



Request for Proposal

CPE Procurement

SSA-V, Appendix 5

**Service level with standardized price
reductions**

Version log

Version	Initials	Date	Comments/amendments
1.0	DIK	18.10.2019	Part of the Tender documents
1.1			
1.2			

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1 Introduction

This document describes the agreed SLA requirements.

The document also proposes mechanisms for standardised damages in case of breach of the agreed SLA requirements.

2 SLA requirements

Service description	Service period*	Response time**	Resolution time***
Automatic monitoring and error handling	24/7/365	n/a	See section 4.
User support	Working days, 0800-1600	1 hour	See section 4.
Error correction in critical components resulting lack of availability as described in section 4.1	24/7/365	10 minutes	See section 4.
Error correction non-critical components	Working days, 0800-1600	1 hour	See section 4.
Repair of damage caused by third party	Without undue delay and according to Customer's instructions	Without undue delay and according to Customer's instructions	Without undue delay and according to Customer's instructions
Additional work ordered by the Customer	As agreed	As agreed	As agreed

**Upon Customer's request, the Contractor shall continue work beyond Service period. In that case, Service period for such work shall be considered extended according to the Customer's request and be invoiced as supplementary work.*

*** Response time means the time period from an incident/error/etc is logged (registered) until work has started to resolve it. Response time is calculated during Service period.*

****Resolution time means the period of time from an incident/error/etc is logged (registered) until it has been resolved. Resolution time is calculated during Service period.*

3 KPI Requirements

KPI requirements are used to monitor performance and quality of the services.

KPI ID	KPI Description	Unit for measurement	Calculation	KPI reporting
2	Lane availability (uptime)	Lane	% of time	Per lane
4	MTTR for critical components	Component type	Average	Per lane
5	OCR hit rate	All images per lane	Hit rate	Per lane
6	Statistical distribution of data types in transactions	Data element type, transaction registers per lane	Number and share per data type	Per lane

7	Update of status files for CPE	Event type per CPE	% Lacking or delayed	Per charging point
8	Error, event, service and maintenance logs	All events per type	Type and share	For all charging points

4 Standardised damages

4.1 Introduction

It is vitally important that Charging Points at all times are able to collect. In case of errors, incidents etc, which may result in loss of revenue, increases costs or additional work for the Customer, standardised damages as described below will apply.

A lane is *not available* if one or more of the following functions is not operating according to the agreed requirements:

- OBU reading
- Image taking (video system)
- Detection system
- Data storing of passages

Standardised damages shall not apply in case of circumstances which the Contractor may not be held responsible according to the Agreement, e.g. damages caused by third parties. The Contractor shall document such circumstances.

Requirements in chapter 4.1 are not valid for equipment covering opposing lane, pedestrian areas and bicycle lanes.

4.2 Standardised damages due to breaches of the availability requirement

In case of errors, incidents, etc. which may result in lost revenue, increased costs or additional work due lane being not available, the following standardised damages shall apply per event:

1. Each error, incident, etc. which lasts more than 10 minutes shall result in following standardised damages:
 - a. For CP with AADT below 4000: kr. 25.000,-
 - b. For CP with AADT 4000 and above: kr. 50.000,-
2. In addition, there shall apply standardised damages related to resolution time:
 - a. For CP with AADT below 4000:

Resolution time	Standardised damage
0 – 4 hours	Kr. 0,-
4 – 8 hours	Kr. 10.000,-
8 – 16 hours	Kr. 20.000,-
Over 16 hours	Kr. 40.000,-

- b. For CP with AADT 4000 and above:

Resolution time	Standardised damage
0 – 4 hours	Kr. 0,-
4 – 8 hours	Kr. 20.000,-
8 – 16 hours	Kr. 40.000,-

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Over 16 hours	Kr. 80.000,-
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3. VPL_{lesbar} (number of readable license plates) of all passages during a calendar quarter shall be more than 98%.

VPL_{lesbar} is measured after the images has been processed in the central system. The images will be processed automatically and manually. A successful VLP readable is either Front VPL_{lesbar} or back VLP_{lesbar} for every vehicle. If VLP_{lesbar} for a field is less than 98%, the video equipment is defined as not functional, and a compensation will be calculated as described in point 1 above.

Maximum accumulated standardised damages for the Agreement per quarter according to 1, 2 and 3 above shall be limited to 100 % of fixed maintenance fees for the Agreement for the applicable quarter. If errors, incidents etc. are not resolved by the end of a calendar quarter, the Customer may hold back payment of the invoiced fees until resolution has occurred and subtract incurred damages from the services fees.

4.3 Standardises damages

In case of errors, incidents, etc. which may result in lost revenue, increases costs or additional work due to other circumstances than those which result in reduced availability, following standardised damages shall apply per event:

Resolution time	Standardised damage
0 – 5 working days	Kr. 0,-
6 – 10 working days	Kr. 10.000,-
Over 10 working days	1 % of quarterly fixed maintenance fees for per additional day