**Service Level Agreement**

1.1. The service requirements are defined in the tender specification (Appendix A).

1.2. Target Platforms include:

Mobile: IOS, Android, Windows Mobile 10/Edge

Desktop: Chrome, Firefox, IE10, Edge, Opera, Safari

1.3. Specific compliance requirements-

1.3.1. Relevant legislation

The Data Protection Act 1998

1.3.2. Relevant standards

The website and system will adhere to the best practice standards defined by the World Wide Web Consortium (W3C www.w3.org/) for website accessibility and mobile responsiveness.

The system will meet the requirements of ISO 27001

**2.0 Service uptime and support**

2.1 The Supplier shall use best endeavours to ensure that the Website is available 99.95% over a 30-day rolling period.

2.2 The Supplier provides systems Technical Support to resolve any issues with system availability 24 hours a day. Service Support is available between the core hours of 8am and 6pm Monday to Friday and the hours of 9am to 5pm Saturday and Sunday (including UK Bank Holidays). Enquiries to the Service Helpdesk can be made by email or telephone. Each enquiry is assigned a unique Ticket. The Supplier’s Ticket logging procedure shall provide a standard call logging and tracking procedure for the service provided.

2.3 The Service Helpdesk can be contacted:

By Telephone -

By email –

**3. CONTACTS**

3.1. The Supplier will provide the contact call tree and the escalation matrix for the services it offers. On a minimum, it shall provide for the following:

3.1.1. Office Contact Details (Normal Working Hours)

3.1.2. Contact Details of Support Personnel (Normal and After Office Working Hours)

3.1.3. Contact Details of Designated Account Manager in case of Escalation (Normal and After Office Working Hours)

3.2. The Customer shall provide a call tree which includes point of contacts for reporting and updating routine activities, and point of contact for escalations.

**4. MAINTENANCE WINDOWS**

4.1. A maintenance window will be agreed between the two parties considering the availability requirements. All maintenance will be scheduled during non-business hours or when the expected load/usage of the service is at a minimum. Usually Saturday/Sunday 00:01 to 04:00.

4.2. If downtime is expected, then alternate arrangement for continuous service must be made by The Supplier.

4.3. All planned activities shall be carried out during the maintenance window and in compliance with the Change management procedure as agreed between the Supplier and Customer.

4.4. In case of unplanned outages, a verbal approval from The Customer shall be deemed suitable for carrying out the necessary correctional activities.

**5. TERMS**

5.1. The Supplier is liable to follow all the security standards and policies as specified by The Customer and follow all UK Legislation.

5.2. The Supplier must inform any changes taking place that may affect the service provided and inform The Customer of any incidents that may affect the confidentiality, integrity or availability of the service/data provided.

5.3. The ownership of the data being hosted will remain with The Customer.

5.4. The Supplier shall not share server resources or databases allocated to The Customer with its other clients and shall take necessary precautions and implement suitable controls to protect it.

5.5. The Supplier shall provide the necessary data storage space and processing capacity for the web service.

5.6. The Supplier will provide The Customer website with a maximum average response time of 4 seconds. Response time here is the time taken from the receipt of the request at the server up to the time the server completes the request. Response time of the website shall depend on the size of the site and the expected maximum number of concurrent users and the use/type of web service being given.

5.7. The Supplier will be liable to provide necessary business continuity and disaster recovery of the service that is hosted based on the agreed Business Continuity and Disaster Recovery plans, as agreed between the Supplier and Customer.

5.8. If the Supplier fails to meet the uptime requirements, then a service credit of 5% of the monthly contract values will be charged for every hour of missed service levels, calculated over a 30-day rolling period.

5.9. Non-compliance or failure to meet the service levels for more than 3 times in 30 days, may lead to cancellation of contract. A cancellation within six months shall will incur a full refund of costs to The Customer paid to date.

5.10. The Supplier will provide suitable assurance to the Customer, upon request, of the physical security and environmental controls that are employed in the physical hosting centre for the website. At a suitably agreeable time, upon request from the Customer, the Supplier will arrange and supervise an inspection by the Customer of the website hosting centre.

