
|                                   | P3 > 240 min < 480 mins | > 480 mins | INR 25000 every 8 hours |

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