

Severity, Priority and SLAs for platform maintenance

Service Level requirements will be necessarily managed by the Service Provider **using any tool by the service provider**. Service provider will make this information available to authorised SIDBI personnel through on-line browsing and also through hard copy of the report as per requirement.

The success of service level agreements depends fundamentally on the ability to measure performance comprehensively and accurately so that credible and reliable information can be provided to customers and support areas on the service provided.

Service level monitoring will be performed by *the Service provider*. Reports will be produced as and when required and forwarded to SIDBI.

Following table describes the severity of the defects:

Severity of Defects

Defect Severity	Business Impact	Resolution Time
S0	Issues causing severe business impact on Data Integrity, Security, UAT, and Transaction Accuracy	60 min - quick-fix 5 working days – permanent resolution
S1	Issues causing high business impact on Functionality, UI/Usability and Response Time	60 min - quick-fix 7 working days – permanent resolution
S2	Issues causing moderate business impact on Functionality, UI/Usability, Accessibility which do not block the user to transact	1 day- quick-fix 15 working days – permanent resolution
S3	Issues causing lower business impact on Functionality, UI/Usability, Compatibility which do not block the user to transact	3 days- quick-fix 15 working days – permanent resolution

Notes: The S0, S1 issues shall be mitigated with 60 minutes of reporting the issue. The S0/S1 issues shall have a permanent resolution deployed on the servers after exhaustive testing within 5/7 working days. For S2/S3 issues permanent resolution shall be deployed within 15 working days.

Following table describes the Priorities of the defects and resolution SLAs:

Priorities of Defects and Resolution SLAs

Defect Priority	Business Impact	Resolution Details
P0	All Portal users affected. E.g. Portal is not up or Logins are blocked or Application / HH request Submit is not taking place or Payment transactions are processed to incorrect accounts, users are unable to transact in marketplace	<ul style="list-style-type: none"> i. Shall be resolved within 45 minutes through a quick-fix engineering. ii. A permanent solution shall be deployed within 2 working days

Defect Priority	Business Impact	Resolution Details
P1	All users of a Bank are affected. e.g. applications of a specific Bank by all users are not being processed, issue in saving offline applications etc.	iii. Shall be resolved within 60 minutes through a quick-fix engineering. iv. A permanent solution shall be deployed within 3 working days
P2	All SIDBI / NABARD / LDM / DFS / MUDRA users are affected. E.g. users are not able to view reports or carry out Administrative functions	v. Shall be resolved within 1 day through a quick-fix engineering. vi. A permanent solution shall be deployed within 4 working days.
P3	A user is affected. E.g. User is not able to enter / process the transaction, specific login issues, mails / alerts / SMS not being sent	vii. Shall be resolved within 1 day through a quick-fix engineering. viii. A permanent solution shall be deployed within 5 working days.

The UAT may be conducted by SIDBI or by any appointed third-party agencies by focusing only on the functional / acceptance test scenarios. The Bidder shall conduct testing of the software solutions exhaustively and shall ensure that all the issues are reported to SIDBI before UAT/Release.

Any breach in SLA shall attract a penalty as defined in relevant section of the RfP.