5.11. Upon termination of the contract the Supplier will provide the Customer within 30 days of the date of termination all the Customer’s data in a format to be agreed with the Customer prior to the final milestone payment.

**6. CUSTOMER RESPONSIBILITIES**

6.1. Monitor the service levels as specified in the contract, based on monthly management information provided by the supplier.

6.2. Integrate change management, incident management and all corresponding process to include the Supplier.

6.3. Change all user defaults and default passwords/monitor privilege account use by the service provider for maintenance purpose.

6.4. Ensuring that the Supplier complies with the necessary security and quality requirements as mentioned.

**7. THE SUPPLIER RESPONSIBILITIES**

7.1. Maintain the Confidentiality, Integrity and Availability values of The Customer data and services.

7.2. Report any incident that may affect The Customer’s data/service in terms of Confidentiality, Integrity and Availability.

7.3. The Supplier performance requirements: Design and delivery of the website and ongoing maintenance support, for web hosting: uptimes and user loads.

**8. INCIDENT HANDLING**

8.1. Incident Reporting

8.1.1. All reported incidents shall be logged, assigned a number for reference, and tracked for resolution.

8.1.2. The Proof of Concept will classify the incident’s Impact Level. However, the Supplier may present its views on the same. The decision of Proof of Concept approved by The Customer will be final and binding.

8.2. Incident Escalation and Resolution

8.2.1. Incidents shall be addressed as per the Incident severity grid below and the target response or resolution times shall be the guidance for resolving issues.

Impact

Level Impact Escalation

(Business Hours) Response Time Resolution Time

(Business Hours) Resolution

Time (Outside of

Business Hours)

5 Critical

Critical Business

Impact

Example: Full website is Down Immediate Within (1) Hours Within (3) Hours Within (4) Hours

4 Extremely Urgent

High Business Impact

Example: Certain services / functionality is not available Immediate Within (2) Hours Within (4) Hours Within (4-6) Hours

3 Urgent

Moderate Business Impact

Example: One of the service / Functionality is not available. Performance is sluggish Within (1) Hour Within (4) Hours Within (8) Hours Within next day

2 Medium

Low Business Impact

Example: Complaints from few users, interface or compatibility issues etc Within (1) day Within (4) Hours Within next

day Within next

day

1 Low

No Business Impact

Example: Service is

functional, but

assistance is required

in the configuration

or use of the service Planned Activity As per Schedule As per Schedule As per Schedule

Times for Escalation / Response and Resolution shall be decided by the Customer considering the following factors

1. Functionality of the website

2. Business continuity requirements

3. Service Level Agreement

8.3. Escalation Procedures

8.3.1. Escalation procedure for the Customer

Budget Manager - Level 1

Category Manager - Level 2

Head of Service / Service Director - Level 3

Director of Governance - Level 4

8.3.2. Escalation procedure

All support queries will initially be dealt with by the Supplier’s Support Team. If they are unable to resolve the issue, the issue will be passed over to a 2nd Line Support Specialist, who may, if necessary, enlist the support of the Suppliers’ Service Helpdesk Manager. Should the Customer not be satisfied with the resolution or the handling of the problem, the Customer Complaints Procedure will be followed to assess the Customer’s complaint and determine an appropriate course of action.

Escalation Level Escalation Rationale Contact Escalation Timescales

A Ticket is logged with the Service Helpdesk - The first point of contact at Level 1 –

1st / 2nd Line Support Analyst (Service Helpdesk)

As per Section 8.2.1

2 If the Service Helpdesk does not respond within the agreed time specified, the Ticket will be escalated to Level 3. Support Manager Within 2 working days (6 hours) of Level 1

3 If the Support Manager does not respond within the agreed response time specified, then the Ticket will be escalated to Level 4. Operations Director Within 2 working days of Level 2

4 If the Operations Director does not respond within the agreed response time specified, the Managing Director

Within 2 working days of Level 3

Tickets with an impact level of 4 or 5 can be escalated faster in line with the SLA Fix Time.